

# Covid Playbook

When the Dominican Republic declared a national state of emergency on March 19, 2020, the tourism industry - and many others - came to a standstill as the country underwent one of the most robust lockdowns in the world, renewing strict shelter-in-place orders every six to eight weeks. For the first three months of the pandemic, only essential services were permitted to operate and hotels all but shut-down for the remainder of the year.

Likewise, the lives of thousands of children and parents abruptly changed as schools were also closed for the entire year. These measures led to prolonged periods of confinement and isolation for most school-aged children, disproportionately affecting the country's most vulnerable. In-country, we saw a spike in cases of abuse and domestic violence, where too often the victims were children and women. Nevertheless, these cases were under-reported due to the lack of emergency assistance lines and weak institutional support.

In one fell swoop the landscape had drastically shifted. While Tropicalia embraced the challenges of the pandemic by revising its resort design to accommodate the post-pandemic traveler and second home-owner, Fundación Tropicalia also adjusted by responding to the unique needs of the community it serves.

**Like the rest of the world, we had to learn to adapt to the new normal, and adapt we did. The following timeline is a reflection of our quarterly playbook during COVID in 2020.**

## JANUARY-MARCH

Co-organized community stakeholder engagement meetings with Bouygues Construcciones República Dominicana (BCRD) to inform local population of employment and supply chain opportunities, grievance mechanisms and environmental management.



BCRD partially mobilized its team, supervising four subcontractors, 34 workers, three management staff and hosted approximately 20 training workshops in: Ethics and compliance; environmental management; and quality, health and safety.



Commenced earlyworks, site clearance and tree transplantation activities in line with our Biodiversity Management Plan.



Terminated our construction contract with BCRD in order to evaluate the impact of the pandemic on our industry.



Concluded our financing commitment with IFC and IDB Invest due to the suspension of construction.

On March 19, 2020, the Dominican government declared a national state of emergency and issued strict shelter-in-place orders. We closed our offices and employees began remote work schedules.

## APRIL-JUNE

Engaged local entrepreneurs to produce 1,350 biosafety kits that included a reusable mask and antibacterial soap. Distributed these kits to the most vulnerable households.



Created safety campaigns through our social media platforms to communicate accurate information regarding COVID-19 prevention, highlighting best practices and latest announcements issued by the World Health Organization and the Dominican Ministry of Public Health.

Re-opened our offices with staff making gradual and staggered returns to work in order to keep with social distancing norms.

Introduced company-wide COVID-19 safety protocols in the workplace.

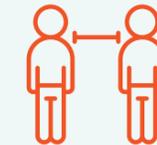
## JULY-SEPTEMBER

Identified a revised resort design and program, significantly improving financial performance and attractiveness to capital markets, and favorably positioning for equity and debt reactivation in 2021.



Created and launched SNSI in a Box to accommodate for social distancing.

Awarded a grant by the Canadian Fund for Local Initiatives to implement SNSI in a Box and create a gender-based-violence awareness and prevention campaign.



## OCTOBER-DECEMBER

Approached and garnered support from our partners and design consultants to pursue our revised resort design and program.



Underwent a restructuring, which called for a downsizing of our team. We are grateful for the incredible contributions our former collaborators made to our work and mission.



Concluded SNSI in a Box, where over the course of five months 310 girls received one educational box per month totaling 1,550 boxes delivered. See more details on SNSI in a Box in