

# HEALTH SAFETY & SANITATION PROTOCOLS AND PROCEDURES

*May 14, 2020*



We are closely monitoring all federal and state government policy changes, brand and industry leaders, Centers for Disease Control (CDC) guidelines, government mandates, and public health advisories and will continue to make changes as necessary or appropriate.

The health and safety of our associates and guests is our number one priority. This guide is intended to provide information on how Emerald Hospitality will manage hotel operations to ensure safety and wellbeing for all:

## Social Distancing

Guests will be advised to practice social distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property. Restaurant tables, bar stools and other social layouts will be arranged to ensure appropriate distancing. Associates will be reminded not to touch their faces and to practice social distancing by standing at least six feet away from guests and other associates whenever possible.

## Hand Sanitizer/Wipes

Hand sanitizer and sanitizing wipe dispensers will be placed at key guest and associate entrances and contact areas such as reception areas, hotel lobbies, restaurant entrances, meeting spaces, elevator landings, pools, and exercise areas.

## Social Etiquette Signage

There will be health and hygiene reminders throughout the property encouraging the washing of hands, use of hand sanitizer, use of masks in public areas, along with proper social distancing practices.



## Back-of-House Signage

Signage will be posted throughout the property reminding associates of the proper way to wear, handle and dispose of PPE, to wash hands, to avoid touching their faces and other health-related safety issues.

## Associate & Guest Health Concerns

Associates are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a fever, cough, shortness of breath, or other known symptoms of COVID-19. Associates and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify a manager.

# ASSOCIATE RESPONSIBILITIES



The key to an effective health and sanitation program is our associates. The following are items we expect all associates to practice while at work:

## Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. Associates have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

## COVID-19 Training

All associates will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Front Desk, Housekeeping, Laundry, Maintenance, and Food & Beverage.

## Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all associates based on their role and responsibilities and in adherence to brand, state or local regulations and guidance. Every associate entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to associates whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and others in direct contact with guests.

## Daily Pre-Shift & Timekeeping

Associate pre-shift meetings will be in areas that allow for appropriate social distancing between associates. Departments will stagger associate arrival times to minimize traffic volume in back-of-house corridors and/or service elevators. Hand sanitizer will be available at each timeclock location and associates will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

All associates will have their temperature taken using an infrared thermometer at the start of each shift by the Manager on Duty or General Manager. All associates will also answer a series of health questions in the time clock prior to starting their shift. This is to ensure that associates have not been in contact with anyone confirmed as positive for COVID-19 and are not displaying any symptoms before starting work.

# CLEANING STANDARDS



Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

## Public Area

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

## Guestrooms

Industry leading cleaning and sanitizing protocols are used to clean guestrooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

## Laundry

All bed linen and laundry will be washed in accordance with CDC guidelines. Dirty linen is immediately removed from hallways/carts after being removed from the guestroom.

## Back-of-House

The frequency of cleaning and sanitizing will also increase in high traffic back-of-house areas with an emphasis on the associate break rooms, entrances, restrooms, loading docks, offices, and kitchens.

## Shared Equipment

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new associate. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotels.

## Room Recovery Protocol

In the event of presumptive case of COVID-19, the guestroom will be removed from service and quarantined. The guestroom will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

## Air Filter and HVAC Cleaning

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

# GUEST WELCOME PROTOCOL



## Signage

- Signage to be prominently displayed encouraging washing of hands, use of hand sanitizer, and use of masks in public areas, along with proper social distancing practices throughout the hotel.
- Any area where guests or associates gather or queue to be clearly marked for appropriate social distancing.
- Sanitizing wipes to be provided near bell carts with signage instructing guests to wipe down cart before and after use.

## Guest Services

- Valet parking services have been suspended until further notice.
- Hotel shuttle service has been restricted, needing corporate approval.
- Availability of print magazines and newspapers have been discontinued.
- All packages to be placed in plastic bags:
  - Guest packages can be picked up at the front desk or delivered to the guestroom.
  - Deliveries to be placed outside the guestroom after confirming with guest via phone or Kipsu that they are in the room to receive.

## Cleaning & Sanitizing Protocol

- All contact surfaces are sanitized after each transaction including credit card devices and countertops.
- Room keys that are returned at check-out are disinfected before returning to service.
- Registration desks are deep cleaned and sanitized upon a shift change.
- Offices, desks, counters, workspaces, and related equipment (including radios) shall be sanitized at least once every four hours or upon a new associate using the equipment.
- Wheelchairs and other guest amenities are sanitized after each use.
- Luggage bell carts and related equipment are sanitized after each use.
- Hands to be sanitized, or gloves changed, at the beginning of each new transaction.

## Guest Sanitation Amenities

- While guests are not required to wear a mask, masks shall be made available upon request.
- Sanitizer wipes shall be provided in each guestroom for guest use (*subject to product availability*).

## Shuttle Service (with corporate approval)

- Hard surfaces are wiped down after each trip.
- Hand sanitizer or sanitizer wipes shall be provided as guests enter or exit the vehicle.
- Seating and floors are deep cleaned at least 3 times per day.
- Trash and debris are removed after each trip.
- Driver shall wear a face mask and gloves at all times.
- Driver shall change gloves at the beginning and end of each run.

# PUBLIC AREA PROTOCOL



## Guest Elevators

- All elevator buttons to be sanitized on a scheduled basis.
- Signage to be posted explaining proper social distancing etiquette.

## Business Centers

- Counters and equipment to be sanitized at on a scheduled basis.
- Workstations shall be moved to ensure proper social distancing of 6-feet.
  - If space limits this option, workstations may be removed.

## Lobby Area

- Our enhanced cleaning protocols call for the following areas to be sanitized on a scheduled basis:
  - Hotel entry doors
  - Luggage bell carts
  - Elevators
  - Exterior benches
  - Trash bins
  - Tabletops
  - Public Restrooms

## Guest Laundry

- Our enhanced cleaning protocols call for all equipment and countertops to be sanitized on a scheduled basis.
- Signage to be posted explaining proper social distancing etiquette.

## Fitness Center

- Our enhanced cleaning protocols call for all fitness equipment to be sanitized on a scheduled basis.
- Signage to be posted explaining proper social distancing etiquette.

## Pool

- Our enhanced cleaning protocols call for all tables and seating to be sanitized on a scheduled basis:
- Signage to be posted explaining proper social distancing etiquette.

# HOUSEKEEPING PROTOCOL



## Cleaning & Sanitizing Protocol

- Carts, trolleys, and equipment to be sanitized at the start and end of each shift.

## Social Distancing Protocol (with Stayover Guests)

- Housekeeping shall be provided only on stays of 5+ nights and will be scheduled in advance with by calling the Front Desk.
- Guests are required to vacate the room during any service.
- Services will include changing linens and towels, removing trash, and cleaning.
- Additional trash bags shall be provided so guests can bag any soiled linens or dispose of trash.
- Full bags of soiled linen to be collected during the weekly housekeeping services or by special arrangement, scheduled through the Front Desk.
- Guests shall be directed to not place bags of trash or soiled linens outside the guestroom door without first scheduling a pickup.

## Guest Considerations

- All non-essential room collateral removed from guestrooms.
- Specific sanitation consideration to be paid to the following guestroom areas:
  - Desks, countertops, tables, and chairs
  - Phones and remotes
  - Thermostats
  - Cabinet pull handles and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors, and frames
  - Lights and lighting controls
  - Closets, hangers, and other amenities
- All Room Attendants and cleaning staff to be *(re)*trained using the Brand provided training guides before resuming work assignments.

## Housekeeping Service

- Servicing of guestrooms shall be completely contactless with no physical interaction with guests.
- Associates will wear proper PPE and change gloves prior to entering each guestroom.
- Associates will practice proper hygiene and wash hands regularly.
- Hotels will utilize approved cleaning products and follow prescribed cleaning and disinfecting guidelines.
- To minimize the possibility of dispersing airborne contaminants, soiled terry/linens shall not be shaken. Beds to be stripped by rolling top sheets back to look for any guest items left behind, sheets loosened, and removed from room with as little agitation as possible.
- For departures, all terry and linen to be bagged, removed, and laundered.
- All dirty linen to be bagged inside the guestroom using nylon bags and delivered to Laundry in bags.
- Based on occupancy demand, departures shall rest between 24-48 hours before being assigned for service.



# HOUSEKEEPING PROTOCOL



## Laundry

- Laundry associates will wear disposable gloves when handling soiled laundry.
- Gloves to be removed and hands washed before shifting to another task or touching clean linens.
- Soiled laundry to be removed from nylon bags and sorted for laundering. These bags will be laundered daily at end of day to have stock for room attendants the next day.
- To minimize the possibility of dispersing airborne contaminants, soiled terry/linens shall not be shaken.
- Items shall be washed in accordance with the manufacturer's instructions.
- Soiled laundry that has been in contact with an ill person shall be washed separately.
- Hampers or other carts used for transporting laundry to be cleaned and disinfected between use.
- Clean terry and linen to be delivered to guestrooms in blue, single-use, plastic bags.

# MAINTENANCE PROTOCOL



## Cleaning and Sanitizing Protocol

- Cart, tools, and equipment to be sanitized at end of shift or after each use if shared.

## Social Distancing Protocol

- Contact with guests shall be minimized.
- Associates shall offer a more convenient time to service occupied rooms.

## Maintenance Work Orders (Occupied Rooms)

- If possible, and based on the nature of the work order, service and repairs should be scheduled with guest to minimize interaction with associates.
- Associates will wear proper PPE and change gloves prior to entering the guestroom.
- Associates will sanitize any areas after repairs by following cleaning and disinfecting guidelines.

## Maintenance Work Orders (Vacant Room)

- Based on occupancy demand, room shall rest between 24-48 hours before entering for repairs.
- All service and repairs to be done prior to final sanitation of guestroom by Housekeeping.
- Associates will wear proper PPE and change gloves prior to entering the guestroom.
- Associates will sanitize any areas after repairs by following cleaning and disinfecting guidelines.

## General Clean/Preventive Maintenance (GCPM)

- Based on occupancy demand, room shall rest between 24-48 hours before entering for repairs.
- All service and repairs to be done prior to final sanitation of guestroom by Housekeeping.
- Associates will wear proper PPE and change gloves prior to entering the guestroom.
- Associates will sanitize any areas after repairs by following cleaning and disinfecting guidelines.

## RESTAURANTS, BARS & LOUNGES

### Cleaning & Sanitizing Protocol

- Host stations, server stations, service carts, beverage stations, counters, handrails, and trays to be sanitized on regular schedule during hours of operation.
- POS terminals shall be assigned to a single server, where possible, and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools, and chairs to be sanitized after each use.
- Menus shall be single-use, disposable, or offered digitally.
- Condiments to be served in single-use, disposable containers, where available. If this is not an option, then condiment container to be sanitized after each use.
- Check presenters, votives, pens and all other reusable guest contact items to be sanitized after each use.
- Trays and tray stands to be sanitized after each use.
- Storage containers to be sanitized before and after each use.
- Food preparation stations to be sanitized at least once per hour.
- Kitchen area and equipment to be cleaned and sanitized at least once per day.

### Social Distancing Protocol

- Signage to be displayed encouraging social distancing practices throughout the restaurant area.
- Hostesses and managers will manage social distancing at entries, waiting areas, and queues.
- Procedures to be implemented to manage social distancing during peak periods where guests are not able to be immediately seated.
- Tables and booths to be utilized with appropriate social distancing between each family or traveling party (six feet or as otherwise advised by local authorities).
- Bar stools have been moved or reduced to provide appropriate social distancing.
- Coffee and food pickup areas to be designed to manage traffic flow and ensure appropriate distancing.

### Guest Considerations

- All self-serve condiments and utensils to be removed and made available only from cashiers or servers.
- All straws to be individually wrapped.
- Bar snacks to be served per individual guest and not shared by the table.
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest.

## **IN-ROOM DINING / ROOM SERVICE / “TO GO” OPTIONS**

### **Cleaning & Sanitizing Protocol**

- Work area, supplies, and equipment to be sanitized at end of shift or after each use if shared.

### **Social Distancing Protocol**

- Food to be set outside guestroom. Associate will notify guest of delivery. Guest will retrieve food.
- Trays, plate covers, and check presenters will remain with guest.
- Guest to be asked to notify staff when finished with their meal and directed to place their tray and signed check outside their room.
- Associate will return to room to recover items from hallway.

## **MEETING AND EVENTS**

### **Cleaning & Sanitizing Protocol**

- All shared equipment and meeting amenities to be sanitized before and after each use; or to be single use.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in plastic bags into and out of the meeting rooms.

### **Social Distancing Protocol**

- All buffet and self-serve style events to be suspended until further notice.
- All food and beverage items to be individually plated and served.
- Coffee and other break items to be attended and served by an associate, if not individually wrapped.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual PC containers.
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate social distancing that follow CDC guidelines (in coordination with Banquet Setup teams).

### **Guest Considerations**

- Individual bottled water to be provided in lieu of water carafes on meeting tables and water stations.
- Floor plans to be designed to promote social distancing.
- Menus to be modified to showcase different offerings and current styles of service.
- Site inspections and meetings to be done virtually and/or appropriately socially distanced.
- Signage to be posted outside of meeting and events reminding guests of proper social distancing etiquette.