

SAFE REOPENING PLAN MINIMUM STANDARDS

California Hotels & Resorts

OVERVIEW

The wellbeing of Hotels colleagues and guests are most paramount for the operation of the hotel. The health and safety of all the guests that enter into the Hotels will always be a driver of every decision made. Hotels expertise is providing guestrooms, meeting space, exhibits and food and beverage for the corporate and association marketplace and it is important to establish appropriate guidelines in order to reopen properties with these newly created minimum standards, that we would like to propose.

The following are the timely and relevant areas of operation Hotels are focusing on in anticipation of welcoming back meeting and event attendees in a controlled environment:

1. Workplace Specific Plans
2. Employee Training, Responsibilities and Support
3. Infection Control
4. Client and Guest Consideration
5. Communication
6. Food Service Protocols and Contractors/Partners
7. Compliance with City, County, State and Feral Directive and CDC Guidance
8. Meeting Room Sets – Before and After COVID-19

To guide and strengthen the Hotels commitment to cleanliness and safety standards, Hotels have partnered with reputable accredited programs including GBAC STAR, Lysol, Mayo Clinic and Global Cleanliness Council for guidance on implementing rigorous health standards.

1. WORKPLACE SPECIFIC PLANS

EACH HOTEL WILL BE RESPONSIBLE FOR:

- Establishing a written, worksite-specific COVID-19 infection control plan, perform a comprehensive risk assessment of all work areas and designate person(s) to implement the plan.
- Training and communicating with employees and employee representatives on the plan.
- Regularly evaluating the establishment for compliance with the plan and correcting any deficiencies.
- Investigating any COVID-19 illness and determining if any work-related factors could have contributed to risk of infection. The plan will be updated, as needed, to prevent further cases.
- Ensuring policy directives comply with all regulatory guidelines.

2. EMPLOYEE TRAINING, RESONSIBILITIES AND SUPPORT

PROFESSIONAL TRAINING & DEVELOPMENT

- Hotels will require all staff to attend an advance re-opening training on COVID-19 relevant information, including topics outlined below, with documentation and signoffs of understanding.

- Hotels will discuss training standards ahead of time with organizations supplying temporary, contract and/or volunteer staff; all workers must be trained in COVID-19 prevention policies and have the necessary PPE for their duties.
- Hotels will provide information on an ongoing basis through staff pre-shift meetings to review infection mitigation procedures. Meetings will be held in places that allow for 6' distance between employees.

HOTELS WILL PROVIDE INFORMATION ON:

- COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time.
- Employer or government-sponsored leave benefits the employee may be entitled to receive.
- Methods for communicating any concerns about COVID-19 or other health and safety issues.

HOTELS WILL PROVIDE INSTRUCTION AND DEMONSTRATE PROPER USE OF FACE COVERINGS AND PERSONAL PROTECTIVE EQUIPMENT (PPE), INCLUDING:

- Employees should wash or sanitize hands before and after using or adjusting face coverings, and avoid touching the eyes, nose and mouth.
- If reusable cloth face coverings are used, they should be washed after each shift. Cloth face coverings do not protect the wearer and are not PPE.
- Appropriate ways to use PPE effectively, including how to put the advanced PPE on and off.

EMPLOYEE PROTOCOLS

To support wellness and prevent infection, Hotels will:

- Provide and require all staff to wear a mask, at a minimum, and more advanced PPE as deemed appropriate for their job role.
- Establish protocols for all employees to have wellness checks prior to reporting to their work location with a process in place if an employee's temperature surpasses the threshold determined by health officials, if temperature checks are directed by local authorities.
- Ensure work station equipment is used exclusively by the staff member it was issued to and not shared with other staff (including, but not limited to: laptops, mobile phones, radios,

earpieces and PPE). In the event that work equipment must be shared, the equipment must be sanitized between each user.

To support physical distancing, Hotels will:

- Assign specific designed staff points of entry for reporting to work.
- Develop physical distancing guidelines for all workstations and break locations. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Stagger employee breaks in compliance with wage and hour regulations and any collective bargaining agreements, to maintain physical distancing.
- Reduce the number of employees working within the venue to appropriate minimums by staggering shifts, days off, and remote work to support physical distancing. Working remotely would be based on the appropriateness of the specific role.
- Discourage employees from congregating in high-traffic areas such as bathrooms and hallways.
- Require employees to avoid handshakes and similar greetings that break physical distance.

3. INFECTION CONTROL

TOP INDUSTRY ACCREDITATION

- Hotels will be encouraged to pursue an accreditation program such as GBAC STAR, Lysol, Mayo Clinic and Global Cleanliness Council. Hotels will determine which members of their team will be certified on of these programs.
- These accreditation programs will:
 - Help Hotels demonstrate they have the work practices, procedures and protocols to prepare, respond, and recover from outbreaks and pandemics.
 - Function as one of the cleaning industry's outbreak prevention, response, and recovery accreditations.
 - Establishes requirements to assist Hotels with policies and systems to control risks associated with infectious agents such as SARS-CoV-2, the virus responsible for COVID-19.
 - Establishes a framework for communication and awareness of best practices.
 - Provide training to the Hotel's employees on a predetermined interval basis.
- Supports consistency across accredited venues through 20 program elements. GBAC's overview of the program is attached to this document.

CLEANING & DISINFECTING

Hotels will ensure frequent cleaning and disinfecting routines during event hours and deep cleaning and disinfecting overnight, with a focus on restrooms and high-touch areas, including but not limited to:

- Doors & door handles
 - Handrails
 - Lobby Chairs / Furniture
 - Crash bars
 - Credit Card Terminals
 - Dining Services
 - Light switches
 - ATM pin pads
 - Time Clocks
 - Elevator controls
 - Phones
 - Toilets
- Hand sanitizer stations will be provided near building entrances and areas such as meeting rooms, lobbies and elevator landings. Touch-free dispensers will be used wherever possible and a schedule established for checking that they are filled.
 - All HVAC systems will be maintained on an ongoing scheduled basis. Indoor air quality will be monitored and adjusted, as needed, and use of outdoor air will be increased.
 - Public water fountains will be turned off and use of “touchless” points of service (sensor sinks, sensor toilets, water bottle fillers, etc.) will be encouraged.
 - Shared items will be removed (e.g., pens) wherever possible.
 - Sanitary facilities will stay operational and stocked at all times and provided additional soap, paper towels and hand sanitizer when needed.
 - Hotels will use products on the Environmental Protection Agency (EPA) approved list for use against COVID-19 and follow product instructions. Hotels will use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Employees will be provided training on manufacturer’s directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants will wear gloves as required by the product instructions.

PHYSICAL DISTANCING

- Hotels to establish distancing protocols as follows:
 - Require masks be worn by attendees in common and meeting spaces.
 - Contactless arrival and departure experience available through mobile app including remote/touchless guestroom key.
 - Enact physical distancing of a minimum of 6 feet through the use of signage, floor decals, video and personal communication in Lobby, common spaces, and group registration areas.
 - General session and break out meeting rooms will have reduced capacity and spacing in accordance with social distancing guidelines.
 - Theater and classroom meeting rooms will be set so attendees are facing the same direction, not towards each other.
 - Banquet sets limited to meet social distancing requirements with 14’ centers versus the past norm of 12’.
 - Exhibit halls to be designed for reduced capacity to meet social distancing requirements with floor decals to create one way directional in each aisle. Only one person per exhibit booth allowed per 6’ of linear booth.
 - Meeting rooms with more than one entry point will have designated entrance and exit doors

- Organizers will work in conjunction with Fire Marshal and County Health Officials during the development of layouts to ensure distancing minimums and needs are being met.
- The number of individuals riding in elevators will be limited, reducing elevator usage to ADA patrons (where appropriate) and encouraging others to use stairs or escalators to establish physical distancing. Physical distancing markers will be installed in elevators if the capacity is large enough, or limited to one guest at a time.
- Doors will be held open during peak attendee ingress or egress, if possible and in accordance with security and safety protocols.
- All visitor attraction brochure racks and other self-service displays with printed hand-outs will be removed.
- Shared water stations to be replaced by automated no-touch water fountains or attendant water stations.
- Materials and handouts will not be pre-placed in meeting rooms.

4. CLIENT AND GUEST CONSIDERATIONS

CREATE AND / OR UPDATE CLIENT GUIDE OF POLICIES, RULES AND REGULATIONS

- Creation of collateral that provides information on new standards and guidance to safely hold controlled meetings.
- Revise occupancy standards for each meeting or event room based on physical distancing guidelines.
- Develop an emergency communication plan.
- Implement virtual planning sessions and hybrid meetings (combination of onsite and virtual).
- Enact elevator and escalator physical distancing policies.
- Facility layout to include restrooms and sanitation station locations.

ASSIST ORGANIZERS IN DEVELOPMENT OF EVENT PLANS

- During the event planning stage, Hotels will work with organizers to develop physical distancing plans. Those plans will include the following considerations, as relevant based on the type and size of event:
 - Registration queues
 - Staggered vendor/exhibitor move-in and move-outs
 - Scheduled adjustments to anticipate attendee flow in common areas
 - Adjustments and/or removal of public seating areas to ensure physical distancing compliance
 - Maximum room sets will be implemented in accordance with social distancing guidelines, revised occupancy standards and in coordination with the Fire Marshal
- Hotels will assist in developing a food and beverage plan that may include:
 - Large meal function spaces to accommodate physical distancing requirements
 - Longer and/or assigned meal times for attendees
 - Suspension of self-serve buffet style food service to be replaced by alternative service styles
 - Consideration of self-contained grab-and-go meals/snacks to limit contact

- Water service options
- Hotels will assist clients in developing communications plans, including:
 - Pre-event messages to inform attendees of health and distancing measures in advance of arrival
 - Electronic messaging and physical signage to remind attendees of face mask, hand-washing, and distancing requirements

GUEST AND ATTENDEE CONSIDERATIONS

- All guestrooms will be unoccupied and idle (without a guest) a minimum of 48 hours prior to re-occupying the room with new guests.
- Hotels will not enter occupied guestrooms.
- Hotels will establish and communicate protocols to guests should they become ill or complain of symptoms during the event.
- Hotels will assist in developing a contingency distribution plan should attendees arrive without masks.
- Meeting Planners will ensure placement of additional hand sanitizing stations based upon projected event attendance.
- Reminders for guests (which includes mandatory physical distancing requirements as determined by CDC) will be installed in the building.
- Hotels will encourage use of electronic boards and personal device apps to distribute event schedule information as opposed to printed material hand-outs. All reusable collateral will be removed from office reception areas.
- Meeting Planners will ensure lobby greeters will be present to provide guidance to guests and assist in maintaining proper physical distancing requirements.
- All meeting spaces will be sanitized throughout the day in between meetings.
- Fresh linens or sanitized linen less tables will be provided daily.
- Hand sanitizers stations will be set up near the entrance of each meeting space as well as outside each restroom.

5. COMMUNICATION

CLEAR & CONSISTENT ADVANCE COMMUNICATION

- Hotel policies will be modified to encompass new distancing and cleaning protocols.
- Hotels will create communications for local contracted labor to ensure awareness and compliance with check-in procedures, PPE and new policies or regulations.
- Emergency preparedness and response plans will be put in place for potential outbreaks or resurges within our community.
- Updated policies and practices will be accessible through websites, FAQ's, etc.
- Hotels will collaborate with organizers on pre-event notices via email and social media to remind attendees of protocols, especially ones that are specific to state and local standards.

ONSITE REMINDERS

- Health reminder signage will be posted in strategic and highly visible back and front of house areas to reach attendees, contractors, employees and vendors.
- Hotels will collaborate with clients on additional materials to remind guests and exhibitors of important hygiene practices and physical distancing measures (e.g., floor markings and physical partitions).

PUBLIC COMMUNICATIONS

- Hotels will collaborate on comprehensive and proactive public relations and media strategies to include:
 - Consumer education
 - Data capture to provide fact-based information to guests and public
 - Stakeholder engagement
 - Government affairs
 - Clear and informative public messaging

6. FOOD SERVICE PROTOCOL AND CONTRACTORS/PARTNERS

FOOD SERVICE

Hotels will communicate new protocols for concessions and catering delivery methods as follows:

- Follow all mandated CDC, federal, state and local guidelines and/or restrictions for all services.
- Provide a written plan covering specific operational functions, with measures including but not limited to:
 - Employee health screenings upon arrival for all staff.
 - Employees to wear face covering and gloves during their shift.
 - No preset items on any table including: water/beverage, salt and pepper, bread and butter and coffee cups. All flatware must be rolled in advance in a freshly laundered napkin.
 - Implement enhanced cleaning and disinfecting protocols in the back and front of house. Emphasis on high contact areas, such as service carts, trays, jack stands, etc.
 - Post signage in areas visible to all workers, reminding all of recommended hygienic practices including not touching face with unwashed hands or gloves; washing hands often with soap and water for at least 20 seconds; use of hand sanitizer with at least 60% alcohol, cleaning and disinfecting frequently touched objects and surfaces, such

as workstations; covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the CDC.

- Preschedule shift breaks and assign break areas to limit the number of employees allowed simultaneously in common gathering spaces.
- Use technology solutions, where possible, to reduce person-to-person interaction.
- Sanitize point-of-sale (POS) terminals between each use and before and after each shift. Consider placing physical barriers (e.g., clear protective shields) at all POS locations or other such measures to support physical distancing.
- Remove unwrapped utensils from self-service stations and replaced with pre-packaged utensils.
- Condiments will be provided to guests upon request in disposable single-use packages.

CONTRACTORS / PARTNERS

- Hotels will require any Technology Service Providers, Audio-Visual Service Providers, Business Center Providers and any other contracted service provider to establish and communicate new protocols.
- Service Providers will:
 - Follow all mandated CDC, federal, state and local guidelines and/or restrictions for all services.
 - Provide a written plan covering specific operational functions, with measures including but not limited to:
 - Have employee health screenings upon arrival for all staff
 - Implement enhanced cleaning and disinfecting protocols in the back and front of house. Emphasis on high contact areas, such as microphones, laptops/computers, tablets, slide advancers, cables, power strips, electrical cords, etc.
 - Post signage in areas visible to all workers, reminding all of recommended hygienic practices including not touching face with unwashed hands or gloves; washing hands often with soap and water for at least 20 seconds; use of hand sanitizer with at least 60% alcohol, cleaning AND disinfecting frequently touched objects and surfaces, such as workstations; covering the mouth and nose when coughing or sneezing as well as other hygienic recommendations by the CDC.

7. COMPLIANCE WITH CITY, COUNTY, STATE, FEDERAL AND CDC DIRECTIVES

All Hotels commit to upholding applicable government directives and updating policies to align with guidance from the Center for Disease Control and Prevention (CDC). We also commit to working closely with organizers to review specific event plans for consistency with national, state and local standards.

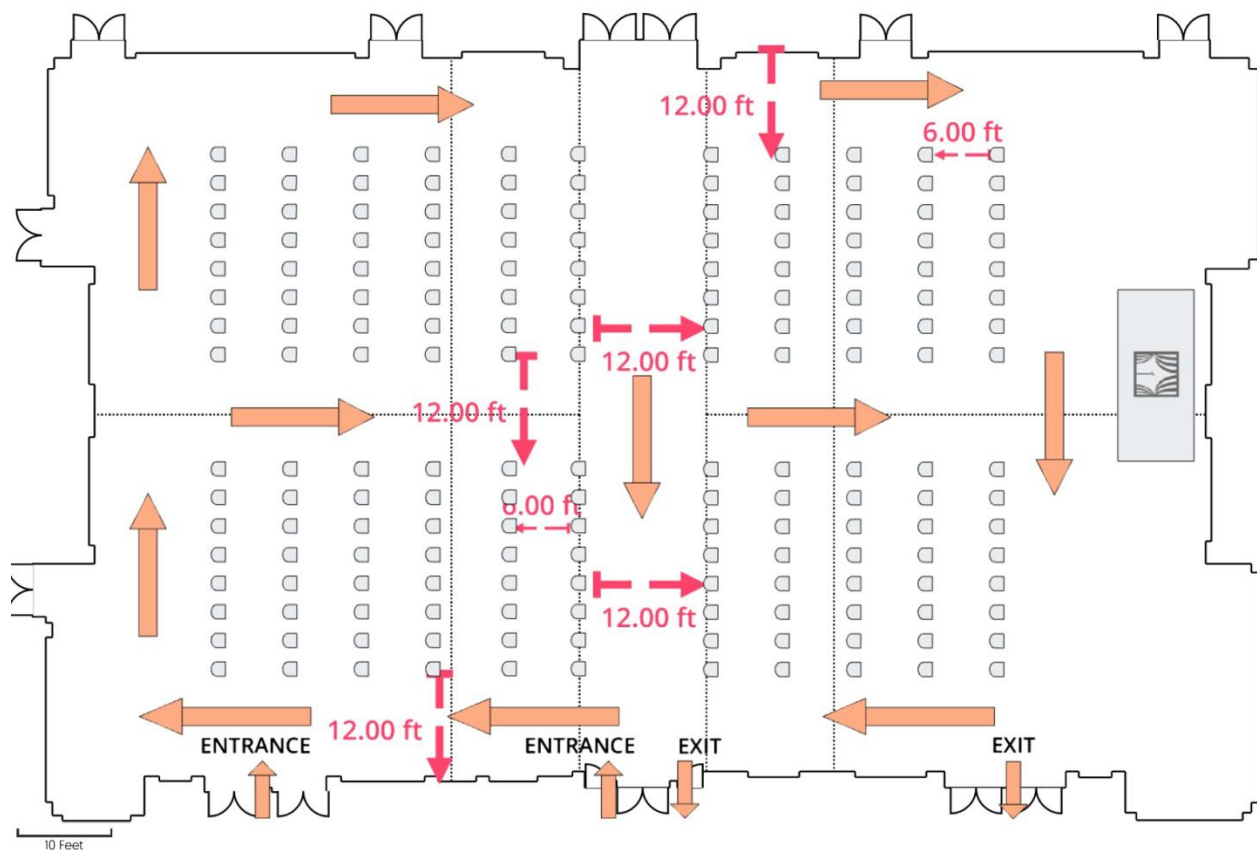
- **Center for Disease Control and Prevention:** [cdc.gov](https://www.cdc.gov)
- **State of California:** [COVID19.CA.gov](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19.aspx)

- United States: [coronavirus.gov](https://www.coronavirus.gov)

8. MEETING ROOM SETS - BEFORE AND AFTER COVID-19

THEATER STYLE - AFTER COVID-19

- 30% of seating compared to “Before Covid-19”
- 176 Chairs
- 10 chairs per row
- 12’ side aisles
- 12’ center aisles
- Front to back setting is 6 feet
- Side to side spacing is 24” in between chairs
- Entrance and exits separated with directional decals on floor for distancing



CLASSROOM STYLE - AFTER COVID-19

- 35% of seating compared to “Before Covid-19”
- 60 Chairs
- 2 Chairs per 6' x 18" table
- 12' side aisles
- 12' center aisles
- Front to back setting is 6 feet
- Side to side spacing is 36" in between chairs
- Entrance and exits separated with directional decals on floor for distancing

