

MARRIOTT INTERNATIONAL GLOBAL COVID-19 PROTOCOLS

Updated Date: 7/2/20

ABOUT MARRIOTT'S GLOBAL CLEANLINESS APPROACH

Marriott has developed a multi-pronged platform to elevate the global cleanliness practices and hospitality norms and behaviors at hotels in the Marriott portfolio.

Our program is overseen by a new advisory board – the Marriott Global Cleanliness Council. The council includes in-house and outside experts in hospitality, epidemiology, sanitation and protective health and hygiene technology. Their mission is to identify and deploy scientifically supported best practices and innovations for keeping hotel associates and guests safe.

A key component of the Global Cleanliness Program is the property Cleanliness Champion which has 3 primary responsibilities: on-site cleanliness expertise, cleaning protocols and best practice training, and hotel pull-through of global cleanliness standards.

Your property's Cleanliness Champion is your connection to the Marriott Cleanliness Council and should lead the implementation of your cleanliness practices.

WHAT'S INSIDE

This document contains detailed information on the global standards and guidelines that hotels should follow to enhance their cleanliness practices and behaviors. **Global standards support the Commitment to Clean Certification process. Please refer to Continent specific protocols for additional details.**

Topics are organized by the main spaces in the hotel: Total Hotel, Front of House and Heart of House. Additional topics are also provided for those disciplines that have practices and behaviors that are specific to them (e.g., Food + Beverage, Housekeeping).

For each topic, you will find the global standard, if applicable, recommended guidelines and links to related resources.

ABOUT GLOBAL STANDARDS

For each topic, you will find the global standard, if one has been established, as well as recommended guidelines and links to related resources.

Global cleanliness standards must be implemented on a fair, consistent, and non-discriminatory basis by each hotel. These standards are subject to change at any time. We will update global cleanliness standards as our collective understanding of COVID-19 deepens, new tools become available, and laws, regulations, and industry standards change. If we change these standards, you must promptly comply with the change at your expense.

FRANCHISE HOTELS

Franchisees are solely responsible for establishing and enforcing a Commitment to Clean Plan that: (a) complies with all applicable laws and regulations; (b) meets or exceeds the requirements specifically imposed as a Global Standard; and (c) take into account the recommendations of Marriott International, AH&LA, CDC, and other guidelines. Franchisees may not include any items in their plans that may adversely affect the reputation of the hotel or the Marriott brand. Franchisees and management companies should consult with their legal counsel in the process of developing and implementing Commitment to Clean Plans for their hotels.

ABOUT COVID-19

COVID-19 is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

HOW IT'S TRANSMITTED

COVID-19 is highly contagious and spreads in three main ways:

CONTACT | which occurs with direct, person-to-person contact (e.g., handshaking) or droplet transmission which occurs within 6-feet of an infected person (e.g., exhaling, sneezing or coughing).

SURFACE | which occurs when the virus remains present on objects in quantities great enough to cause infection – up to three days on plastics and stainless steel (e.g., doorknobs, sinks, key cards, elevator buttons, etc.)

AEROSOLIZATION | where the virus remains present in the air in quantities great enough to cause infection – up to 3 hours in certain conditions (e.g., rooms with low airflow).

Current assumptions indicate that we should expect continued disruption of the economy and the industry for the next 12 – 18 months.

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WHAT'S NEW

These new protocols were developed with the intent to reduce person to person contact, increase cleaning and sanitation of high-touch points both front and back-of-house, and utilize technologies to address potential air contamination. Global standards have been identified below, otherwise; remaining items are considered recommended guidelines.

TOPIC	KEY CHANGES	PAGE(S)
Your Commitment to Clean		
Commitment to Clean Certification (new section)	<ul style="list-style-type: none"> Global Standard: Complete Commitment to Clean Certification monthly 	7
TOTAL HOTEL		
Electrostatic Spraying (new section)	<ul style="list-style-type: none"> Moved ESS from guest room to Total Hotel. Updated language around chemical usage, sprayer, PPR, areas to spray and not to spray 	8
Face Coverings (new section)	<ul style="list-style-type: none"> Created new section to align with legal direction that face coverings required to be worn by associates are not considered PPE 	9
Social Distancing (new guidance)	<ul style="list-style-type: none"> Evaluate whether (internal) doors in public spaces which are not Fire Doors can be wedged open, to remove the need to touch / open doors. 	10
First Aid (new section)	<ul style="list-style-type: none"> First Aid should continue as normal, using PPE i.e. gloves and face masks If performing CPR, use resuscitation mask with one-way valve or resuscitation bag. Rescuers should wash / sanitize their hands thoroughly. 	12
FRONT OF HOUSE SPACES		
Front Office / Bell Stand / Concierge Desk / Guest Relations / Retail (new guidance)	<ul style="list-style-type: none"> Global Standard: Deploy Mobile Key by July 1, 2021 Deploy key drop boxes for returned guest room keys 	14
Guest Rooms (updated guidance)	<ul style="list-style-type: none"> The global standard for removing decorative pillows has been removed, however, the standard to remove bed scarves remains The global standard for mattress and pillow encasements has been removed (not existing pillow covers required by brand standards) 	15
Golf + Golf Ranges (new section)	<ul style="list-style-type: none"> Tee time reservations should be made 10 minutes apart Remove open displays of loose golf balls Members should swipe their own Membership Card into the system terminal (if possible). If Membership Card is handled by an associate, it should be cleaned using a sanitizing wipe before being handed back to the Member. Practice physical (social) distancing, either by cordoning off bays that are next to each other or by erecting full height partitions between bays. Disinfect buggies and carts after every use, focusing on high contact areas. Place disinfecting sprays / wipes near buggy / trolley stations Remove all towels from golf carts Remove ball washers from golf course Remove bunker rakes unless they are disinfected between guest use and every 2 hours 	18

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	<ul style="list-style-type: none"> • Offer pre-packaged food and reduce services in the Half-Way House and on-course refreshments • Instructors should not make physical contact with the guest. • Golf Competitions should be suspended until normal golf play can be resumed • Junior Golf Groups should be suspended until normal golf play can be resumed 	
Spa/Pool/Fitness Center/Beaches (updated guidance)	<ul style="list-style-type: none"> • Clean and disinfect retail displays based on volume of use. • Remove open displays of product. • Remove tester displays and stands. • Members should swipe their own Membership Card into the system terminal (if possible). If Membership Card is handled by an associate, it should be cleaned using a sanitizing wipe before being handed back to the Member. • Wash or sanitize hands in front of the guest before and after commencing spa treatment. • Request that members to bring their own towels • Request that hotel guests bring their towels from their bedroom – utilize bedroom signage. 	22
DISCIPLINE SPECIFIC OPERATIONS		
Engineering (updated guidance)	<ul style="list-style-type: none"> • Install motion sensors for lights • Install automated flush on toilets and sensors on sink taps / dispensers • Install push pads for doors 	27
Housekeeping (updated guidance)	<ul style="list-style-type: none"> • The global standard to disinfect guest rooms by electrostatic spray has been moved to a guideline for remediation • Global Standard: Residential bathroom amenities must be disinfected upon checkout • Global Standard: Quarantine presumed / confirmed COVID-19 positive guest room for 24 hours prior to cleaning and disinfection • Use new cleaning cloths in each guest room • Utilize RRR for 2 hours prior to guest room cleaning and disinfection for presumed or confirmed COVID-19 guest rooms 	30

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Front Office / Bell Stand / Concierge Desk / Guest Relations / Retail <ul style="list-style-type: none"> Mobile Guest Services Luggage Carts + Storage Offerings Guest Room Keys 	14
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Golf + Golf Range <ul style="list-style-type: none"> Guest Greeting, Bookings, Amenities + Towels Cleaning, Retail and Product Displays, Magazines and Golf Forms Guest Communication, Signage, Course, Buggies and Trolleys, Golf Range, Practice Facilities Half-Way House, Guest Interaction / Instruction, Competitions, Junior Golf, Lockers Laundry 	18
Spa/Pool/Fitness Center/Beaches/Golf/Sauna <ul style="list-style-type: none"> Operations, Check-In, Cleaning Amenities / Towels, Retail Displays / Testers Magazines and Spa/Gym Forms, Guest Interaction, Laundry 	22
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Associate Dining Areas <ul style="list-style-type: none"> Modified Operations 	25
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DISCIPLINE SPECIFIC OPERATIONS	
Engineering <ul style="list-style-type: none"> HVAC Recommendations Guest Room Space HVAC Servicing Guest Room Workorders – Presumed or Confirmed COVID-19 Guest 	27
Food + Beverage <ul style="list-style-type: none"> Action / Service Stations Bar Equipment Buffets Coffee + Condiment Stations Food Preparation Tables In-Room Dining 	28
Housekeeping <ul style="list-style-type: none"> Electrostatic Spraying Servicing a Checkout Guest Room - Routine Servicing an Occupied Guest Room - Presumed or Confirmed COVID-19 Guest Servicing a Checkout Guest Room - Presumed or Confirmed COVID-19 Guest Training 	30
Meetings + Events <ul style="list-style-type: none"> M+E Messaging, Site Inspection, Contactless Arrivals, Registration Set Up Audio Visual Third-Party Partners, Banquet Menus Packaging Ideas Water, Buffets, Coffee Breaks + Condiment Stations Plated Events, Banquet Bars Low-Effort Bar, Medium-Effort Bar, High-Effort Bar Signage, Post Event 	31
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ADDITIONAL RESOURCES

MGS and GO Resources

Support Resources

External Links

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YOUR COMMITMENT TO CLEAN

Marriott's Commitment to Clean and the health and safety of Marriott guests and associates is paramount. Your Commitment to Clean Certification (PDF) is a required self-evaluation that focuses operator attention on the most critical standards that must be executed consistently at all hotels during this time.

COMMITMENT TO CLEAN CERTIFICATION

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Complete Commitment to Clean Certification and submit monthly by 5pm EST on the last day of the month	<p>Review the Commitment to Clean Certification with hotel leaders and teams to ensure compliance to brand standards</p> <p>Property Cleanliness Champion to complete daily/weekly inspections to ensure compliance to brand standards</p>	Commitment to Clean Certification

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TOTAL HOTEL

The following Global Standards and recommended guidelines apply to the total hotel, including all spaces and associates.

CLEANING AND DISINFECTING HARD SURFACES AND SHARED EQUIPMENT

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Disinfect hard surfaces and shared equipment used by multiple associates or guests per shift based on volume of use (e.g. counters, door handles, keyboards, house and desk phones, lockers, tools, vacuums, back-of-house shared equipment, luggage carts, golf carts, flag sticks, water fountains sanitizing stations (contactless, pump, wipes):</p> <ul style="list-style-type: none"> Between every associate and guest use or every 2 hours At the beginning and end of each shift <p>Disinfect shared equipment used by one associate per shift between shifts (e.g. shared cell phones, radios, headsets, housekeeping carts, vacuums)</p> <p>Disinfect all pens between every associate and guest use or every 2 hours and at the beginning and end of every shift</p>	COVID-19 Ecolab Cleaning + Disinfecting Guidance on MGS

ELECTROSTATIC SPRAYING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Purchase approved electrostatic sprayers from approved vendors (Effective Date: August 30, 2020)</p> <p>Associates who will be using an electrostatic sprayer must complete required Marriott training prior to deployment (Effective Date: August 30, 2020)</p> <p>Utilize Marriott approved Ecolab products to spray in Marriott approved electrostatic sprayers (Effective Date: August 30, 2020)</p> <p>Disinfect hard surfaces in designated heart of house and public spaces with electrostatic disinfecting sprayers. Spaces must be closed off to guests and associates (Effective Date: August 30, 2020)</p> <p>Wear eye protection, face mask, long sleeves and disposable gloves at a minimum. Face mask grade determined by disinfectant chemical safety data sheet (e.g. surgical mask, N-95, respirator) (Effective Date: August 30, 2020).</p> <p>Required: Hard surfaces in the heart of house and public spaces, including:</p> <ul style="list-style-type: none"> Lobby, entryways and common spaces, including pre-function spaces (overnight cleaning only) Locker rooms (both associate and guest use, including in overnight cleaning of spa locker rooms) Meetings and Events spaces Fitness centers Restrooms Shuttles (vans/buses) <p>No Spraying: The following areas of the hotel should not be sprayed:</p>	<p>Hotels may only disinfect presumed or confirmed COVID-19 guest rooms upon checkout at the direction of continent operations leadership</p>	<p>Electrostatic Spraying Training (Under Development)</p> <p>CALA / US CAN Vendor</p> <p>AP / EMEA Vendor</p>

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- Elevators
- Guest Rooms
- Kitchens
- Pools
- Restaurant + Bar spaces
- Soft surfaces (e.g., drapery, mattresses, sofas, carpet)
- Spa treatment areas

FACE COVERINGS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Face Coverings (masks) are required for all associates (Effective Date: May 15, 2020)</p> <ul style="list-style-type: none"> • Cloth Face coverings / masks are not considered PPE unless they are medical grade (e.g. surgical, N-95, respirators) 	None.	

HAND SANITIZER DISPENSERS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Hand sanitizer dispensers (contactless, pumps, wipes, etc.) must be placed in high-traffic public areas and heart of house spaces. (Effective Date: May 15, 2020)</p> <p>Face Coverings (masks) are required for all associates (Effective Date: May 15, 2020)</p> <p>Cloth Face coverings / masks are not considered PPE unless they are medical grade (e.g. surgical, N-95, respirators)</p>	<p>Hand sanitizer dispensers should be placed in the following areas:</p> <ul style="list-style-type: none"> ○ Main Entry Doors ○ Breakfast Areas / Restaurants / Outlets ○ Lobby Areas ○ Golf Facilities (Reception, Buggy/Cart Stations, Range, Course) ○ Fitness Center / Health Clubs / Pools / Kids Camps / Spa / Golf Reception ○ Main Floor Elevator Landings ○ Meeting Spaces / Pre-Function Spaces ○ Heart of House Entrances ○ Associate Breakrooms / Dining Areas ○ Side Entrances ○ Front Office Areas (Front Desk, Bell Stand, Guest Relations, Concierge Desks) ○ Public Restrooms ○ Associate Restrooms ○ Executive / Club Lounges 	<p>Design Interventions for Health (PDF)</p>

HANDWASHING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Associates must wash hands frequently, using antibacterial soap and warm water (100F / 38C) (Effective Date: May 15, 2020)</p> <p>Hand sanitizer with at least 60% alcohol must be available for associates (Effective Date: May 15, 2020)</p>	<p>Hands should be washed every 20 minutes for 20 seconds following proper hand washing techniques, or as needed (e.g. after coughing, sneezing, using the restroom)</p>	<p>Heightened Sanitation Video (MP4)</p> <p>WHO How to Handwash Poster (PDF)</p> <p>WHO How to Handwash (Video)</p>

PAYMENTS

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GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Move credit card and passport scanning terminals to the guest side of the front desk (when possible) and disinfect these items based on volume of use (Effective Date: May 15, 2020) .	<p>Associates should sanitize their hands between guests and each interaction when handling guest room keys, registration cards, cash, credit cards or identification</p> <p>Implement contactless payment and self-service kiosk</p> <p>Contactless cards should be requested where available.</p>	Ecolab Disinfectant Products

PERSONAL PROTECTIVE EQUIPMENT (PPE)

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Associates must wear appropriate Personal Protective Equipment (PPE) when performing disinfecting, laundry and engineering activities (Effective Date: May 15, 2020):</p> <ul style="list-style-type: none"> Hotels must provide additional Personal Protective Equipment (PPE) for associates to use based on the Safety Data Sheet (SDS) or jurisdictional equivalent and manufacturers label for the chemicals and tools they are using COVID-19 Presumed or Confirmed Guest Case: Associates must wear eye protection, masks (e.g. surgical masks, N-95, respirators), gloves and shoe coverings upon entering room Cloth Face coverings / masks are not considered PPE unless they are medical grade (e.g. surgical, N-95, respirators) 	<p>Make appropriate PPE (eye protection, gloves) available to all associates</p> <p>Replace gloves every two hours when performing the same task, OR:</p> <ul style="list-style-type: none"> When gloves become damaged, ripped or torn When gloves become visibly soiled When moving from one work task to another <p>Screen temperature of associates and vendors upon entry if permitted by law and in accordance with applicable legal requirements</p> <ul style="list-style-type: none"> Deny entry to those with a temperature of 38°C (100.4°F) or above Do not collect or retain temperature data 	<p>WHO Steps to Take Off Personal Protective Equipment (PPE) (PDF)</p> <p>How to Perform a User Seal Check with an N95 Respirator (Video)</p> <p>Wear It Right 3M Respirators (PDF)</p>

SOCIAL DISTANCING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Maintain 6 feet / 2 meters (follow local guidance, if more stringent) between associates and guests:</p> <ul style="list-style-type: none"> Use signage to remind associates and guests Add physical barriers Place floor markers to indicate proper spacing Rearrange seating Reduce associate terminal use to at least every other one Space guest tee times and spa appointments Space fitness equipment, place every other unit out of service, or utilize full height partitions <p>Evaluate whether (internal) doors in public spaces which are not Fire Doors can be wedged open, to remove the need to touch / open doors.</p> <p>Consider elevator capacity limits and signage to communicate</p>	Design Interventions for Health (PDF)

THIRD-PARTY VENDORS (F+B, FITNESS, HOUSEKEEPING, HEALTH CLUB, SPA)

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
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None.	<p>Third-party hotel restaurants, fitness center and health club / spa vendors are expected to comply with the global standards laid out in the COVID-19 Protocol</p> <p>Leased restaurant, fitness center and health club / spa spaces are recommended to adopt COVID-19 guidance and expected to comply with local regulation</p>	COVID-19 Ecolab Cleaning + Disinfecting Guidance on MGS
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TRAINING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Every hotel must have a documented cleanliness training program for all new hires (To be developed, Effective Date: May 15, 2020):</p> <p>Property leadership must document that each new hire has completed CleanMatters or their own company's training program within 90 days of hire</p> <p>Documentation should note the course name, date completed and be signed by the associate and hotel leader</p> <p>Training program must include:</p> <ul style="list-style-type: none"> ○ Detailed cleaning processes ○ Tools for managing day to day housekeeping operations (e.g. checklists, job aids) ○ Process differences between occupied and vacant guest room cleaning ○ Processes for non-guest room cleaning + disinfecting (e.g. lobby, registration, fitness center, public restrooms, general public spaces outside areas, etc.) ○ Descriptions of proper tools and chemical usage ○ Tools to assist in running an efficient and effective laundry operation ○ Guidelines for ensuring the safety and security of associates <p>Commitment to Clean Refresher Training completed by incumbent associates and all new hire associates (To be developed)</p> <p>Commitment to Clean daily stand-up training delivered (To be developed)</p> <ul style="list-style-type: none"> ○ Daily standups are held in each department or as a total hotel team. It is recommended that standups are held on each shift <p>Total hotel and department specific Commitment to Clean training topics are discussed</p>	None.	<p>CleanMatters MGS Page</p> <p>Commitment to Clean Training:</p> <p>Americas Franchised</p> <p>Americas Managed</p> <p>AP Managed Link</p> <p>AP Franchised</p> <p>CALA Franchised</p> <p>CALA Managed</p> <p>EMEA Franchised</p>

UV DISINFECTION FOR SMALL ITEMS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Use box style UV disinfection devices for: keys, passports, mobile devices</p> <p>Procure UV-C enclosed disinfection units for back of house and front of house use. At a minimum, hotels should procure 1 or 2 at the Front Desk, 1 in Housekeeping, 1 in Loss Prevention, 1 in Associate Break Room or Cafeteria.</p> <ul style="list-style-type: none"> ○ Back of House (BOH) Use: To disinfect remotes, keycards, mobile devices, passports, radios, keys, pens, etc. 	<p>VIOGUARD CUBBY +</p>

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	<ul style="list-style-type: none"> ○ Potential Front of House (FOH) Use: Located in highly visible areas for customers to disinfect aforementioned items. 	
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FIRST AID

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>First Aid should continue as normal using PPE i.e. gloves and face masks</p> <p>If performing CPR, use resuscitation mask with one-way valve or resuscitation bag. Rescuers should wash / sanitize their hands thoroughly.</p>	

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FRONT OF HOUSE SPACES

The following global standards and guidelines apply to the public areas of the hotel.

ALL PUBLIC SPACES

CLEANING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Hotels must clean and disinfect public restrooms (toilets, partitions, counters, faucets, dispensers, handles) based on volume of use with the recommended disinfectants (Effective Date: May 15, 2020).	<p>Disconnect or turn off automatic hand dryers</p> <ul style="list-style-type: none"> Paper towels or launderable hand towels must be provided when hand dryers are turned off and should always be offered <p>Use a Rapid Room Recovery Unit or alternative remediation technology for air purification during off peak or overnight hours</p> <p>Disinfect public restrooms with electrostatic disinfecting sprayers based on volume of use, following the procedures designed for the electrostatic sprayer</p>	Ecolab Disinfectant Products RestorAir
Hotels must clean and disinfect registration, concierge, guest relations, business center, retail, lobby and elevator (handrails, tables, chairs, counters, buttons, entrances, water fountains, ATMs, hand sanitizing stations (contactless and pumps) areas based on volume of use with the recommended disinfectants (Effective Date: May 15, 2020).	<p>Use a Rapid Room Recovery Unit or alternative remediation technology for air purification during off peak or overnight hours</p> <p>Disinfect public areas with electrostatic disinfecting sprayers based on volume of use, following the procedures designed for the electrostatic sprayer</p>	Ecolab Disinfectant Products RestorAir

CONCIERGE / EXECUTIVE LOUNGE AND HOSPITALITY SUITES

MODIFIED OPERATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Associates to wear gloves and attendants to serve food to reduce cross-contamination. Follow local guidance for PPE, if more stringent.</p> <p>Reduce lounge offerings</p> <p>Offer only fruit with peel or cut fruit in single serve portion</p> <p>Do not overstock food display</p> <p>Do not re-use plates, utensils, or cups</p> <p>Wash, rinse and sanitize serving utensils every 20 minutes</p> <p>Disinfect areas and equipment at least every 2 hours using approved chemicals</p> <p>Disinfect concierge/lounge furniture after every meal period; tables to be sanitized and chairs to be disinfected before turning the table</p> <p>Separate large groups into smaller tables</p> <p>Provide a la carte, boxed breakfast/lunches, or grab-and-go options</p>	Coronavirus/COVID-19 MGS Page WHO Steps to Take Off Personal Protective Equipment (PPE) How to Perform a User Seal Check with an N95 Respirator (Video) Wear It Right 3M Respirators (PDF)

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FRONT OFFICE / BELL STAND / CONCIERGE DESK / GUEST RELATIONS / RETAIL

MOBILE GUEST SERVICES

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Deploy Mobile Key (Effective Date: July 1, 2021)	Promote Mobile Key, Mobile Check-In/Out, Mobile Chat, Mobile Dining to reduce Front Desk exposure	Mobile Key MGS Page Arrival & Departure: Mobile Check-In (OPS-FRO-282D) Arrival & Departure: Mobile Key (OPS-FRO-282F) Arrival & Departure: Mobile Check-Out (OPS-FRO-282J) Guest Services: Mobile Requests and Chat (OPS-FRO-290N)

LUGGAGE CARTS + STORAGE

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	Associates should wear gloves when handling guests' property Disinfect luggage storage rooms and mop floors every 2 hours and in between shifts	Coronavirus/COVID-19 MGS Page

OFFERINGS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Hotels must not offer F+B items that are not meant to be peeled or are single serve (e.g. apples, pears, water stations, bulk snacks) in non-F+B areas (Effective Date: May 15, 2020).	Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays, and sanitizing wipes upon guest request. Provide disposal receptacles nearby.	Coronavirus/COVID-19 MGS Page

GUEST ROOM KEYS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Disinfect all returned guest room keys (Effective Date: May 15, 2020).	Deploy key drop boxes for returned guest room keys	Ecolab Hotel Room Key Disinfection (PDF)

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GUEST ROOMS

ITEMS TO ADD / REMOVE

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Remove all bed scarves that cannot be laundered between each guest (Effective Date: May 15, 2020).	<p>Eliminate unnecessary reading materials (newspapers, magazines, local area books, etc.) and soft printed materials (collateral), including pens and pads. Digital access to reading materials is recommended</p> <p>Keep religious books (Bible, Koran and/or Book of Mormon) in the guest room and disinfect as high-touch items</p> <p>Remove bulk coffee condiments (e.g. individual sugars, creams, stir sticks) and replace with wrapped condiment packets (sustainably wrapped, where available)</p> <p>Use Coverplay crib covers or alternative for pack and play style cribs</p>	

HOUSEKEEPING SERVICES / MAKE A GREEN CHOICE (MAGC)

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	Follow continent-specific direction for in-stay housekeeping services and Make a Green Choice (MAGC)	

SANITATION WIPES

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Provide guest sanitizing wipes as an in-room guest amenity prior to arrival (Effective Date: May 15, 2020).	Provide single-use hand lotion from the branded hotel bath amenity program in the guest room	

MINIBARS / REFRESHMENT CENTERS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Remove all products from minibar / refreshment center refrigerators</p> <p>Discontinue all market style food + beverage offerings</p>	

KIDS CAMP / PLAYGROUND

OPERATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	Temporarily close Kids Camps, Clubs and Playgrounds. Re-open only after consulting Continent Operations and local laws	Coronavirus/COVID-19 MGS Page

CLEANING + SOCIAL DISTANCING

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GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Disinfect furniture (e.g., couches, benches, chairs) and hard surfaces (e.g., counters, doors, floors) based on volume of use (Effective Date: May 15, 2020).</p> <p>Place hand sanitizer stations in suitable locations for guest use prior to entering Kids Club / Camp areas (Effective Date: May 15, 2020).</p>	<p>Disinfect toys, books, kids' equipment etc. after every use</p> <p>Remove toys that cannot be disinfected</p> <p>Offer only single-use, packaged food and beverage</p> <p>Maintain 6 feet / 2 meters (follow local guidance) between associates and kids as well as between kids by:</p> <ul style="list-style-type: none"> ○ Using signage ○ Adding physical barriers ○ Placing floor markers to indicate proper spacing ○ Rearranging seating ○ Staggering use of play areas 	<p>Coronavirus/COVID-19 MGS Page</p>

MEETINGS + EVENTS SPACES

MEETING ROOM SET-UP

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Reduce meeting capacities by at least 50%</p> <p>Place extra distance – 6 feet/ 2 meters – between tables for conference attendees inside the meeting room. As well as outside for all the breaks and meal functions. Consider:</p> <ul style="list-style-type: none"> ○ 60" inch round table – 4 guests ○ 72" inch round table – 6 guests ○ 6' foot schoolroom table – 1 guest ○ 8' foot schoolroom table – 2 guests ○ Theatre style: minimum 3 feet/1 meter between chairs (on all sides) <p>Disinfect all shared equipment and meeting amenities before and after each use or make single-use items available for equipment that cannot be disinfected.</p> <p>Sanitize tables and disinfect chairs prior to each set up.</p> <p>Use linen-less set up, where possible</p> <p>Replace all linen, including underlays during full day meeting, during lunch and linen after each meeting</p> <p>Disinfect meeting rooms at the end of each meeting day</p> <p>Place sanitizing stations with hand sanitizers or sanitizing wipes that are easily accessible to guests in meeting rooms.</p> <p>Have masks available for meeting guests, upon request</p> <p>Make pens and writing pads available upon request</p> <p>Disinfect pens before and after each meeting</p> <p>Consider individually packaged pens + writing pads</p> <p>NOTE: These guidelines and protocols will likely evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.</p>	<p>Design Interventions for Health (PDF)</p>

BUFFET OPERATIONS

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STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Place extra distance – 6 feet/ 2 meters – between buffet tables</p> <p>Avoid buffet service until local authorities have eased restrictions on social distancing and demand returns</p> <p>Recommend single-serve food options if buffet is requested</p> <p>Use sneeze guards to cover or protect all food from contamination.</p> <p>Buffet attendants should wear appropriate PPE, including face masks and gloves.</p> <p>Increase the number of staffed stations with associates wearing PPE behind sneeze guards or behind barriers</p> <p>Individually package items such as pastries, yogurts, bottled juices</p> <p>Consider live action stations where culinary staff plate individual portions ready for guests to pick up</p> <p>Buffet must be sanitized before, during and after service</p>	

PREFUNCTION MEETING SPACE

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Clean and disinfect all public bathrooms at least every hour with the recommended disinfectant</p> <p>Disinfect frequently touched items, such as elevator buttons, escalator and handrails, as often as every hour</p>	

RESTAURANTS + BARS

FULL-SERVICE RESTAURANTS + BARS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Wipe down (disinfect) menus after each seating including digital menus or convert to single use paper format (Effective Date: May 15, 2020).</p> <p>Disinfect furniture after every meal period; sanitize all tables and disinfect chairs between customers (Effective Date: May 15, 2020).</p> <p>Sanitize all food preparation tables every 2 hours (Effective Date: May 15, 2020).</p> <p>Sanitize all food preparation tables nightly and rinse in the morning (Effective Date: May 15, 2020).</p>	<p>If unopened individual condiments are re-used, they must be disinfected</p> <p>Reduce seating area – host to ensure proper distancing (remove bar stools, space out tables + chairs, limit communal table seating)</p> <p>Encourage a la carte, boxed breakfast/lunches, or grab and go options</p> <p>Associates should wear gloves when serving food to reduce cross-contamination</p> <p>Disinfect areas and equipment using approved chemicals on an ongoing basis</p> <p>For pre-packaged food and beverage displayed: Do not overstock food display and disinfect every 2 hours</p> <p>Associates should sanitize their hands between guests and after handling cash, credit cards and identification</p>	<p>Coronavirus/COVID-19 MGS Page</p>

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SELECT BRAND + FAST-CASUAL RESTAURANTS + BARS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Wipe down (disinfect) menus after each seating including digital menus or convert to single use paper format (Effective Date: May 15, 2020).</p> <p>Disinfect furniture after every meal period; sanitize all tables and disinfect chairs between customers (Effective Date: May 15, 2020).</p> <p>Sanitize all food preparation tables every 2 hours (Effective Date: May 15, 2020).</p> <p>Sanitize all food preparation tables nightly and rinse in the morning (Effective Date: May 15, 2020).</p>	<p>Encourage a la carte, boxed individual breakfast/lunches, or grab and go options</p> <p>Eliminated self-serve food displays</p> <p>For pre-packaged food and beverage displayed: Do not overstock food display and disinfect every 2 hours</p> <p>Disinfect menus by wiping down after each guest and/or seating, including digital menus</p> <p>If unopened individual condiments are re-used, they must be disinfected</p> <p>Reduce seating areas to promote social distancing (remove bar stools, space out tables + chairs, limit communal table seating)</p> <p>Associates should sanitize their hands between guests and after handling cash, credit cards and identification</p>	<p>Coronavirus/COVID-19 MGS Page</p>

GOLF + GOLF RANGE

GUEST GREETING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Consider a 1 way in - 1 way out entry and exit route so that golfers do not have to cross</p> <p>Do not offer to shake hands</p> <p>Members should swipe their own Membership Card into the system terminal (if possible). If Membership Card is handled by an associate, it should be cleaned using a sanitizing wipe before being handed back to the Member.</p>	

BOOKINGS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Tee time reservations should be made 10 minutes apart</p> <p>Digital, online bookings should be promoted where systems allow</p>	

AMENITIES / TOWELS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Utilize plastic or paper liners in all trash and towel drops / boxes (Effective Date: May 15, 2020).</p> <p>Hotels must not offer F+B items that are not meant to be peeled or single serve (e.g. apples, pears, water stations, bulk snacks) in non-F+B areas (Effective Date: May 15, 2020).</p>	<p>Remove amenities in public space:</p> <ul style="list-style-type: none"> ○ Replace shared amenities with single use options ○ Remove reading material ○ Towels must not be displayed in changing rooms <p>Disposable amenity options are recommended – combs etc.</p>	<p>Coronavirus/COVID-19 MGS Page</p>

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	<p>Towels should be given to the guest on arrival at Reception or placed in pre-cleaned lockers ready for the guest</p> <p>Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays, and sanitizing wipes upon guest request. Large packs of disinfecting wipes can be retailed</p> <p>Provide disposal receptacles nearby.</p> <p>Vending machines should be used where appropriate.</p>	
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CLEANING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Disinfect Spa, Health Club, Fitness Centers, indoor pools, golf facilities and beach clubs based on volume of use (Effective Date: May 15, 2020).</p> <p>Disinfect golf equipment, guest lockers, shared equipment (e.g. hair dryers), including rental gear, and shared sundry items (e.g. hair spray) after each guest use; either by guest or by spray / attendant (Effective Date: May 15, 2020).</p>	<p>Utilize electrostatic spraying to disinfect Reception areas and locker rooms</p> <p>Spot mop cleaning and disinfection should be performed on spills when they occur.</p> <p>Disinfect unsealed items every 2 hours and after use.</p> <p>Clean and disinfect changing rooms after every use.</p> <p>Disinfect golf clubs every 2 hours, after club fittings, and after each use</p> <p>Disinfect tablets between each guest</p>	

RETAIL & PRODUCT DISPLAYS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Retail displays are acceptable and should follow standard and enhanced cleaning protocols.</p> <p>Remove open displays of loose golf balls</p> <p>Offer sealed retail items</p>	

MAGAZINES AND GOLF FORMS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Remove magazines and paper materials</p> <p>Utilize digital screens for promotional activity, golf/hotel or membership collateral.</p> <p>Disinfect laminated brochures between guest use or offer single-use brochures.</p> <p>Utilize digital forms for guest / member completion.</p> <p>Manually complete golf forms for guests when digital is not available</p>	

GUEST COMMUNICATION

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES

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	Communicate Safe Play procedures and any amendments to golf rules	
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SIGNAGE

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	Signage reminding golfers about physical (social) distancing and new game standards, such as no touching of flags and removal of rakes, benches etc. should be placed around the course at key intervals	Design Interventions for Health (PDF)

COURSE

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	Remove all towels from golf carts Remove ball washers from golf course Remove bunker rakes unless they are disinfected between guest use and every 2 hours	USGA COVID-19 Guidelines

BUGGIES & TROLLEYS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	Remove keys from buggies and issue at Reception Disinfect all keys between guest use Disinfect buggies and carts after every use, focusing on high contact areas. Place disinfecting sprays / wipes near buggy / trolley stations	

GOLF RANGE

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	Practice physical (social) distancing, either by cordoning off bays that are next to each other or by erecting full height partitions between bays. Implement single routes into and out of the Range Sanitizing sprays or wipes should be placed next to the ball machine	

PRACTICE FACILITIES

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	Reduce practice facilities occupancies.	

HALF-WAY HOUSE

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GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Offer pre-packaged food and reduce services in the Half-Way House and on-course refreshments</p> <p>Utilize disposable cups, plates etc and follow enhanced food and beverage procedures</p>	

GUEST INTERACTION / INSTRUCTION

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Instructors should not make physical contact with the guest.</p> <p>If a golfer under instruction requires re-positioning, gain their agreement and use an alignment stick that can be wiped down with a disinfecting wipe before and after the lesson</p> <p>Golfers should use their own balls during short game instruction</p>	

COMPETITIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Golf Competitions should be suspended until normal golf play can be resumed</p>	

JUNIOR GOLF

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Junior Golf Groups should be suspended until normal golf play can be resumed</p> <p>Individual Junior Golf instruction can continue, following social distancing guidelines</p>	

LOCKERS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Hand sanitizer sprays, hand wipes or gels, must always be available in the changing rooms</p> <p>Close and remove keys from lockers that are within the physical (social) distancing radius</p> <p>All lockers should be pre-locked to prevent contamination</p> <p>Make locker keys available to guests on arrival at Reception, to ensure social distancing within the changing room</p> <p>Disinfect all keys when handing out and when receiving back</p>	

LAUNDRY

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES

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Sort soiled linen and handle clean linens with proper PPE (Effective Date: May 15, 2020).	Request that members bring their own towels	
Disinfect washers, dryers, dirty / clean linen carts, linen / chute rooms; mop floors based on volume of use (Effective Date: May 15, 2020).	Request that hotel guests bring their towels from their bedroom – utilize bedroom signage.	

SPA / POOL / FITNESS CENTER / BEACHES / SAUNA

OPERATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Reopen spas based on continent and local law. Services should be offered based on local law.</p> <p>Hotels should review their own activities (ex. courts/sports halls/beaches) and those where social distancing cannot be maintained must close until a time is deemed suitable</p> <p>Notify guests that beach access is limited to governmental physical (social) distancing requirements</p>	

CHECK-IN

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays and sanitizing wipes upon guest request</p> <p>Promote in-room and outdoor fitness programs that can be communicated via digital channels (GRE; Fitness App; Bonvoy App)</p> <p>Members should swipe their own Membership Card into the system terminal. If Membership Card is handled by an associate, it should be cleaned using a sanitizing wipe before being handed back to the Member.</p> <p>Notify guests if beach access is limited by governmental social distancing requirements</p> <p>Utilize digital and online bookings</p>	

CLEANING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Disinfect Spa, Health Club, Fitness Centers, indoor pools, golf facilities, and beach clubs based on volume of use (Effective Date: May 15, 2020).</p> <p>Disinfect fitness center equipment, guest lockers, shared equipment (e.g. hair dryers, swim gear dryers), including rental gear, and shared sundry items (e.g. hair spray) after each guest use; either by guest or by spray / fitness center attendant (Effective Date: May 15, 2020).</p>	<p>Spas and Fitness Centers should plan a minimum of 15 minutes turnaround time between each treatment / instruction / personal training session for proper disinfection of the treatment room and all equipment</p> <p>Fitness centers and health clubs should plan a minimum of 15 minutes between studio classes or Personal Training (PT) sessions. This allows for thorough cleaning of the area, but</p>	<p>Coronavirus/COVID-19 MGS Page</p>

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<p>Disinfect all spa treatment room surfaces and fixtures between each guest (Effective Date: May 15, 2020).</p> <p>Disinfect all spa tools and equipment after each guest (Effective Date: May 15, 2020).</p> <p>Utilize plastic or paper liners in all trash and towel drops / boxes (Effective Date: May 15, 2020).</p> <p>Wash all china, ceramic mugs, glassware and silverware in a commercial dishwasher (Effective Date: May 15, 2020).</p>	<p>also discourages groups gathering outside the studio in advance.</p> <p>Fitness centers and health clubs should be staffed during peak times, when possible</p> <p>Spot mop cleaning and disinfection should be performed on spills when they occur.</p> <p>Disinfect all locker keys before handing out and when receiving back</p>	
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AMENITIES / TOWELS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Remove all blankets and pillows that cannot be laundered between each guest. All other items (sheets, towels, face cradle covers) must be replaced between guests with freshly laundered items (Effective Date: May 15, 2020).</p> <p>Remove work out mats in fitness centers if they cannot be disinfected properly after each guest (Effective Date: May 15, 2020).</p> <p>Hotels must not offer F+B items that are not meant to be peeled or single serve (e.g. apples, pears, water stations, bulk snacks) in non-F+B areas (Effective Date: May 15, 2020).</p> <p>Utilize plastic or paper liners in all trash and towel drops / boxes (Effective Date: May 15, 2020).</p>	<p>Remove amenities in public space:</p> <ul style="list-style-type: none"> Do not pro-actively place towels on or close to machines/equipment Remove reading material Towels and robes must not be displayed <p>Replace shared amenities with single use options</p> <p>Use disposable amenity items (e.g., combs, brushes, hairpins, rollers)</p> <p>Provide towels/robes to the guest on arrival or place in pre-cleaned lockers ready for the guest</p> <p>Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays, and sanitizing wipes upon guest request. Large packs of disinfecting wipes can be retailed. Provide disposal receptacles nearby.</p> <p>Use vending machines where appropriate.</p> <p>Close and remove keys from lockers to address physical (social) distancing radius</p> <p>Pre-lock guest lockers to prevent contamination</p> <p>Make locker keys available to guests on arrival at Reception, so to ensure social distancing within the changing room</p>	<p>Coronavirus/COVID-19 MGS Page</p>

RETAIL DISPLAYS / TESTERS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Clean and disinfect retail displays based on volume of use.</p> <p>Remove open displays of product.</p> <p>Remove tester displays and stands.</p> <p>Use signs to inform guests that Tester samples are available upon request.</p> <p>Offer individual sealed samples</p>	

MAGAZINES AND SPA/GYM FORMS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Remove magazines and paper materials</p>	

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	<p>Utilize digital screens for promotional activity, spa/gym/fitness center or membership collateral.</p> <p>Disinfect laminated brochures between guest use or offer single-use brochures.</p> <p>Utilize digital forms for guest / member completion.</p> <p>Manually complete consultation cards for guests when digital is not available</p>	
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GUEST INTERACTION

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
	<p>Wash or sanitize hands in front of the guest before and after commencing spa treatment.</p> <p>Offer guests sanitizing wipes or gels when entering the spa treatment room.</p> <p>Practice physical (social) distancing when providing individual fitness instruction</p> <p>Practice physical (social) distancing when instructing group exercise programs or conduct classes digitally</p>	

LAUNDRY

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Sort soiled linen and handle clean linens with proper PPE (Effective Date: May 15, 2020).</p> <p>Disinfect washers, dryers, dirty / clean linen carts, linen / chute rooms; mop floors based on volume of use (Effective Date: May 15, 2020).</p>	<p>Request that members bring their own towels</p> <p>Request that hotel guests bring their towels from their bedroom – utilize bedroom signage.</p>	

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HEART OF HOUSE SPACES

The following global standards and guidelines apply to heart of house operations and associate areas of the hotel.

ASSOCIATE DINING AREAS

MODIFIED OPERATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Handwashing posters placed throughout the dining facility reminding associates to wash and sanitize hands before and after dining (Effective Date: May 15, 2020).	<p>Do not reuse plates, utensils, and cups for second portions</p> <p>Clean plates, utensils, and cups through dishwashing machines that meet the disinfection and/or temperature requirements</p> <p>Stagger break times to avoid overcrowding</p> <p>Allow and encourage staff to take breaks in other parts of the hotel, outside in fresh air, if possible</p> <p>Sanitize tables and disinfect furniture every 20 minutes and/or after every meal period</p> <p>Place tables 6 ft or 2 meters apart</p> <p>Allow associates to dine separately, if they wish</p> <p>Use unopened individual condiments; if items are to be re-used, they must be disinfected</p> <p>Do not display any open food items (including bread, fruits, etc.) that are not pre-packaged</p> <p>Serve coffee, tea, and beverage by an associate wearing gloves</p>	Heightened Focus on Sanitizing Work Area Poster (PDF)

LAUNDRY / VALET DRY CLEANING

HOTEL LAUNDRY

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Remove soiled linens and terry from the guest room in sealed bags and transport directly to hotel laundry for presumed or confirmed COVID-19 positive guest rooms only (Effective Date: May 15, 2020).</p> <p>Sort soiled linen and handle clean linens with proper PPE (Effective Date: May 15, 2020).</p> <p>Disinfect washers, dryers, dirty / clean linen carts, linen / chute rooms; mop floors based on volume of use (Effective Date: May 15, 2020).</p> <p>Disinfect clean linen carts received from outsourced laundries if not disinfected by outsource company upon delivery (Effective Date: May 15, 2020).</p>	<p>Lock and secure linen, housekeeping and storage closet doors at all times</p>	<p>Ecolab Cleaning + Disinfecting Guidance for Hospitality: English (PDF) Spanish (PDF)</p> <p>WHO Steps to Take Off Personal Protective Equipment (PPE)(PDF)</p> <p>How to Perform a User Seal Check with an N95 Respirator (Video)</p> <p>Wear It Right 3M Respirators (PDF)</p>

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GUEST VALET LAUNDRY

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Handle laundry from known quarantine or confirmed COVID-19 guests with additional care, mark bags as “potentially hazardous” and establish handling protocol with third-party vendors. Always follow local jurisdiction guidelines (Effective Date: May 15, 2020).</p> <p>Disinfect laundry delivery equipment (e.g., boxes and hangers) for clean guest laundry after every use (Effective Date: May 15, 2020).</p>	<p>Accept only laundry/dry cleaning that has been bagged</p> <p>Handle laundry/dry cleaning bags with gloves (if possible)</p> <p>Only unpack and sort laundry in designated house laundry areas (i.e., avoid unpacking or sorting on hotel premises or outside designated in-house laundry area)</p>	<p>Coronavirus/COVID-19 MGS Page</p>

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DISCIPLINE SPECIFIC OPERATIONS

The following global standards and guidelines apply to operations in various departments/areas of the hotel.

ENGINEERING

HVAC RECOMMENDATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Increase Outdoor Air Dilution (Effective Date: May 15, 2020).</p> <ul style="list-style-type: none"> Continuously run public space HVAC system that has Outside Air 24/7 during the crisis period (Effective Date: May 15, 2020). Maximize Outside Air while maintaining relative humidity/temperature guidelines/pressure drop/CFM flow design (Effective Date: May 15, 2020). Properties with Rotary heat exchangers (Thermal Wheels) for heat recovery turn off the rotation motor to stop the potential of cross contamination of exhaust and supply air. Note, plate heat exchangers (cross flow or counter flow) no change to operation. (Effective Date: May 15, 2020). Leave ON supply side energy recovery ventilation (Effective Date: May 15, 2020). Maintain humidity levels between 40-60% relative humidity (rh) (Effective Date: May 15, 2020). Maintain temperature between the 68–75 degrees Fahrenheit/20-24 degrees Celsius (Effective Date: May 15, 2020). <p>Improve Filtration (Effective Date: May 15, 2020).</p> <ul style="list-style-type: none"> Improve HVAC filtration with high quality filter to the highest level achievable based on equipment design, potentially MERV 13 for public space where air is recirculated. (Effective Date: May 15, 2020). Monitor HVAC performance to adjust filter frequency change out (Effective Date: May 15, 2020). 	<p>Utilize standalone air purifiers with disinfection in heavy traffic areas: fitness centers, seating areas i.e. bars, restaurants, lobby, etc.</p>	<p>ASHRAE</p> <p>NAFA</p> <p>REHVA</p> <p>EPA</p>

GUEST ROOM SPACE HVAC

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Change the HVAC unit filter at its normal frequency (Effective Date: May 15, 2020).</p>	<p>Improve filtration to highest level achievable based on equipment design</p> <p>Utilize standalone air purifiers with HEPA filtration upon guest request</p>	<p>ASHRAE</p> <p>NAFA</p> <p>REHVA</p> <p>EPA</p>

SERVICING GUEST ROOM WORKORDERS – PRESUMED OR CONFIRMED COVID-19

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>None.</p>	<p>Contact guest by telephone to fully understand the issue, diagnose solutions and determine what might be needed to fix the issue prior to entering the guest room</p>	

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	<p>Equip Guest Service Technician (GST) appropriately so they can avoid leaving the room for additional tools and supplies</p> <p>Inform guest that GST will knock upon arrival at guest room, announce themselves, and then open the door with their key. Guests should not come to the door and open it to maintain social distance.</p>	
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PHYSICAL BUILDING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Install motion sensors for lights</p> <p>Install automated flush on toilets and sensors on sink taps / dispensers</p> <p>Install push pads for doors</p>	

FOOD + BEVERAGE

ACTION / SERVICE STATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Sanitize food contact surfaces based on volume of use (Effective Date: May 15, 2020).</p> <p>Assure no barehand contact with ready-to-eat food for all food + beverage action stations (Effective Date: May 15, 2020).</p>	<p>Sanitize area including equipment every 20 minutes</p> <p>Guest facing serving utensils are replaced every 20 minutes with new utensils</p> <p>Used plates, utensils, and cups should not be reused</p> <p>Do not overstock plates; runner should provide sanitized plates</p> <p>Practice social distancing between each station</p> <p>Position action stations 2 meters (6 feet) apart.</p>	<p>COVID-19 Ecolab Cleaning + Disinfecting Guidance</p>

BAR EQUIPMENT

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Sanitize food contact surfaces based on volume of use (Effective Date: May 15, 2020).</p> <p>Do not allow barehand contact with garnishes, ice and ready to eat food (Effective Date: May 15, 2020).</p>	<p>Sanitize area including equipment every 20 minutes</p> <p>Do not display open garnish jars/containers</p> <p>Wash, rinse and sanitize equipment including shakers, spoon, ice scoops, etc.</p> <p>Use wrapped non-plastic single use straws or metal straws that can be sanitized</p>	<p>COVID-19 Ecolab Cleaning + Disinfecting Guidance</p>

BUFFETS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Sanitize food contact surfaces based on volume of use (Effective Date: May 15, 2020).</p>	<p>Replace guest-facing serving utensils with new utensils every 20 minutes</p> <p>Sanitize area including equipment every 20 minutes</p>	<p>Form A28 Buffet Operations in High Risk Areas (PDF)</p>

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Disinfect and rinse all buffet line areas between meal period (Effective Date: May 15, 2020).	<p>Review Buffet Operations in High-Risk Areas (Form A28) on MGS</p> <p>Encourage a la carte, boxed breakfast/lunches, or grab and go options</p> <p>Separate large groups into smaller tables</p> <p>Associates should serve all food + beverage items. Do not allow guest self-service</p> <p>Use sneeze guards to cover or protect all food from contamination</p>	
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COFFEE + CONDIMENT STATIONS

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Sanitize food contact surfaces based on volume of use (Effective Date: May 15, 2020).	<p>Replace guest-facing serving utensils with new utensils every 20 minutes</p> <p>Sanitize area including equipment every 20 minutes</p> <p>Use single serve creamers, half + half, sugars, stir sticks, etc.</p> <p>Wash, rinse and sanitize carafes and air pots between uses</p>	Coronavirus/COVID-19 MGS Page

FOOD PREPARATION TABLES

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Sanitize all food preparation tables every two hours (Effective Date: May 15, 2020).</p> <p>Sanitize all food preparation tables nightly and rinse in the morning (Effective Date: May 15, 2020).</p>	None.	Ecolab Cleaning and Disinfecting Guidance for Hospitality: English (PDF) Spanish (PDF)

IN-ROOM DINING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Complete global deployment of Mobile Dining</p> <p>Move to contactless In-Room Dining to eliminate room entry</p> <p>Disinfect cart after every use</p> <p>Offer boxed breakfast / lunches / dinner options</p>	Coronavirus/COVID-19 MGS Page

HOUSEKEEPING

SERVICING A CHECKOUT GUEST ROOM – ROUTINE

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GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Strip and remove all used and unused linens and terry (e.g. duvet cover, top sheets, fitted sheets, flat sheets, pillowcases, towels, hand towels, wash cloths, bathmats) from the guest room prior to disinfection (Effective Date: May 15, 2020).</p> <p>Remove all guest room trash prior to disinfection (Effective Date: May 15, 2020).</p> <p>Perform routine housekeeping procedures, focusing on disinfection of all high-touch hard surfaces (Effective Date: May 15, 2020).</p> <p>Disinfect all unused/unopened nonrefillable bath amenities between guests (Effective Date: May 15, 2020).</p> <p>Disinfect residential amenities (large bottle shampoo, conditioner + body wash) as part of the bathtub / shower cleaning process (Effective Date: June 19, 2020).</p> <p>Remove and replace all mugs / glassware / china / silverware for dishwashing (or utilize in-room dishwashers; Glasses, coffee cups, mugs, china, or silverware should NOT be washed in the guest room sink) (Effective Date: May 15, 2020).</p>	<p>Use single use trash bags or paper liners</p> <p>Remove ice buckets for dishwashing after each guest</p> <p>Use new cleaning cloths in each guest room based on chemical (e.g. yellow cloths for yellow cleaner) or utilize disposable wiping cloths</p>	<p>High Touch Guidelines (Continent Link)</p>

SERVICING AN OCCUPIED GUEST ROOM – PRESUMED OR CONFIRMED POSITIVE COVID-19 GUEST

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Discontinue housekeeping services during the guest's stay (Effective Date: May 15, 2020).</p> <p>Remove sealed trash and bring directly to the hotel's trash compactor, do not place in common trash areas (e.g. housekeeping closets, elevator landings, etc.) (Effective Date: May 15, 2020).</p> <p>Remove soiled linens and terry from the guest room in sealed bags and transport directly to the hotel laundry (Effective Date: May 15, 2020).</p>	<p>Limit the need to make numerous daily deliveries by providing (via contactless delivery outside the guest's door) extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.)</p> <p>Leave fresh linens and additional amenities outside the guest's door upon request</p> <p>Place several large trash bags for disposal of trash and dirty linens in guest room for guest use</p> <p>Sealed bags containing soiled linens and terry must be kept in the guest room (not placed in hallway) until a coordinated time for pick-up is arranged between guest and hotel staff</p>	<p>Coronavirus/COVID-19 MGS Page</p>

SERVICING A CHECKOUT GUEST ROOM – PRESUMED OR CONFIRMED POSITIVE COVID-19 GUEST

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Quarantine guest rooms upon checkout for a minimum of 24 hours prior to cleaning and disinfection (Effective Date: June 19, 2020).</p> <p>Strip all used and unused linens, blankets and terry (e.g. duvet cover, duvet insert, top sheets, fitted sheets, flat sheets, pillowcases, towels, hand towels, wash cloths, bathmats) from the guest room (Effective Date: May 15, 2020).</p> <ul style="list-style-type: none"> Place in sealed bags, transport to hotel laundry after use of RRR, electrostatic or manual disinfection Instruct associates not to hold linens close to their body <p>Bag all guest room trash, seal and transport directly to hotel trash compactor after use of RRR, electrostatic or manual disinfection (Effective Date: May 15, 2020).</p>	<p>If hotel leadership is considering using a third-party cleaner, contact your Market Leader (e.g., ADOP, or Area Director of Safety) for further guidance.</p> <p>Must use new cleaning cloths in each guest room based on chemical (e.g. yellow cloths for yellow cleaner) or utilize disposable wiping cloths</p> <p>Utilize a Rapid Room Recover unit for 2 hours before cleaning and disinfection. Continue to run the RRR Unit for approximately one (1) hour per 2,000 ft3 for guest rooms during/after manual cleaning and disinfection</p> <p>Hotels may only disinfect presumed or confirmed COVID-19 guest rooms upon checkout at the direction of continent operations leadership</p>	<p>Coronavirus/COVID-19 MGS Page</p> <p>RestorAir</p>

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<p>Remove all unused consumables and seal in a bag. Bag must be dated and held for 7 days before use by another guest (Effective Date: May 15, 2020).</p> <ul style="list-style-type: none"> ○ Toilet paper, facial tissue, paper towels ○ Reading materials ○ Guest room coffee amenities (e.g. bulk sugars, creams, stir sticks, etc.) ○ Bath amenities (soap, shower caps, etc.) that cannot be disinfected <p>Perform routine housekeeping procedures, focusing on disinfection of all high-touch hard surfaces (Effective Date: May 15, 2020).</p> <ul style="list-style-type: none"> ○ Disinfect all unused/unopened nonrefillable bath amenities between guests ○ Disinfect residential amenities (large bottle shampoo, conditioner + body wash) as part of the bathtub / shower cleaning process ○ Remove and replace all used and unused mugs / glassware / china / silverware for dishwashing (or utilize in-room dishwashers; no glasses, coffee cups, mugs, china, or silverware should be washed in the guest room sink) 		
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TRAINING

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
Mandate and reinforce global housekeeping training on standards and cleaning protocols (Effective Date: May 15, 2020) .	None.	CleanMatters MGS Page

MEETINGS + EVENTS

M+E MESSAGING

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	Use 1-Pager template to create Hotel-Specific M+E Overview and provide to all meeting planners	

SITE INSPECTION

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Building your pre-recorded or live virtual site inspection is highly recommended</p> <p>The Event Planner should be given the option to elect what and who they would like to see during the site inspection</p>	Site Inspection

CONTACTLESS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	Meeting Service App MSA	MSA Mobile Check In Mobile Key

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	<ul style="list-style-type: none"> ○ Use the Meeting Services app (MSA) to support contactless communications with meeting planners <p>Mobile Check In</p> <ul style="list-style-type: none"> ○ Highlight this technology in the proposal and offer to our event/meeting planners to reduce contact and improve efficiencies <p>Mobile Key</p> <ul style="list-style-type: none"> ○ Allows loyalty members to use their smartphone as a room key to access guest rooms and common areas ○ Meeting attendees are highly encouraged to use this functionality, if your hotel has installed Mobile Key functionality. <p>Attendee Apps</p> <ul style="list-style-type: none"> ○ There are multiple options for meeting planner to use meeting attendee application to provide contactless registration better communication to the attendees. 	
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ARRIVALS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Provide meeting planners with document that outlines the social distancing practices and guidelines in effect at your hotel so they can include this information in communications with attendees</p> <p>Contactless arrival is promoted in pre-arrival communication to the meeting planners and attendees.</p> <p>Encourage staggered arrivals</p> <p>A hospitality suite can be offered according to recommended set up guidelines, if guest rooms are not ready.</p> <p>Multiple check in desks are encouraged, keeping the minimum 6 – 3 feet, 2 – 1.5 meters social distancing rule.</p>	Mobile Key Mobile Check In

REGISTRATION

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Implement and encourage use of tech-enabled registration to provide contactless registration to support social distancing.</p> <p>For events that have on-site registration, follow these guidelines:</p> <ul style="list-style-type: none"> ○ Space tables out by 6 feet/2 meters ○ Seat only one person at each registration table ○ Use signage to cue social distancing and place distance markers for lines/queuing ○ Make masks and sanitizers available ○ Place barriers/partition screens to separate registration staff from attendees (NOTE: Product examples are provided in Design Interventions ○ Recommend to meeting planners that they provide a medical room for testing 	Design Interventions for Health (PDF)

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	<p>and evaluation of those who become unwell while at the event. Hotel should be prepared to provide space, upon request, but staffing and execution should be organized by the meeting planner</p> <ul style="list-style-type: none"> ○ Upon the start of each day, it is possible to measure the temperature of incoming attendees for fever as they arrive using a thermometer scanning their forehead or with a Body Temperature Detection System. Staffing and execution should be organized by the meeting planner 	
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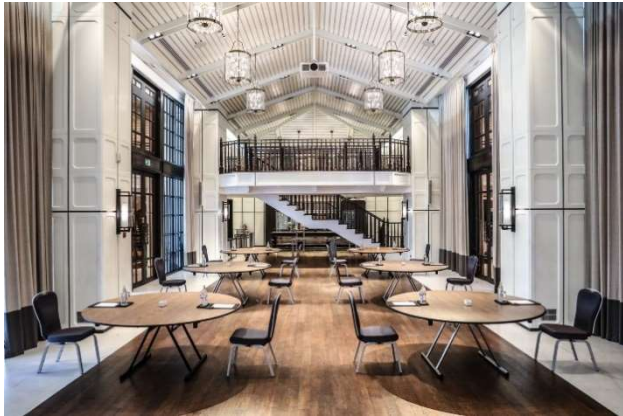
SET UP

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Reduce meeting capacities by at least 50%</p> <p>Place extra distance – 6 feet/ 2 meters – between tables for conference attendees inside the meeting room. As well as outside for all the breaks and meal functions. Consider:</p> <ul style="list-style-type: none"> ○ 60" inch round table – 4 guests ○ 72" inch round table – 6 guests ○ 6' foot schoolroom table – 1 guest ○ 8' foot schoolroom table – 2 guests ○ Theatre style: minimum 3 feet/1 meter between chairs (on all sides) <p>Disinfect all shared equipment and meeting amenities before and after each use or make single-use items available for equipment that cannot be disinfected.</p> <p>Sanitize tables and disinfect chairs prior to each set up.</p> <p>Use linen-less set up, where possible</p> <p>Replace all linen, including underlays during full day meeting, during lunch and after each meeting.</p> <p>Disinfect meeting rooms at the end of each meeting day</p> <p>Place sanitizing stations with hand sanitizers or sanitizing wipes that are easily accessible to guests to in meeting rooms.</p> <p>Have masks available for meeting guests, upon request</p> <p>Make pens and writing pads available upon request</p> <p>Disinfect pens before and after each meeting</p> <p>Consider individually packaged pens + writing pads</p> <p>Provide disinfectant wiper for the speakers during presentation</p> <p>Lectern provided with sanitizing wipes</p> <p>NOTE: These guidelines and protocols will likely evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.</p>	

SET UP EXAMPLES

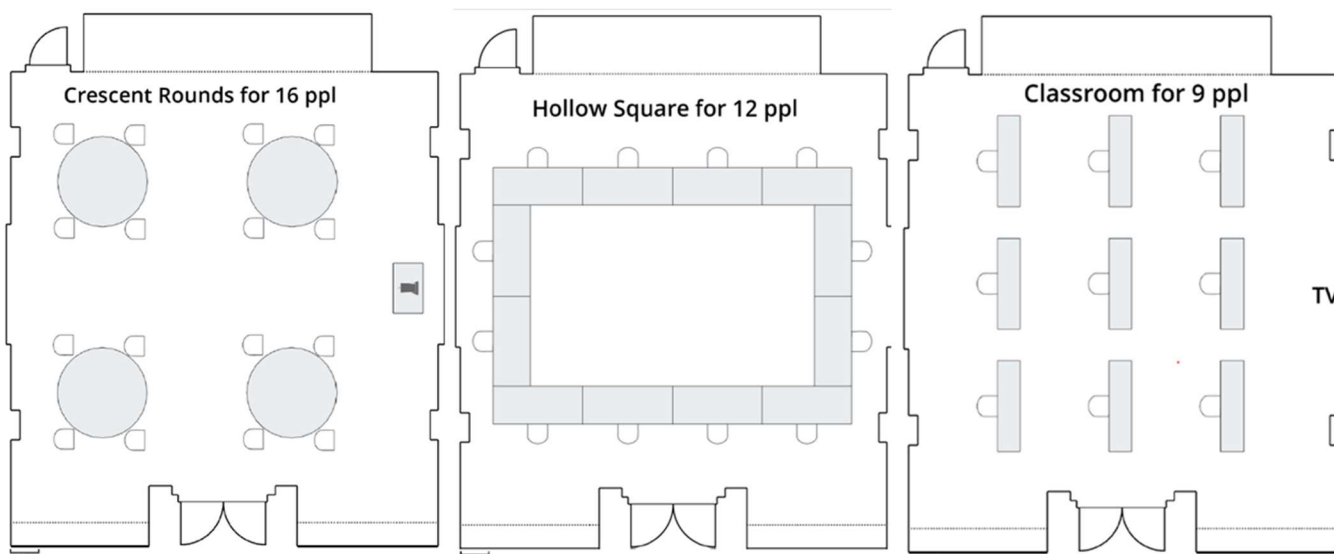
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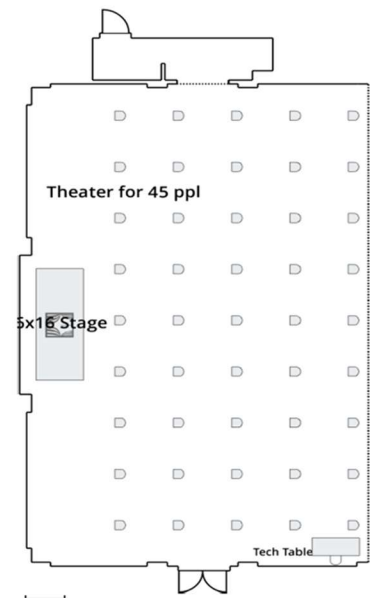
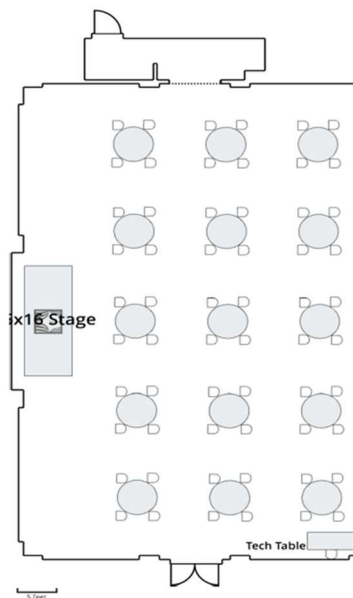
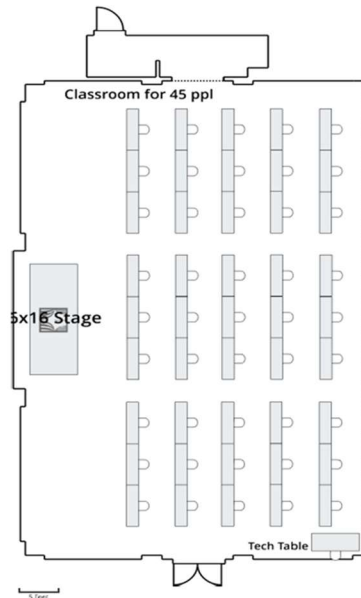
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AUDIO VISUAL

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Social Distancing</p> <ul style="list-style-type: none"> Insert a slide reminding participant about distancing guidelines during the meeting, unless customer decides otherwise. <p>Live Streaming</p> <ul style="list-style-type: none"> Provide a dedicated line and bandwidth for privacy and security Ensure guests can connect on multiple platforms (i.e. Teams, Zoom, Skype) Allow connectivity to stream content – for example, presentations and videos from a separate source and use multiple video cameras with professional equipment Make high quality streaming available for interactive meetings Supply connections for multiple microphones to ensure individual voice streaming, up to 30 individual microphones Enable technology to let the digital moderator/facilitator feed questions from digital participants to the physical discussion <p>Disinfect all audiovisual equipment before event, after each presenter and after each day of meeting</p> <p>Replace microphone covers before event, after each presenter and after each day of meeting</p> <p>Provide sanitizing wipes for presenters at podium, near seating on stage, etc.</p> <p>Hybrid Meetings</p> <ul style="list-style-type: none"> Lay out a feasible meeting plan that mixes live and virtual components. In this model, part of the meeting group is present at a physical location, while the remainder attends the event 	

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	<p>and interacts remotely with new audio-visual technologies.</p> <ul style="list-style-type: none"> ○ Provide new content delivery and assess communication needs for speakers and attendees who are unable to travel or who would not otherwise attend (budget constrain, busy executives, global attendees) <p>Partner with preferred audio-visual company to offer streaming solutions. Refer to resource guide for tech solutions</p>	
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THIRD-PARTY PARTY PARTNERS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Provide all third-party party vendors written communication about hotel access, safety measures and social distancing guidelines.</p> <p>Disinfect transportation equipment at the loading dock, before entering hotel</p> <p>Vendors must disinfect all equipment entering the hotel</p> <p>Third-party partners are expected to comply with the global standards laid out in the COVID-19 Protocol. This includes all on-site partners, day vendors and leased space occupants</p> <p>Screen temperature of all third-party partners and vendors upon entry, if permitted by law and in accordance with applicable legal requirements</p>	

BANQUET MENUS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Review all menus and limit offerings initially, increasing offerings as demand increases</p> <p>Customizable/personalized menu options are preferred instead if using traditional BQT menus</p> <p>Create modified menus to showcase styles of service and items currently available</p> <p>Offer bento boxes and package lunches</p> <p>Limit food and beverage offerings to items purchased from approved vendors only. Only buy from vendors with well-documented food safety and hygiene protocols</p>	Refer to resource guide

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MENU SAMPLE

Morning Break	Lunch	Morning Break
<p>Server Attended Station Freshly Brewed Coffee and Selection of Teas</p> <p>Individually Bottled Flat and Sparkling Water Bottled Juices: Cranberry, Orange, Apple, Grapefruit La Colombe Draft Ice Latte Flavored Iced Teas</p> <p>Purchased Pre-packages Served on Ice Fruit Yogurt and Parfaits</p> <p>Individually Wrapped Raspberry and Blueberry Yogurt Parfait Lemon with Blueberry Coffee Cake Flavored Granola and Energy Bar</p>	<p>Server Attended Station Fire-Roasted Tomato Soup, Basil Pesto</p> <p>Individually Packaged Grill Chicken Tabbouleh Salad, Raita, Hummus Tofu Rice Noodle Salad, Ginger-Soy Dressing</p> <p>Individually Wrapped Sandwiches Fire Roasted Vegetables, Paprika Aioli, Ciabatta Smoked Ham, Brie, Caramelized Onions</p> <p>Individually Packaged Peperonata Pasta Salad</p> <p>Chef Attended Station Prosciutto, Pistachio Pesto Panini Tomato Jam, Fresh Mozzarella</p> <p>Jarred Desserts Key Lime Pie Cheesecake Caramel Pot de Crème</p>	<p>Server Attended Station Freshly Brewed Coffee and Selection of Teas</p> <p>Individually Bottled Flat and Sparkling Water Bottled Juices La Colombe Draft Ice Latte Flavored Iced Teas</p> <p>Individually Wrapped Cupcakes Dark Chocolate, Creamy Vanilla Frosting Lemon-Coconut, Cream Cheese Frosting Salted Caramel, Cream Cheese Frosting, Fleur de Sel Banana-Nut, Dulce de Leche Frosting Gluten Free-Vegan Red Velvet</p>

PACKAGING IDEAS



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MENU SAMPLE

Morning Break	Lunch	Afternoon Break
<p>Server Attended Station Freshly Brewed Coffee and Selection of Teas</p> <p>Individually Bottled Flat and Sparkling Water Bottled Juices: Cranberry, Orange, Apple, Grapefruit La Colombe Draft Ice Latte Flavored Iced Teas</p> <p>Individually Jarred, Served on Ice Raspberry and Blueberry Greek Yogurt Parfait Fresh Fruit Salad, Poppy Seed-Honey Yogurt</p> <p>Individually Wrapped Cookies Oatmeal Raisin Peanut Butter Double Chocolate Chunk Chocolate Chip</p> <p>Chef Attended Station Warm Cinnamon-Raisins Rolls Buttermilk Sugar Glaze</p>	<p>Server Attended Station Kale-Minestrone Soup, Basil Pesto</p> <p>Individually Packaged Roasted Beet Salad, Arugula Leaves, Goat Cheese, Citrus Vinaigrette</p> <p>Server Attended Salad Station Cherry Tomato, Hardboiled Egg, Bacon, Gorgonzola, Onion, Ham, Turkey, Chicken,</p> <p>Individually Wrapped Under Headlamp Pastrami Sandwich, Thousand Island Chicken Pram Sandwich, Provolone Cheese Vegan Grilled Cheese Sandwich</p> <p>Chef Attended Station Beef and Fresh Ricotta Lasagna Roasted Tomato Coulis</p> <p>Charred Brocolini, Lemon Zest</p> <p>Jarred Desserts Tiramisu Strawberry Shortcake Panna-Cotta</p>	<p>Server Attended Station Freshly Brewed Coffee and Selection of Teas</p> <p>Individually Bottled Flat and Sparkling Water Bottled Juices La Colombe Draft Ice Latte Flavored Iced Teas</p> <p>Individually Wrapped Whole Fruit Tangerine, Bananas, Apples</p> <p>Individually Wrapped Tea Sandwiches Ham, Aged Cheddar Spread Cucumber, Cream Cheese</p> <p>Individually Wrapped Donuts Sugar-Cinnamon Maple-Pecan Chocolate Glazed Matcha Green Tea Espresso Coffee</p> <p>Chef Attended Station Individually Wrapped Miniature Hot Dogs Ketchup, Mustard</p>

PACKAGING IDEAS



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WATER

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Single bottled water service is the safest option. Use glass or cardboard containers, when possible</p> <p>Do not use fountains.</p> <p>Do not offer sliced lemons or limes.</p> <p>If using glassware, assure it is cleaned, dried, and covered with a lid.</p> <p>Use individually wrapped, non-plastic single-use straws or metal straws that can be sanitized</p>	

BUFFETS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Extra distance 6 – 3 feet, 2 – 1.5 meters will be placed between buffet tables</p> <p>Avoid buffet service until there is demand and local authorities have eased restrictions on social distancing</p> <p>Single serve food options are recommended if buffet is requested</p> <p>Sneeze guards must be in place.</p> <p>Buffet attendants must always wear face masks and gloves.</p> <p>Buffets are limited in selection.</p> <p>Increase the number of staffed stations with associates wearing PPE behind sneeze guards or barriers</p> <p>Items to be individually packaged, such as pastries, yogurts, bottled juices</p> <p>Consider live action stations where culinary staff plate individual portions ready for guests to pick up</p> <p>Buffet must be sanitized before, during and after service</p>	Refer to resource guide

COFFEE BREAKS + CONDIMENT STATIONS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>No communal coffee breaks, where possible, to be served inside the meeting room. A safe distance of more than 3m is to be kept between stations to reduce risk</p> <p>Coffee and other break items to be attended and served by a server.</p> <p>Flatware to be provided as a roll-up or disposable</p> <p>Menu items individually served are encouraged</p> <p>No high-risk perishable food to be displayed for more than 2 hours</p>	

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	<p>Multiple coffee/tea stations to be set up to avoid queuing (1 for every 10 guests)</p> <p>Provide individually wrapped condiments and stirrers</p> <p>Beverages should be served to the guest (self-service is discouraged)</p> <p>Use wrapped non-plastic single use straws or metal straws that can be sanitized</p>	
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PLATED EVENTS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Plate-up service is preferred</p> <p>Abstain from pre-setting any food on tables.</p> <p>Plated food to remain covered while in the back and front of the house until ready to be served to guests</p> <p>All associates partaking in plate-ups and service need to strictly adhere to glove/face mask guidelines.</p> <p>Cold and hot plates used for plate-ups to be washed and sanitized before use, and are to remain covered and protected from contamination until ready to be used</p>	

BANQUET BARS

STANDARD	ADDITIONAL GUIDELINES	RELATED RESOURCES
None.	<p>Smaller satellite multiple bars with appropriate social distancing</p> <p>Offer individually wrapped bar snacks</p> <p>Bar to be attended and serviced by a server</p> <p>Bar/alcoholic beverages are served by using canned/prebatched and bottled wines and cocktails.</p> <p>All bars set with sanitizing station (all bartenders trained how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel. This needs to be kept in safe distance from food + beverages.</p> <p>Line from bar to form 6 – 3 feet, 2 – 1.5 meters away from the front of the bar. Bars placed 30 feet, 9 meters apart (at minimum).</p> <p>No monetary transactions, no tip glass</p> <p>Finished drinks should be placed on a separate surface from the bar and guests will pick up from there. Surface to be cleaned immediately.</p> <p>Tear down should be planned in a way that maximizes space for meeting planners and vendors, wherever possible a social distance 6 – 3 feet, 2 – 1.5 meters should be adhered to.</p> <p>Dispose of any unpackaged food + beverage items after the event.</p>	<p>Design Interventions for Health (PDF)</p>

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	Use wrapped non-plastic single use straws or metal straws that can be sanitized	
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LOW-EFFORT BAR

None.	<p>To provide guests with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible</p> <ul style="list-style-type: none"> ○ Purchase canned wine, beer, and cocktails - the availability will vary by state and distributors ○ Display canned wine, beer, and cocktails in mini fridge or on ice ○ Bartender stationed by drinks with gloves and mask following the total hotel standards ○ The guests stay 6 feet (1 meter) apart and select a beverage ○ The bartender is supplied with sanitizing wipes to clean can before placing on the table near station – the guest picks up beverage from the table 	<p>Cutwater Canned cocktails</p> <p>NIO Cocktails</p>
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MEDIUM-EFFORT BARS

None.	<p>To provide guests with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible</p> <ul style="list-style-type: none"> ○ Batch cocktail or selection of cocktails – bottles or pouches ○ Sanitize 100ml screw top flask bottle, crown cap bottles, OR pouches ○ Display drinks on ice or in windowed mini-fridge ○ The bartender is supplied with sanitizing wipes to clean can before placing on table near station – the guest picks up beverage from the table ○ Benefit of screw top – guest has option to re-seal drink during event ○ Crown cap – the cap is discarded, and the bottles tend to be easier to clean ○ Pouches – disposable and trendy ○ Batched in parts – tools already available 	
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HIGH-EFFORT BARS

None.

To provide guests with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible

- Cocktails are batched and CANNED on property
- Display drinks on ice or in windowed mini-fridge
- Guest selects beverage, the bartender opens the can, garnish, adds ice and straw
- The bartender is supplied with sanitizing wipes to clean can before placing on table near station – the guest picks up beverage from the table

[Canned Cocktails](#)



SIGNAGE

STANDARD

ADDITIONAL GUIDELINES

RELATED RESOURCES

None.

Digital Signage

- All screens in lobby and meeting space are showing social distancing guidelines in place during the event played on loop
- All screen should promote Contactless arrival

Physical Signage

- In order to fulfill social distancing guides and execute safety in meeting space, areas need to be clearly equipped with signage.
- Public bathroom must display sanitation checklist with cleaning done every 60 minutes
- Coffee Breaks, Buffets, Bars have a clear floor marking for distancing
- Registration must have clear floor marking for distancing

[Design Interventions for Health \(PDF\)](#)

POST EVENT

STANDARD

ADDITIONAL GUIDELINES

RELATED RESOURCES

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None.	<p>Tear down should be planned in a way that maximizes space for meeting planners and vendors, and wherever possible, a social distance of 6 – 3 feet, 2 – 1.5 meters should be adhered to.</p> <p>Associates that are tearing down the event space are always to wear gloves and follow hygiene protocols.</p> <p>Dispose of any unpackaged food + beverage items</p> <p>All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected</p> <p>All linen, including underlays, to be replaced after each use</p> <p>Clean and soiled linens to be transported in sealed single use plastic bags in and out of the meeting rooms</p> <p>Paperless billing is highly encouraged</p> <p>Bill holders + pens needs to be disinfected if used</p>	
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TRANSPORTATION

SHUTTLE / SEDAN / VAN SERVICES

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
<p>Disinfect hotel vehicles after every transport (Effective Date: May 15, 2020).</p> <p>Disinfect car keys using proper procedures (Effective Date: May 15, 2020).</p>	<p>Associates must wear gloves when handling guests' property</p> <p>Follow all local regulatory guidelines and regulations</p> <p>Maintain a six-foot / two-meter separation from the driver and the rider (leave the seat next to/behind driver empty)</p> <p>Riders should only enter/exit via the back door (when possible)</p> <p>Address associate transportation vehicle disinfection with vendors if not operated by hotel</p> <p>Riders should practice social distancing by utilizing every other seat (at minimum)</p> <p>Offer only bottled water and digital e-readers. Fruit, newspapers and other forms of paper collateral should not be offered. Disinfect e-readers after each guest use</p>	<p>Coronavirus/COVID-19 MGS Page</p>

VALET

GLOBAL STANDARD	RECOMMENDED GUIDELINES	RELATED RESOURCES
None.	<p>Associates must wear gloves when handling guests' property</p> <p>Discontinue valet parking, when possible</p> <p>Disinfect car keys using proper procedures</p>	

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ADDITIONAL RESOURCES

MGS AND GO RESOURCES

[Marriott Infectious Diseases](#)
[Ecolab Guidance by Region](#)
[Global Food Safety](#)
[Marriott Crisis Management by Continent](#)

SUPPORT RESOURCES

Ask.Ops@Marriott.Com
[Global Food Safety Inbox](#)

EXTERNAL LINKS

[CDC European Health Commission](#) [China Ministry of Health](#)
[WHO](#) [UAE Ministry of Health + Prevention](#)

M+E TECHNOLOGY EXAMPLES

Body Temperature Detection System	Johnson Controls	
Breath Analyzer	Tera Group	
Temperature Reader	Orion Entrance Control	Orion
Registration Site + Meeting Apps	CrowdCompassAttendeeHub - CEvent	Cevent
	Attendify	Attendify
	Fonteva – Applicable with salesforce only	Fonteva
	Tito	Tito
Virtual Hybrid Events – Live Streaming, Broadcasting	Boomset	Boomset

M+E EQUIPMENT EXAMPLES

Sneeze Guards	BSI	BSI
	Avant Guard Rosseto	Rosseto
	ADM SneezeGuards	ADM
Distancing Panels	Event Scape	Event Scape
Nanoseptic Wraps	NanoTouch	Nanoseptic
Bento Boxes	Maxim World Special discount offered	Maxim World

SUPPLIER INFORMATION EUROPE

[Resources Europe](#)

SUPPLIER INFORMATION MIDDLE EAST + AFRICA

[Resources MEA](#)

*Consult your continent Procurement teams for best available vendors and pricing.