



CLEANLINESS FIRST PLAN SUMMARY

CLIENT & GUEST GUIDE

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Introduction

The safety and wellbeing of the associates and guests of First Hospitality is paramount. This document serves as a comprehensive overview of the Cleanliness First plan implemented at First Hospitality properties. These efforts go above & beyond brand guidance to address new cleanliness environment in all hotels.

Key Takeaways:

- **Safe Work Training Playbook** covering CDC, Ecolab & First Hospitality safety guidelines for all associates
- Daily wellness questionnaire & temperature checks for all associates
- 7 Day Huddle calendar covering CDC Health Basics for all departments
- Hygiene Champion at all hotels
- "High Touch" SOP & daily enhanced processes for all areas
- Updated Ecolab Cleaning SOP's sent to all hotels
- Require sign off by associate that they have received disinfectant & PPE w/ daily assignment.
- Room Inspectors required to carry disinfectant, will also sanitize high touch items during room inspections
- At regular intervals, all functions pause (including check-ins) briefly for all associates to clean & disinfect their areas, wash their hands, and refresh any single-use PPE.

Plan Partners:

- **Centers for Disease Control**
- **Ecolab**
- **American Hotel and Lodging Association**
- **Marriott, Hilton, IHG, Hyatt**
- **National Restaurant Association ServSafe**

Core Product Highlight:

Ecolab Peroxide Multi-Surface Disinfectant [SKU # 6100791 or 6100693]

Ecolab Oasis® 146 Multi-Quat Sanitizer [SKU # is 6100536]

Ecolab Peroxide Multi-Surface Disinfectant has long been First Hospitality's primary approved cleaning product across our portfolio-wide partnership. This product is on the CDC Approved list effective against COVID-19 & has the ability to kill the virus within 2 minutes.

Associate Wellness & Safety

- Existing and returning associates will be trained on & provided a packet of CDC & Ecolab Guidance included in their **Safe Work Training Playbook**.
- All associates will complete our **Daily Self-Screening Guide** before starting their shift.
- Confidential Temperature Screenings will be completed for all associates by Hotel Manager on Duty or department leader following our **Temperature Screening Guide**.
- Vendors, contractors & other non-guest visitors will be required to complete symptom screening in order to access any hotel front or back of house.
- Traditional daily department or all team huddles will be modified to include our **7 Day Huddle Refresh** while following all social distancing guidelines.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
CDC General Prevention	CDC Feeling Sick What to Do	CDC Social Distancing Guidance	CDC Hand Washing Guidance	CDC Sneezing & Coughing Training	CDC Cloth Mask Guidance FH Face Mask Guidance	CDC COVID-19 Exposure Guidance CDC Temperature Monitoring

- Where necessary, large department start times will be staggered to ensure social distancing in all breakrooms, locker rooms or departmental offices.
- Supply restocking will be completed at defined times to allow associates to gather supplies while following all social distancing guidelines.
- We will allow for additional handwashing breaks during scheduled shifts as well as have access to foaming hand sanitizer throughout hotel.
- Each computer workstation will be supplied with Ecolab disinfectant, refreshed at each shift change.

Operational Overview

- Each hotel has received an initial shipment of PPE & sanitizer, sourced & distributed by First Hospitality
 - Hotels will inventory & replenish their PPE stock as needed & as commercially available.
- Designated Hygiene Champions will be selected & trained at each hotel.
- Hotel General Managers at all hotels will complete the **Cleanliness First Manager Checklist**
- Each hotel will identify high traffic areas and install Ecolab foaming sanitizer stations.
 - Product levels will be verified on an enhanced basis to ensure availability to guests & associates.
- At regular intervals, all functions pause (including check-ins) briefly for all associates to clean & disinfect their areas, wash their hands, and refresh any single-use PPE.
- Ecolab Cleaning SOPs** will be sent to each hotel & outlet in addition to the links to Ecolab’s Hospitality Resource Library & Food Service Resource Library included in this document.
- In the event of a positive COVID-19 guest stay, upon guest departure the room will be removed from service & quarantined. Prior to returning to service, the room will undergo a complete disinfectant & sanitization process.

Best in Class Practices by Area

Guest Rooms

- Upon resuming any stayover housekeeping service, no associate will clean a guestroom with physical occupation of a guest. Guests choosing to remain in their room can have amenities left outside their door or may request service later.
- Upon receiving their daily assignment all associates will acknowledge receipt of the following items:
 - Ecolab Peroxide Multi-Surface Disinfectant, Ecolab Oasis® 146 Multi-Quat Sanitizer (F&B areas), Professional grade, non-sterile disposable gloves, disposable or reusable approved mask.
- If disinfectant is not provided along with daily assignment, associate is to refuse assignment and speak with Manager on Duty. Associate will be paid for any lost time & receive no attendance or performance reduction as a result of refusing assignment. Associates can also call **First Hospitality** to report recurring failure to provide required product.
- "High Touch" areas in each guest room will receive enhanced disinfected & follow our **High Touch Disinfecting SOP**.
- All room inspectors will be required to carry disinfectant & will do additional "high touch" disinfecting as they punch rooms prior to guest arrival.
- All guest room keys will be disinfected prior to guest use. Ecolab SOP on key card disinfecting to be posted in all front offices (back of house).
- Unless it is an emergency requiring immediate attention, repair work orders should be coordinated in advance with the guest to ensure room is vacant. If an emergency repair is needed, the guest should be asked to distance outside the guest room for the duration of the repair.

Public Areas

- Over and above our industry-leading cleaning standards we identified "high touch" public areas that will be disinfected with enhanced frequency in accordance with our **High Touch Disinfecting SOP**.
- All First Hospitality hotels have pre-arranged lobby furniture to promote CDC Social Distancing Guidelines including our front desk check-in areas.

Recreation

- All pools, fitness centers, laundry areas & other recreational areas will be temporarily reducing capacity to ensure guests can enjoy in a safe & responsible environment. Equipment & furniture will be pre-arranged to promote CDC Social Distancing Guidelines.
- All pools, fitness centers, business centers, laundry areas & other recreational areas will be disinfected with additional frequency. Self-use wipes will be available between cleanings for guest use & stock verified regularly.
 - Fitness Center
 - Hours may be reduced from typical 24-Hour Access to ensure that cleanliness routines are adhered to and guests can safely use all equipment.
 - Pool
 - Towel stock will be removed with individual pool towels placed in guest rooms or available upon request. Furniture will be spaced or removed all together.
 - Patio/ Terrace/ Sports Courts
 - High touch items such as grill utensils, sporting equipment, etc. will be sanitized between usage & signed out.
 - Designated drop area for any used items will be implemented to have no touch drop off.
 - Social-distancing guidelines will be enforced in all areas.

Food & Beverage

- All First Hospitality Restaurants & Bars will strictly adhere to all state & local reopening guidelines on limiting capacity. Adjusted capacities will be posted with approved signage at each location.
- Furniture will be pre-arranged to promote CDC Social Distancing Guidelines.
- No contact delivery will be implemented at all hotels offering Room Service.
- Outside Food Delivery services will be restricted from accessing any guest room floors. A designated pickup location will be identified in hotel lobby.
- We have identified key “high touch” areas in each restaurant & outlet that will be disinfected & follow our **High Touch Disinfecting SOP**.
- Meeting & Event layouts will be offered with socially distanced seating & gathering.
- Menu offerings will be adjusted with additional individually packaged options & revised buffet procedures.

Transportation

- All valet & shuttle operators (both internal & through partner services) will be adhering to any & all associate wellness guidelines as well as the following cleanliness guidelines:
- Shuttle vehicle will be fully disinfected between occupied transport & follow our **High Touch Disinfecting SOP**
- Disposable masks will be required any time distancing cannot be achieved inside the vehicle.
- Newspapers, bottled water & other non-essential amenities will be removed from all shuttle vehicles.
- Shuttle vehicles will be alternated whenever possible between scheduled runs.
- Valet attendants will disinfect using **Lysol** spray all vehicle keys upon receipt & again prior to returning keys to guest.
- Valet attendant, at their discretion, may choose to disinfect any part of the guest’s vehicle that requires their contact to safely operate the vehicle in accordance with our **High Touch Disinfecting SOP**
- Luggage handling service may not be available or will be delivered only to guestroom door. Luggage storage will be limited, in cases where it is available, baggage handles will be disinfected prior to returning luggage to the guest.

Cleanliness First Field Guide

- Following completion of **Safe Work Training Playbook**, all hotels will work through implementing the Cleanliness First expectations using the following key components:
- **Cleanliness First Manager** (Step-by-step guide for on property leadership to implement Cleanliness First standards.)
- **High Touch Disinfecting SOP & Daily Log** (Base list of high impact touch points throughout hotels & outlets that need enhanced disinfecting & inspection.)
- **PPE & Disinfectant Sign Off Log** (Daily accountability log to ensure that all team members have the tools they need to work safe & take care of guests.)
- **7 Day Huddle Refresh w/ Links** (Quick, expert-driven refreshers meant to keep hygiene basics top of mind when starting the day in each department.)