



May 2020

To Whom It May Concern:

As part of our efforts to counteract the COVID-19 pandemic, the following health & safety guidelines have been put in place at all Zannier Hotels. These were issued by the American Hotel Association following guidance from the CDC Centers for Disease Control.

In addition, each property takes country-specific local requirements into consideration, if they are not already part of the below minimum requirement.

Employee & Guest Health

Washing Hands & Hand Sanitizer

Hotel employees are required to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended.

Hand sanitizer dispensers include no less than 60% alcohol content and are touchless where possible. Dispensers are placed at key guest and employee entrances and contact areas. At a minimum, this includes the lobby, reception areas and employee entrances, but may also include restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

Front of the House Signage

During all times in which the usage of masks is recommended by local health authorities, health and hygiene reminders are placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.

Back of the House Signage

Signage is posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage reminds employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property is a staff-wide requirement. Employees exhibiting symptoms of COVID-19 remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.

Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.



Case Notification

Confirmed cases of COVID-19 are immediately reported to local health authorities in accordance with appropriate actions recommended by these authorities.

Employee's Responsibilities

Hand Cleaning

If not wearing protective gloves, all employees must follow the guidance issued by local health authorities regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with local authorities' guidelines, should be followed prior to and after removing the gloves.

COVID-19 Training

All employees have received COVID-19 safety and facility sanitation protocols training, in particular employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

Personal Protective Equipment (PPE)

Local government regulations dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, are made available to any employee upon request.

Cleaning Products & Protocols

Cleaning products and protocols include disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.

Public Spaces and Communal Areas

Cleaning and disinfecting are frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Cleaning and disinfecting protocols demand that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.

Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen are bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Hotel Guest Elevators

Button panels are disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.

Back of the House

Cleaning and disinfecting of all high touch areas occurs in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer are highly visible.

Shared Equipment

Shared tools and equipment are disinfected after each shift or transfer to a new employee.

Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room is removed from service and quarantined. The guest room will not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing approved products within CDC guidelines.

Food & Beverage

Food and beverage service reduces in-person contact with guests, buffet service and also minimize dining items for increased sanitation. Traditional room service is replaced with a no-contact delivery method. Traditional buffet service will be limited, but when offered, it is served by an attendant wearing personal protection equipment (PPE), and utensils are washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items are placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc.



Physical Distancing & Queuing

As recommended by the CDC's social distancing guidelines, guests are advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

Guest Rooms

In anticipation of individual concerns of guests, housekeeping does not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping maintains the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces

Meeting and banquet arrangements allow for physical distancing between guests based on CDC recommendations.

Hotel Front Desk, Concierge, and Parking Services

Front desk agents practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees must minimize contact as much as possible. Self-parking options should be emphasized, where possible. Where valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service is limited, and disinfecting of contact points is done frequently.

Pools and Beaches

Seating allows at least six feet of separation between groups of guests.

Back of the House

Physical distancing among all employees is practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.