NEW ORLEANS MARRIOTT

COMMITMENT TO CLEAN

UPDATED: SEPTEMBER 2020
### ASSOCIATE PROTOCOLS

1. Cleanliness Champion(s) help lead the hotel’s efforts around guest and associate safety and stay up to date on changing cleanliness needs and protocols.

2. Cleanliness Champions:
   a. Branko Bahat, Director of Event Management
   b. Paul Faith, Front Office Manager

### HOTEL PLAN

1. Cleanliness Champions coordinate efforts with hotel’s Human Resources department and hotel’s department heads on promoting and conducting COVID 19 training for associates.

2. CleanMatters COVID-19 Training will be completed by all new associates and all new hire associates during on-boarding.

3. Commitment to Clean COVID 19 training will be completed by all incumbent and new associates.

4. Commitment to Clean Daily Basics reviewed with all associates each day during departments’ shift meetings.

5. Hand Hygiene and Etiquette is reviewed with new associates during on-boarding orientation. A WHO How to Handwash video is reviewed

### TRAINING

1. Hotel will provide guidance and training to associates on the steps, frequency, and requirements for hand sanitization.

2. Associates will wash hands frequently, using antibacterial soap and warm water (100F / 38C)

3. Associates who are unable to wash their hands every 20 minutes will use hand sanitizer as an alternative

4. Hand sanitizer with at least 60% alcohol is made available for associates

5. Hotel has displayed posters/signage for proper handwashing, sneezing, and coughing protocols by each time clock, in associate locker rooms and other locations. Signage is posted in multiple languages

6. Hand sanitizer stations are placed throughout the hotel at high guest touch point areas including: entry/exit, elevators, escalators, F&B outlets, Meeting space, Fitness center, and other high-traffic areas

7. Hand sanitizing stations are placed throughout Heart of the House

### HAND HYGIENE AND ETIQUETTE

1. Hotel is utilizing EPA-approved cleaning & disinfecting agents that kill the COVID-19 virus

2. Hotel will provide each guest with an amenity pack of sanitizing wipes
ASSOCIATE PROTOCOLS

PERSONAL PROTECTION EQUIPMENT

1. All associates are required to wear face coverings approved by CDC. Face coverings are required as part of uniforms for all Associates. Hotel is responsible for providing Personnel Protective Equipment to associates based upon job need.

2. All associates are temperature checked upon arriving to work. Every associate with temperature below 99.8 is given a “green” tag to wear on their uniform during their shift. Any associate with fever above 99.8 is sent home and will require doctor’s note to return to work.

3. Gloves are worn by all associates preparing or serving food. Gloves must be replaced every two hours when performing the same task. Additionally, gloves must be immediately replaced should they become damaged, ripped, torn, or become soiled, and when associate moves from one work task to another.

COVID-19 CASE APPROACH & ROOM RECOVERY

1. Hotel has established a plan for handling presumed positive COVID-19 cases during guest stay and cleaning protocols and room recovery following checkout that is aligned with Marriott International requirements as instructed by Marriott International’s Cleanliness Council.

2. Hotel will use certified remediation partner for recovery of any room and any other spaces that may have been occupied by a confirmed COVID-19 guest.

3. In addition, protocols have been developed for Loss Prevention and MOD logs.

4. Hotel will provide training for all departments on proper handling of presumed positive cases using guidelines on Marriott’s Global Source and in accordance with the local Health Authority guidelines and CDC and WHO guidelines.

SIGNAGE

1. Hotel has established signage in Guest facing areas and Heart of House, clearly identifying expectations for associate and guest actions and requirements.

2. Created and displaying in Heart of house posters/signage for proper handwashing, sneezing, and coughing protocols by each time clock and in associate locker rooms in multiple languages.

3. Created and displaying signage in heart of house as well as guest facing in queuing areas as well as high traffic areas notifying guests of social distancing requirements including elevator occupancies based on state/local jurisdictions.

4. Created and displaying guest facing signage in Fitness center requiring guests to wipe down equipment before and after use.

5. Created and displaying signage in Heart of house requiring associates to wipe down shared equipment before and after use.

6. Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting.

7. Created and provided to each associate a pocket sized Commitment to Clean Basics Card. Commitment to Clean Basics Card is a required part of uniform and must be carried by all associates at all times.
# Americas Cleanliness Protocols

## Associate & Guest Protocols

**Social & Physical Distancing**

1. Hotel has identified and implemented actions to promote social distancing in public spaces (lobby, elevator, restrooms, etc.), meetings and events (room sets, layouts, guest flow, etc.), and F&B outlets (seating, queueing, etc.) as well as Heart of house areas (associate cafeteria, time clocks, etc.)

2. To encourage contactless arrival experience, Hotel will promote use of Marriott’s Bonvoy App MOBILE KEY to all arriving guests.

3. Hotel has re-designed lobby, pre-function, and pool area furniture layouts and seating that adheres to social distancing requirements

4. Plastic Barriers are in place for transactional areas and guest seating (Front Desk, Cashiers, Bartenders, Fitness center, Lobby lounge) Additionally, plastic dividers have been placed between fitness machines

5. Created and displaying signage in heart of house as well as guest facing in queuing areas as well as high traffic areas notifying guests of social distancing requirements including elevator occupancies based on state/local jurisdictions

6. Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting

7. Hotel has implemented peak period queueing procedures, including Lobby Greeter, to control lobby and Elevator capacity

8. All credit card terminals are customer facing

## Guest Room Entry

1. Hotel has developed steps to limit guest room entry during guest stay Additionally, hotel has defined procedures for guest amenity drops limiting entry into guest room

2. Hotel has suspended bell service

3. Hotel has suspended in-room food and beverage deliveries.

4. Hotel has suspended in-room stayover housekeeping service.

5. Hotel has developed protocols for emergency entry into occupied rooms. This includes requirement for the guest not to be present while associate is in the room. Associate must wear mask and gloves during any emergency entry into guest occupied room.

6. All room deliveries will be bagged and left outside the door. Associates will use only knock and step back protocol.

## Food & Beverage and Meetings & Events Execution

1. Hotel has defined execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution

2. Digital menu provided with a posted QR code at all restaurant tables.

3. All Order Kiosks wiped after each use.

4. Restaurant menus, and banquet menus will be revised to offer only those items that maintain quality and presentation standards when served in to-go packaging or as individual grab-and go

5. All pre-set items will be removed to include china, glass, menus and condiments

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IMPORTANT NOTE: The information in this document was prepared for use by Marriott owned, leased and managed hotels. It is provided to Marriott franchised hotels for information only, unless otherwise noted. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels.
6. Meetings & Events
   a. Marriott’s Meetings Services App allows for contactless meetings management
   b. Hotel has developed updated capacities for all sets and all meetings spaces accounting for social distancing requirements
   c. Hotel has developed and offers enhanced virtual site inspection tool allowing customers to tour and experience hotel without additional travel.
   d. Hotel will utilize digital signage to promote social distancing guidelines.
   e. Sanitizing stations placed throughout meetings space
   f. Associates setting up and refreshing event space always wear mask and gloves and follow hygiene protocols
   g. During sales and event planning phases request all groups provide for min 30 minute or longer breaks between all sessions to allow time for proper cleaning and sanitization.
   h. Execute enhanced cleaning and sanitization of meetings and events linenless tables and chairs during breaks or other event points.
   i. Require in-house partner PSAV as well as any outside production companies to execute enhanced cleaning protocols of their equipment
   j. Banquet and service staff to strictly adhere to always wearing gloves when setting up tables and preparing all guest touching/eating surfaced (ea. glasses, rollups, etc.)
   k. Whenever possible, staff will prop doors open to reduce frequent touch interactions
   l. Adjust protocols for cleaning and spacing of guests for meeting space restrooms. Clean a minimum of once per hour and following heavy break use
   m. Plated food service and attendant served buffets are available in banquets
   n. Pre-setting courses is not available for plated meal service
   o. Banquet manager to coordinate placement of buffets, buffet barriers, and floor markings to promote social distancing during food service
   p. All food and beverage stations require attendants to assist with service
   q. Sanitizing stations placed at all food stations
   r. All food preparation tables sanitized frequently and in accordance with Marriott’s food safety standards
   s. All food to be covered when leaving kitchen

7. Lobby
   a. Increase frequency of cleaning and sanitizing in all public spaces to a minimum of hourly and as needed based upon guest use with an emphasis on frequent contact surfaces
8. Front Office
   a. Bell Service has been suspended
   b. Front Desk pods/agents spaced to allow social distancing
   c. All returned guestroom keys are sanitized after each use using EPA approved sanitizing chemicals
   d. Front Desk Agents sanitize their work station between each guest

9. Valet
   a. Valet Attendants wipe down door knob, steering wheel and gear shifts upon entry / exit
   b. Plastic/glass barrier is in place at the cashier’s booth
   c. Created and displaying floor decals/stickers in the queuing area at the cashier’s booth
   d. Associates using appropriate PPE

10. Bell Desk
    a. Bell carts are sanitized after each guest use
    b. Disinfect all guest luggage prior to placing in storage or deliver
    c. Disinfect luggage storage rooms and mop floors every 2 hours and in between shifts

11. Guest Rooms
    a. Hotel has limited number of occupied rooms on each floor
    b. Hotel has provided for longer cleaning times for each departed room
    c. Hotel will limit any non-emergency entry into guest rooms during guest stay.
    d. Each arriving guest will be provided amenity pack of sanitizing wipes
    e. Decorative pillows and bed scarves have been removed
    f. Magazines, local area books, soft printed collateral, and any other items to be considered high touch have been removed
    g. Coffee condiments (e.g. sugars, creams, stir sticks) have been replaced with wrapped, single use condiment packets
    h. We disinfect all housekeeping, engineering, or other service tools utilized to clean guest rooms, minimally, at the end of each shift
    i. All associates must use appropriate PPE when entering guest room.

12. Canal Street Pantry Shop
    a. Masks, gloves, sanitizer, and disinfectant wipes will be made available for purchase

13. Fitness Center
    a. Dividers installed
    b. Sanitizing wipes dispensers installed
    c. Hand Sanitizing stations installed
    d. Signs installed advising guests to wipe equipment before and after use
    e. When hotel occupancy surpasses 30% attendant scheduled

14. Restrooms
    a. Increased frequency of cleaning with more detailed cleaning protocols established

15. Hotel revamped guest amenity program to offer pre-packaged items that can be delivered with no-contact

16. Hotel has removed shared-use items throughout the hotel that cannot be cleaned after guest use.
Associate Commitment to Clean Basics Card:

“To provide for the health and wellbeing of my Guests and my fellow Hosts, while I am at work:
1. The wellbeing, health, and comfort of my Guests and my fellow Hosts are my responsibility
2. I will wear a face mask/face covering at all times
3. I will wash hands for 20 seconds every 20 minutes or use hand sanitizer if unable to wash hands
4. I will keep distance during all interactions with my guests or my fellow Hosts
5. I will wipe down any equipment before and after use
6. If I am feeling sick I will stay home“