



OUR HOTEL PLAN:

Baltimore Marriott Inner Harbor at Camden Yards

COMMITMENT TO CLEAN



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TO CLEAN

UPDATED:
May 27, 2020

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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.

COMMITMENT TO CLEAN PLAN TEMPLATE

A standard that all properties must comply with is to create a hotel-specific Commitment to Clean plan. The plan should outline specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must familiar with the hotel's plan and be able to communicate it to guests as needed.

ASSOCIATE PROTOCOLS	HOTEL PLAN
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CLEANLINESS CHAMPION

Each property required to have a Cleanliness Champion to help lead the hotel's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols

1. Cleanliness Champion: Mark A. Wright
2. Cleanliness Champion: Thomas Chiles



Video Links.docx



TRAINING

Associates will be required to take training on COVID-19, safety and sanitation protocols. Cleanliness Champion will lead efforts.



wear-it-right-putting-on-your-respirator



Heightened Sanitation Practices



Ecolab Cleaning Procedures all.pdf



infor graphics commitment to clean

1. Training plan to include delivery of daily stand-up materials (materials forthcoming from Marriott International)
2. Clean Matters COVID-19 Refresher Training completed by incumbent associates and all new hire associates (training to be developed)
3. All associates returning to work will participate in the Crescent Hotels & Resorts COVID 19 Orientation process to include COVID policy review
4. Include "Heightened Sanitation Video" as part of re-education on the new norm
5. Distribute and review "Heightened Focus on Sanitizing Work Areas" Poster
6. Review the Ecolab "Guidance for Prevention and Control of 2019-nCov Infection" training
7. Every Associates trained on the "COVID-19 & Hotel Operations" training SOP with each department, processes that are department specific
8. Every Associate trained on "The Right Way to Cough & Sneeze" video with all associates during COVID 19 Return to Work Orientation
9. All staff to be trained on Marriott's Commitment to Clean plan, and the C.A.R.E. (Cleaning, Associate PPE, Reinforcing Social Distancing, Equipment) framework for hotels
10. Review video for "How to Perform a User Seal Check with an N95 Respirator"



HAND HYGIENE AND ETIQUETTE

Provide guidance to associates on the steps, frequency, and requirements for hand sanitization. This includes use of proper soap and steps to wash hands or use of hand sanitizer.

Place hand sanitizer stations at high customer touch points (entry/exit, elevators, escalators, R+B outlets, meeting space, spa, fitness, etc.)

Display signage promoting social distancing, hand hygiene, and cleanliness in heart of house, front desk, and public spaces; view MGS for signage ideas



Hand Sanitizer
Locations.pptx



Hand+WashingPro
cedures.pdf

1. Add proper handwashing training/discussion to daily line up and have associates demonstrate daily
2. Posters/signage for proper handwashing, sneezing, and coughing protocols are displayed by each time clock and in associate locker rooms in multiple languages
3. Associates are trained on “Proper Gloving”, “Hand Washing Technique” and “Hand Sanitizing Technique” during the COVID 19 Return to Work Orientation. Posters of each process are posted in each department
4. “Heightened Sanitation Video” is reviewed with all associate
5. “How to Cough and Sneeze” video is reviewed with all associates
6. All associates required to wear facemasks/covering
7. Orient associates on location of all Hand Sanitizer locations
8. Ensure adequate supply of gloves and face coverings for staff
9. Associates will wash hands frequently, using antibacterial soap and warm water (100F / 38C)
10. Hand sanitizer with at least 60% alcohol is available for associates
11. Heart of the House Associates hands should be washed every 20 minutes for 20 seconds following proper hand washing techniques
12. Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative

ASSOCIATE PROTOCOLS

HOTEL PLAN



CLEANING PRODUCTS

Hotels must list specific cleaning products that associates should use that are approved by EPA for killing COVID-19; Guidance forthcoming on new technologies like electrostatic sprayers and UV lighting

Safety procedures for proper cleaning product use, disposal, and required associate PPE should be included

Place hand sanitizing wipes in guest room (details forthcoming from Marriott procurement team on vendor and product options).



Ecolab Customer
Cleaning and Disinf

1. Product lists are displayed and used in each department along with directions/infographics, and MSDS product safety sheets
2. Specific trash receptacles for used PPE are labeled and located in the Heart of the House for associates
3. The “New Normal”, enhanced cleaning and disinfection process in place by leveraging partnership with Ecolab to retrain staff on Best Practices for cleaning throughout the operation
4. Ensure that all associates understand and explicitly follow proper cleaning and disinfection procedures through stand-up mini trainings
5. Public Areas – Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a multi-purpose disinfectant, ensuring that treated surfaces remain set for contact time (5 Mins.).
6. Implement Ecolab “Resuming Operations – Cleaning and Disinfection Guidance for Hospitality to Safeguard Employees and Guests Against COVID-19”.
7. Implement use of Electrostatic Sprayer, powered continuous electrically charged spray evenly coats surfaced with disinfectant in Guestrooms and public areas.



PERSONAL PROTECTION EQUIPMENT

All associates are required to wear face coverings approved by the CDC (N95 masks, facemasks, professionally made cloth coverings provide by hotel, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need.

PPE details must include proper use and disposal of equipment along with frequency in which PPE should be changed. Identify locations where PPE is available.

Conduct temperature checks for associates prior to work shift.



2-steps-to-take-off-
ppe-and-gown-en.ç

1. A list of required PPE (containing proper use and disposal) for each associate based on their job duty is presented for them to sign with a copy for themselves during COVID 19 Return to Work Orientation
2. Areas have been identified in each department where associates will pick-up/receive their PPE for the day
3. A Box of Latex or Nitro Gloves to be issued on Room Attendant Cart as part of required tools to do job
4. Full-Body Suite and Booties available for associate who is required to enter area suspected of contamination
5. Hand Sanitizer provided at the Associate Entrance and each Time Clock
6. Masks/Face coverings and Gloves will be provided at the Associate Entrance and issued by Loss Prevention
7. Additional expense forecasted for PPE and Cleaning products



COVID-19 CASE APPROACH & ROOM RECOVERY

Hotels must document how they will handle presumed positive COVID-19 cases during stay and cleaning protocols and room recovery following checkout aligned with information posted on MGS.

1. Protocols for presumed positive cases and self-quarantine procedures are in place for all departments
2. Cleaning protocols for Housekeeping, Loss Prevention and MOD logs have been updated
3. Training for all departments on proper handling of presumed positive cases using guidelines on MGS / Crescent Hotels & Resorts SharePoint will be issued
4. Discuss with Guest expectations related to self-isolation and limiting interactions with other individuals. Mobile number of Executive Team member to be provided to guest for questions and/or need assistance
5. Inform Guests to contact their health authorities if they start to feel sick
6. Housekeeping and other Services to guestroom are suspended during guest stay
7. Guest must contact hotel management prior to checking out from the hotel to provide an update on their condition
8. Provide extra amenities and trash bags to guest, by leaving on outside of door
9. Food delivery only in disposable "To Go" containers, hung on outside of door

Room Recovery

10. Upon departure of Guest, consider 3rd Party Cleaner (ADOP, AD, or GS&S) for their guidance. Housekeeping Manager should complete initial cleaning of room
11. PPE must be worn
12. Trash must not be placed in common trash gathering area, but rather brought directly to the hotel's trash compactor
13. Linen must be handled with gloves, remove out of room and laundered in water a minimum of 140F
14. Public areas adjacent the room must be disinfected, including elevator landing area, buttons and handles
15. Use a RestorAir Rapid Room Recovery Unit for Air Purification



SIGNAGE

Hotels must provide communication on protocols in Front of House and Back of House, clearly identifying expectations for associate and guest actions and requirements.

Signage should include guidance on social distancing, associate PPE, associate

1. Signage has been downloaded from MGS and Crescent Hotels & Resorts and placed in HOH to ensure Associate awareness
2. Guest facing signage has been created and placed in queuing areas as well as high traffic areas to notify guests of PPE and social distancing requirements based on Baltimore City and the state of Maryland guidelines
3. Signage is in Public areas and Heart of House for Social Distancing
4. Proper Hand Washing Technique, Proper Gloving and Proper Hand Sanitizing Technique signs are posted in Heart of the House
5. Poster of Proper Coughing and Sneezing technique is posted in Heart of the House

ASSOCIATE & GUEST PROTOCOLS

HOTEL PLAN



SOCIAL & PHYSICAL DISTANCING

Hotels must identify and implement 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, queuing, etc.)

Reconfiguration of furniture, guest markings, stanchions, and barriers may be utilized as needed (plexiglass barriers, etc.)

1. Floor decals/stickers are placed in queuing areas to denote safe distances for waiting
2. Lobby/pre-function furniture and seating has been re-arranged to encourage social distancing requirements.
3. Social Distancing signage is posted throughout the Lobby and Heart of the House
4. Sneeze Guards have been installed at some of the Check In Pods at the Front Desk, additional guards to be ordered
5. Social Distancing signage posted in public area restrooms and every other faucet turned off to encourage Social Distancing
6. Social Distancing signage posted at each Elevator Landing for Social Distancing



GUEST ROOM ENTRY

Document steps to limit guest room entry during guest stay and align with Marriott International guidelines on housekeeping services

Define procedures for in-room dining and guest amenity drops without entry into guest room

1. The hotel's guest amenity program will offer pre-packaged items that can be delivered with no-contact
2. "Steps" of cleaning card will be available for all housekeepers to carry, as part of their uniform using infographics along with text so that they may answer guest questions around cleaning processes.
3. Continue with contactless In-Room Dining to eliminate room entry
4. Deliveries to be "knock and drop" and continue with pick up/grab and go
5. All packaging/products are single-use and disposable
6. Disinfect delivery cart after every use
7. Limit servicing of Stayover rooms to every 4th day
8. Upon request, issue additional linen/terry and amenities to guests staying multiple nights



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

Hotels must define execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution

Options include Grab and Go, pre-packaged, and limited outlet or menu offerings based upon hotel occupancy and guest needs

Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g., ice machine with bins and food displays)

1. Restaurant and IRD menus will have limited offerings to those items that maintain quality presentation and standards when served in to-go packaging
2. IRD to use the knock and step back method of delivery.
3. Boxed Breakfast / Lunches / Dinner options being reviewed
4. Ensure maximization of Mobile Dining
5. All menus to be disposable or sanitize after each use.
6. Sanitize areas and all equipment every 20 minutes.
7. Inform all Attendees of social distancing protocols in place before meeting and upon arrival for meetings.
8. Settings spaced out by 6-3 feet distance.

HOTEL PLAN: Other Action Steps

1. Ensure all Water Flushing protocols to prevent the spread of water borne diseases are followed. Continue weekly flushing of Guestroom water fixtures.

2. When permitted to re-open Fitness Center, re-arrange equipment to ensure Social Distancing. Ensure Fitness Center is treated with the High Contact Surface cleaning schedule.

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