

**FRENCH  
QUARTER  
CONNECTION**

*New Orleans*

MARRIOTT+SHERATON

# **COMMITMENT TO CLEAN**

## **Americas Cleanliness Protocols**



**MARRIOTT  
NEW ORLEANS**

RAVELOUSE BUILDING



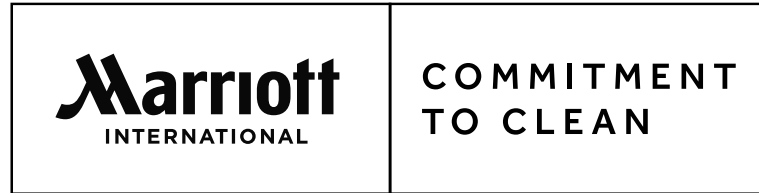
**SHERATON**

New Orleans Hotel

MEMBERS OF MARRIOTT BONVOY™

# America's Cleanliness Protocols

*\*Subject to change*



Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us, and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment. We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel.

The below materials represent Marriott's revised cleanliness procedures and protocols. We are sharing these with you today so that your organization and attendees are aware of the efforts we are undertaking to create spaces, meetings and events, and stays at Marriott hotels that our guests can be comfortable in. We anticipate that these guidelines and protocols will evolve with public health and government recommendations.

We continue to monitor and stay up-to-date on the latest guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO). Additionally, we encourage you to reference the most recent travel guidance at [travelguidance.marriott.com](https://travelguidance.marriott.com).

Thank you for being a loyal Marriott customer and for your continued partnership during this time. Please do not hesitate to reach out to me with any questions.

Sincerely,

Frank Zumbo

General Manager of New Orleans Marriott

Jim Cook

General Manager of Sheraton New Orleans

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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### CLEANLINESS CHAMPIONS



- Our Cleanliness Champions help lead the hotel's efforts around guest and associate safety, staying up-to-date on changing cleanliness needs and protocols

### TRAINING



- Cleanliness Champions coordinate efforts with hotel's Human Resources department and hotel's department heads on promoting and conducting COVID-19 training for associates
- CleanMatters COVID-19 Training will be completed by all incumbent associates and all new hire associates during on-boarding
- CleanMatters Daily Basics reviewed with all associates each day during departments' shift meetings
- Each new associate reviews Hand Hygiene and Etiquette during on-boarding orientation as well as a WHO How to Handwash video

### HAND HYGIENE AND ETIQUETTE



- Hotel provides guidance and training to associates on the steps, frequency, and requirements for hand sanitization
- Associates wash hands frequently, using antibacterial soap and warm water (100F / 38C)
- Associates who are unable to wash their hands every 20 minutes use hand sanitizer as an alternative
- Hand sanitizer with at least 60% alcohol is made available for associates
- 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 available in multiple languages
- Hand sanitizer stations are placed throughout the hotel at high guest touch point areas including entry/exits, elevators, escalators, F&B outlets, meeting spaces, fitness center, and other high-traffic areas
- Hand sanitizing stations are available throughout Heart of the House

### CLEANING PRODUCTS



- Hotel is utilizing EPA-approved cleaning & disinfecting agents that kill the COVID-19 virus
- Hotel provides each guest with an amenity pack of sanitizing wipes

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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### PERSONAL PROTECTION EQUIPMENT



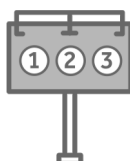
- All associates are required to wear face coverings approved by CDC. Face coverings are required as part of uniforms for all Associates. Hotel is responsible for providing Personnel Protective Equipment to associates based upon job need
- All associates are temperature checked upon arriving to work. Every associate with temperature below 100° is given a green tag to wear on their uniform during their shift. Any associate with fever above 100° is sent home and will require a doctor's note to return to work.
- 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



- Hotel is establishing a plan for handling presumed positive COVID-19 cases during a guest's stay including cleaning protocols and room recovery following checkout. These procedures align with Marriott International requirements as instructed by Marriott International's Cleanliness Council and the CDC guidelines. They include, but are not limited to, self-quarantining and notifying local authorities.
- 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
- 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



- Hotel has established signage in Guest facing areas and Heart of House, clearly identifying expectations for associate and guest actions and requirements
- 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
- 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
- Created and displaying guest facing signage in Fitness center requiring guests to wipe down equipment before and after use
- Created and displaying signage in Heart of house requiring associates to wipe down shared equipment before and after use
- Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting
- Created and provided to each associate a pocket sized CleanMatters Basics Card

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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### SOCIAL & PHYSICAL DISTANCING



- Hotel has identified and implemented actions to promote social distancing in public spaces (lobby, elevator, restrooms, pool etc.), meetings and events (room sets, layouts, guest flow, etc.), F&B outlets (seating, queueing, etc.) and Fitness Center as well as Heart of house areas (associate cafeteria, time clocks, etc.)
- To encourage contactless arrival experience, Hotel will promote use of Marriott's Bonvoy App MOBILE KEY to all arriving guests
- Hotel has re-designed lobby, pre-function, and pool area furniture layouts and seating that adheres to social distancing requirements
- 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
- 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
- Created and displaying floor decals/stickers in queuing areas to denote safe distances for waiting
- Hotel has implemented peak period queueing procedures, including Lobby Greeter, to control lobby and Elevator capacity
- All credit card terminals are customer facing

### GUEST ROOM ENTRY



- Hotel has developed steps to limit guest room entry during guest stay. Additionally, hotel has defined procedures for food and beverage deliveries as well as guest amenity drops limiting entry into guest room
- Hotel has suspended bell service
- 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
- 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



- Hotel has defined execution of F+B offerings aligned with social distancing and cleanliness protocols for guest stay and meetings and events execution
- Mobile Dining is made available and will be promoted to all arriving guests for contact less execution
- Restaurant, Fresh Bites room delivery 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
- All pre-set items will be removed to include china, glass, menus and condiments
- Hotel has removed shared-use items throughout the hotel that cannot be cleaned after guest use



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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### FOOD & BEVERAGE and MEETINGS & EVENTS EXECUTION



#### Meetings & Events

- Marriott's Meetings Services App allows for contactless meetings management
- Hotel has developed updated capacities for all sets and all meetings spaces accounting for social distancing requirements
- Hotel has developed and offers enhanced virtual site inspection tool allowing customers to tour and experience hotel without additional travel
- Hotel will utilize digital signage to promote social distancing guidelines
- Sanitizing stations placed throughout meetings space
- Associates setting up and refreshing event space always wear mask and gloves and follow hygiene protocols
- During sales and event planning phases request all groups provide for min 30-minute breaks between all sessions to allow time for proper cleaning and sanitization
- Execute enhanced cleaning and sanitization of meetings and events linenless tables and chairs during breaks or other event points
- Require in-house partner PSAV as well as any outside production companies to execute enhanced cleaning protocols of their equipment
- 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.)
- Whenever possible, staff will prop doors open to reduce frequent touch interactions
- Adjust protocols for cleaning and spacing of guests for meeting space restrooms. Clean a minimum of once per hour and following heavy break use
- Plated food service and attendant served buffets are available in banquets
- Pre-setting courses is not available for plated meal service
- Banquet manager to coordinate placement of buffets, and floor markings to promote social distancing during food service
- All food and beverage stations require attendants to assist with service
- Sanitizing stations placed at all food stations
- All food preparation tables sanitized frequently and in accordance with Marriott's food safety standards
- All food to be covered when leaving kitchen

### Additional Hotel Operation Details



#### Front Office

- Bell Service has been suspended
- Front Desk pods/agents spaced to allow social distancing
- All returned guestroom keys are sanitized after each use using EPA approved sanitizing chemicals
- Front Desk Agents sanitize their workstation between each guest

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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.

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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### Additional Hotel Operation Details



#### Valet

- Valet Attendants wipe down doorknob, steering wheel and gear shifts upon entry / exit
- Plastic/glass barrier is in place at the cashier's booth
- Created and displaying floor decals/stickers in the queuing area at the cashier's booth
- Associates using appropriate PPE

#### Bell Desk

- Bell carts will be sanitized after each guest use
- Disinfect all guest luggage/golf clubs prior to placing in storage or deliver
- Disinfect luggage storage rooms and mop floors every 2 hours and in between shifts

#### Lobby

- 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

#### Guest Rooms

- Hotel will limit number of occupied rooms on each floor
- Hotel will provide for longer cleaning times for each departed room
- Hotel will limit any non-emergency entry into guest rooms during stay
- Each arriving guest will be provided amenity pack of sanitizing wipes
- Decorative pillows and bed scarves have been removed
- Hotel revamped guest amenity program to offer pre-packaged items that can be delivered with no-contact
- Magazines, local area books, soft printed collateral, pads, pens and any other items to be considered high touch have been removed
- Coffee condiments (e.g. sugars, creams, stir sticks) have been replaced with wrapped, single use condiment packets
- Disinfect all housekeeping, engineering, or other service tools utilized to clean guest rooms, minimally, at the end of each shift
- All associates must use appropriate PPE when entering guest room

#### Gift Shop and Canal Street Pantry Shop

- Masks, gloves, sanitizer, and disinfectant wipes are available for purchase

#### Fitness Center

- Dividers installed
- Sanitizing wipes dispensers installed
- Hand Sanitizing stations installed

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## ASSOCIATE PROTOCOLS

## HOTEL PLAN

### Additional Hotel Operation Details



#### Fitness Center

- Signs installed advising guests to wipe equipment before and after use
- When hotel occupancy surpasses 30% attendant scheduled

#### Restrooms

- For public restrooms converted to touchless facets

#### Pool

- Increase frequency of cleaning and sanitizing to a minimum of hourly and as needed based upon guest use with an emphasis on frequent contact surfaces