

IN DETAIL:

# AMERICAS STANDARDS & OPERATIONS PROTOCOLS

**Marriott**  
INTERNATIONAL

THE AMERICAS

UPDATED:  
MAY 15, 2020

# STANDARDS SUMMARY

Marriott has long been recognized as a hospitality leader for its strong culture, exacting standards, and rigorous training. Over the next few months, when guests are in hotels within the Marriott portfolio, they will notice a number of additions to our cleaning regimen designed to set even higher standard of cleanliness for the hotels:

## OVERALL STANDARDS

- Compliance with local law and guidelines
- Hotels are required to have a "Commitment to Clean Plan" on record that is auditable. Elements must include hand hygiene, cleanliness, social distancing, and PPE

## HYGIENE & CLEANLINESS

- Hand Sanitizer Stations at high customer touch points (entry/exit, elevators, escalators, R+B outlets, Meeting space, Spa/fitness)
- Signage promoting social distancing, hand hygiene, and cleanliness in Heart of House, Front Desk, and Public Spaces

## LESS CONTACT, MORE CONNECTION

- Reduce associate room entry during guest stay (housekeeping, in-room dining)

## CLEANING + DISINFECTION

- Utilization of EPA-approved cleaning & disinfecting agents that kill the COVID-19 virus
- Hand sanitizing wipes in guest room

## ASSOCIATE PPE

- Face coverings required as part of uniforms for all Associates. All hotels to follow state/local guidelines. Each hotel is responsible for providing Personnel Protective Equipment (PPE) to associates based upon job need
- Temperature checks for associates prior to work

## ELIMINATE SHARED REUSE

- Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (must include ice machine with bins and food displays)

## OUR CULTURE OF CLEAN



### UNDER REVIEW:

New technology (Electrostatic sprayers, UV lighting)

## GLOBAL CLEANLINESS COUNCIL

# AUDITABLE STANDARDS

Updated standards for new protocols for hygiene and cleanliness for Marriott hotels in the Americas have been developed. These standards are required to be implemented **immediately** by all hotels where noted below, with additional details on compliance tracking of these standards along with other operational standards will be communicated in the coming weeks.

#	AMERICAS AUDITABLE STANDARD	PROPERTY COMPLIANCE DETAILS
1	Hotels must comply with all minimum state and local guidelines related to COVID-19 ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels must always follow local guidance for COVID-19 factors including: guest and associate quarantining; guest notification of COVID-19 suspected or confirmed guests; social distancing; personnel protective equipment (PPE) usage; and other relevant items</li> </ul>
2	Hotel is required to have a documented "Commitment to Clean Plan" that Associates are aware of and comply with ( <b>Activities must be complete immediately while plan is in development</b> )	<ul style="list-style-type: none"> <li>Hotels must develop a "Commitment to Clean Plan" specific to their hotel documenting their procedures for ensuring safety of guests and associates from COVID-19 and other transmittable diseases.</li> <li>The Commitment to Clean Plan must be implemented on a fair, consistent, and non-discriminatory basis by each hotel. The Plan may be updated as our collective understanding of COVID-19 deepens, new tools become available, and laws, regulations, and industry standards change. Franchised hotels will be required to incorporate such changes in developing or redeveloping their own Commitment to Clean Plan</li> <li>Franchisees are solely responsible for establishing and enforcing a Commitment to Clean Plan that: (a) complies with all applicable laws and regulations; (b) meets or exceed the requirements specifically imposed as a Global Standard; and (c) take into account the recommendations of Marriott International, AH&amp;LA, CDC, and other guidelines. Franchisees and management companies should consult with their legal counsel in the process of developing and implementing Commitment to Clean Plans for their hotels.</li> <li>Associates must be aware of and trained on details of plan and be able to communicate when asked</li> <li>Plan must include detailed steps the hotel is taking to address the following, based upon local requirements, hotel type, size, and other relevant factors:                             <ul style="list-style-type: none"> <li>Associate hand hygiene (washing, sanitization, etc.) and coughing and sneezing etiquette</li> <li>Cleaning products, frequency and protocols throughout the hotel</li> <li>Associate PPE and screening processes: masks, gloves, temperature checks (required by Managed by Marriott (MxM) hotels)</li> <li>Social Distancing including how to address within F+B and M+E spaces</li> <li>Guest signage for cleanliness and social distancing communications</li> <li>Guest room entry (housekeeping, In-room dining, etc.)</li> <li>F+B and M+E execution to promote clean and safe events</li> <li>COVID-19 guest presumed case handling and room recovery</li> </ul> </li> </ul>
3	Utilization of EPA-approved cleaning & disinfecting agents that kill the COVID-19 virus ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels must utilize only approved chemicals by the EPA for killing the COVID-19 virus in cleaning hotel spaces and areas</li> </ul>
4	Face coverings required as part of uniforms by all Associates ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>All Associates are required to wear face coverings approved by the CDC (N95 masks, cloth coverings, etc.) while working (re-evaluated every 30 days). Each hotel will be responsible for providing PPE to associates based upon job need</li> </ul>
5	Hand Sanitizer Stations at high traffic customer touch points	<ul style="list-style-type: none"> <li>Hand sanitizer stations must be placed throughout the hotel at high guest touch point areas including: entry/exist, elevators, escalators, R+B outlets, Meeting space, Spa/fitness, and other high-traffic areas</li> </ul>
6	Signage throughout public spaces on cleanliness, social distancing, and hand hygiene ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels must post signage on requirements for social distancing, hand hygiene, and cleanliness protocols at the Front Desk and throughout public spaces (F+B and M+E) for guests and in common areas for associates in the Heart of House</li> </ul>
7	Eliminate and/or offer alternative options for any shared use items that can't be cleaned after guest use (must include ice machine bin scoops, food displays, and self-service buffets) ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels must remove or offer other options for all shared-use items throughout the hotel that can not be cleaned after guest use. This must include ice bins, food displays, F+B equipment, pillows, or other high-touch decorative items</li> </ul>
8	Reduce associate room entry during stay (housekeeping, in-room dining) ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels will limit any non-emergency entry into guest rooms during guest stay. This includes implementing a new housekeeping model that eliminates or reduces stayover service (may varies by segment – TBD) target June 2020</li> </ul>
9	Hand sanitizing wipes in guest room	<ul style="list-style-type: none"> <li>Hotels must place sanitizing wipes within the guest room for each guest stay</li> </ul>
10	Property Cleanliness Champion ( <b>Immediate</b> )	<ul style="list-style-type: none"> <li>Hotels must identify a minimum of 1 cleanliness champion per property. Champion will lead and facilitate ensuring cleanliness protocols are adhered to throughout the hotel</li> </ul>

• When finalized, Electrostatic Sprayer standard will be communicated pending global guidance

# HOTEL-SPECIFIC COMMITMENT TO CLEAN PLANS

A critical standard that all properties must comply with is a hotel-specific Commitment to Clean plan. This plan must be documented and there must be evidence of the plan in action throughout the hotel. This plan will outline specific guidance and steps that each hotel is taking to ensure associate hygiene and cleanliness and guest safety for COVID-19 factors throughout the hotel. It is expected that all associates will be familiar with this plan and can be communicated to guests as needed.

Required elements of each hotel's plan and key items to include are listed below, along with a process for ensuring each hotel is ready. Hotels should ensure that all relevant details for operations are documented and communicate to associates:

## ASSOCIATE PROTOCOLS



### Hand Hygiene + Etiquette

- Hotels must 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
- Additionally, protocols on the proper etiquette for sneezing and coughing should be communicated for associates



### Cleaning Products

- Hotels must list specific cleaning products that associates should use that are approved by EPA for killing COVID-19
- Safety procedures for proper cleaning product use, disposal, and required associate PPE should be included



### Associate Personal Protective Equipment (PPE)

- Hotels must provide guidance on the required PPE for all associates, based upon their job role
- PPE details must include proper use and disposal of equipment along with frequency in which PPE should be changed
- Availability of PPE locations should be clearly identified



### 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

## ASSOCIATE AND GUEST PROTOCOLS



### Signage

- Hotels must provide communication on protocols in Front of House and Back of House spaces clearly identifying expectations for associate and guest actions and requirements
- Signage should include guidance on social distancing, associate PPE, associate cleanliness and hand hygiene



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



### Guest Room Entry

- Hotels must document steps to limit guest room entry during guest stay and align with Marriott International guidelines on housekeeping services
- Hotels should define procedures for In-room dining and guest amenity drops without entry into guest room



### F+B and M+E 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

# ASKING: ARE WE READY?

## APPLYING THE C.A.R.E. FRAMEWORK

A requirement of the Commitment to Clean plan is that each hotel must be ready and equipped to deliver on the elements of the plan so they can be ready when guests are comfortable with travel. We've communicated new expectations that guests will expect us to uphold, and we must also ask ourselves **Are we ready?**

To assist hotels, the **C.A.R.E (Cleaning, Associate PPE, Reinforcing Social Distancing, Equipment)** framework for Americas hotels has been developed to provide guidance on how to think about and address the key items that guests will expect. This framework can be used by GMs, hotel leadership, Cleanliness Champion, and other associates to ensure the hotel is equipped to meet these new requirements from our guests:



### CLEANING

Because COVID-19 can live on surfaces after initial contact, we must clean more frequently and only use approved products that kill the novel coronavirus in all areas of the hotel.



### ASSOCIATE PPE

Associates will continue to interact with many guests and therefore must have the appropriate PPE, practice good hygiene, and be trained with reinforcement on the proper protocols.



### REINFORCING SOCIAL DISTANCING

Today's guests expect more touchless interaction and less proximity to others in the lobby, gym, during meetings, in the restaurant or entering an elevator.



### EQUIPMENT

Critical to proper cleaning and disinfection is equipment. New technology such as electrostatic sprayers currently in testing and will evolve as finalized

<b>OVERALL HOTEL</b>	Do we have our plan developed, on file, and sharable that is aligned with the Americas guidance provided? Have we reviewed our plan with ownership or Franchise Management Company to make sure we have everything we need to do or have to have a clean and safe hotel?	✓	✗
	Do we have a Cleanliness Champion(s) that helps lead our efforts and stays up to date on changing cleanliness needs and protocols?	✓	✗
	Do we have our Commitment to Clean Plan developed and on-file? Is everyone familiar with it and know how to communicate to guests?	✓	✗
	As the GM, have I walked the hotel to ensure we are compliant everything we can do to keep guests and associates safe in our operations?	✓	✗
<b>CLEANING</b>	Are we utilizing EPA-approved products and approaches when cleaning?	✓	✗
	Are we up to speed and trained on the latest information and guidance on products, new equipment, approach, etc.?	✓	✗
	Do we have plans to balance cleaning frequency with guest use? How?	✓	✗
	Are we reinforcing with associates daily? Are we doing what we can to keep the information top of mind?	✓	✗
<b>ASSOCIATE PPE</b>	Do all associates have and are wearing a face covering and have the right PPE for their job? Do we use it and refresh it in the right way to keep guests and associates safe?	✓	✗
<b>REINFORCING SOCIAL DISTANCING</b>	Do we have signage throughout the hotel to communicate social distancing requirements? Are our practices and protocols throughout the hotel (including Heart of House) in place to ensure we communicate and maintain	✓	✗
	Have we rearranged our furniture, layout, flow, and processes so guests can practice social distancing on their own?	✓	✗
<b>EQUIPMENT</b>	Additional details to be provided as finalized (electrostatic sprayer)	✓	✗

# MARRIOTT INTERNATIONAL

## AMERICAS CLEANLINESS PRACTICES

Updated date: 5/18/20

### OPERATING PROTOCOLS

These new protocols were developed with the intent to reduce person to person contact, increase cleaning and sanitation of high-touch points, both front and back-of-house, and utilize technologies to address potential air contamination.

Hotels must comply with all minimum state and local guidelines related to COVID-19 protocols. Hotels must always follow local health department guidance for COVID-19 factors, including guest and associate quarantining; guest notification of COVID-19 suspected or confirmed guests; social distancing; personnel protective equipment (PPE) usage; and other relevant factors.

**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

- Each hotel is required to have a documented *Commitment to Clean Plan* that associates must be aware of and comply with the details outlined within the plan. The Commitment to Clean Plan must include all auditable standards and the plan itself is auditable. Elements must include hand hygiene, cleanliness, social distancing, and Personal Protective Equipment (PPE)
- At a minimum, elements of plan should align with Americas Commitment to Clean plan (see [plan template](#)) and the hotel must be able to provide evidence that the plan is utilized by all associates throughout the hotel.

### TOTAL HOTEL

The following STANDARDS and recommended guidelines apply to the total hotel, including all spaces and associates. The STANDARDS will be on the Brand Standard Self Audit when it takes effect.

#### GENERAL HYGIENE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"><li>• <b>Hotels must comply with all minimum state and local guidelines related to COVID-19</b></li><li>• Hotel is required to have a documented <i>Commitment to Clean Plan</i> that associates must be aware of and comply with details outlined within the plan.</li><li>• At a minimum, elements of plan should align with Americas Commitment to Clean plan (see related resources on <a href="#">MGS</a>) and hotel must be able to provide evidence that the plan is utilized by all associates throughout the hotel.</li></ul>	<p>Associates should follow World Health Organization (WHO) and Centers for Disease Control (CDC), including:</p> <ul style="list-style-type: none"><li>• Regularly and thoroughly cleaning hands with an alcohol-based hand sanitizer or by washing them with soap and water</li><li>• Avoid touching eyes, nose and mouth</li><li>• Covering mouth and nose with a bent elbow or tissue when coughing or sneezing. Then disposing of the used tissue immediately.</li><li>• Staying home if feeling unwell. If associates have a fever, cough and difficulty breathing, they should seek medical attention and call in advance.</li></ul> <p><b>For Managed by Marriott Hotels Only</b> - All associates (all levels), contractors (including 3rd party operated outlets/leased spaces), and vendors (where allowed by law) will submit to temperature screening upon arrival to each shift. Associates found with a temperature at or above the established guidelines will not be permitted to work for that shift and should utilize existing PTO currently in place for sick days. Follow all HR guidance concerning COVID-19 quarantine and return to work. Vendor temperature checks can be conducted by the</p>	<p><a href="#">CDC Hygiene Advice</a></p> <p><a href="#">WHO Hygiene Advice</a></p> <p><a href="#">Commitment to Clean Plan Template</a></p>

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	contractor/vendor company or, if necessary, by Marriott International associates. Contractors and vendors with temperatures in excess of 100.4 will be denied entry and the contractor/vendor company informed.	
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## HANDWASHING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented <i>Commitment to Clean Plan</i> that associates must be aware of and comply with details outlined within the plan.</li> <li>Plan should include guidance for associates on hand washing and use of hand sanitizer.</li> </ul>	<ul style="list-style-type: none"> <li>Associates should wash hands frequently, using antibacterial soap and warm water (100F / 38C)</li> <li>Hand sanitizer with at least 60% alcohol must be available for associates</li> <li>Hands should be washed every 20 minutes for 20 seconds following proper hand washing techniques</li> <li>Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative</li> </ul>	<a href="#">Heightened Sanitation Video (MP4)</a>  <a href="#">WHO   How to Handwash Poster (PDF)</a> <a href="#">WHO   How to Handwash (Video)</a>

## HAND SANITIZER DISPENSERS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hand sanitizer dispensers (contactless, pumps, wipes, etc.) must be placed in high-traffic public areas and heart of house spaces.</li> <li>Vendor selection, product options and availability to be specified by Marriott's procurement team.</li> </ul>	<p>Hand sanitizer dispensers should be placed in the following areas:</p> <ul style="list-style-type: none"> <li>Main Entry Doors</li> <li>Breakfast Areas / Restaurants / Outlets</li> <li>Lobby Areas</li> <li>Fitness Center / Health Clubs / Pools / Kids Camps / Spa</li> <li>Elevator Floor Landings</li> <li>Meeting Spaces / Pre-Function Spaces</li> <li>Heart of House Entrances</li> <li>Associate Breakrooms / Dining Areas</li> <li>Side Entrances</li> <li>Front Office Areas (Front Desk, Bell Stand, Guest Relations, Concierge Desks)</li> <li>Public Restrooms</li> <li>Associate Restrooms</li> <li>Executive / Club Lounges</li> <li>Executive / Sales offices</li> </ul>	<a href="#">Design Interventions for Health (PDF)</a>

## SOCIAL DISTANCING & GUEST ARRIVAL

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotels must comply with all minimum state and local guidelines related to COVID-19</li> <li>Hotels must post signage on requirements for social distancing, hand hygiene, and cleanliness protocols at the Front Desk and Public Spaces (F+B and M+E) for guests and in the Back of House for associates</li> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan.</li> </ul>	<ul style="list-style-type: none"> <li>All associates should be capable of informing guests who inquire about the hotels preventive measures established for COVID-19 or other services that guests may require</li> <li>Maintain 6 feet / 2 meters (follow local guidance, if more stringent) between associates by: <ul style="list-style-type: none"> <li>Using signage to remind associates</li> <li>Adding physical barriers</li> <li>Placing floor markers to indicate proper spacing</li> <li>Using stanchions</li> <li>Rearranging seating</li> <li>Reducing associate terminal use to at least every other one</li> <li>Spacing guest golf tee times</li> <li>Spacing fitness equipment or place every other unit out of service</li> </ul> </li> </ul>	<p>Signage, protective shields:  <a href="#">Design Interventions for Health</a></p> <p>Social Distancing &amp; Associate Resources:  <a href="#">US/Canada Franchise US/Canada/CALA MxM</a></p> <p>For US/Canada hotels, additional signs in Signage Section of MGS (<a href="#">Franchised</a>   <a href="#">MxM</a>)</p>

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## AMERICAS CLEANLINESS PRACTICES

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<ul style="list-style-type: none"> <li>Plan should include guidance on social distancing.</li> </ul>	<ul style="list-style-type: none"> <li>Continuing with the closure of hot tubs, steam rooms and saunas</li> <li>Temporarily adjust 15/5 rule to maintain appropriate social distancing</li> <li>Ensure availability of sanitizing materials (wipes, spray, etc.) upon request and front desk</li> <li>Implement peak period queuing procedures, including a Lobby Greeter, to control lobby capacity</li> <li>Ensure the front desk has way to create spacing (e.g., plexiglass, table, etc.) between front desk associate and guests. Incorporate signage to support queuing and spacing.</li> <li>Utilize trays or other items to pass items to guest vs. hand-to-hand interaction</li> <li>Utilize common drop points for hard keys, etc. that can be sanitized without guest interaction</li> <li>Consider single-use room keys if available</li> <li>All associates should monitor and help enforce cleanliness and social distancing requirements, including ensuring gatherings, furniture, and other items are properly spaced and promote social distancing</li> <li>Remove excess furniture/seating and adjust seating at communal tables to allow for more distancing</li> <li>Offer reservations of spaces where appropriate to promote distancing</li> <li>Eliminate any communal items (brochures, food, candy, etc.)</li> <li>Reduce/adjust business center hours and capacity</li> <li>Limit guest occupancy in retail spaces to allow for appropriate distancing and execute ongoing sanitization of high-touch areas</li> <li>Sell masks, gloves, sanitizer, disinfectant wipes, UV wands and implement self-checkout where possible in retail markets</li> <li>Make all lower level stairwells customer friendly and inviting alternatives to elevators (clean, paint, wall covering, etc.) between lobby and meeting room floors and above and below concierge lounges where possible; include wayfinding as needed</li> <li>Post signage by elevator to encourage social distancing and limit elevator capacity</li> <li>Limit number of entrances to hotel if appropriate to control guest flow</li> <li>Keep lobby doors open where possible if not equipped with automatic/revolving doors or implement no-touch entry (foot opening) or manned by associates to prevent repeated touching of door handles, etc.</li> <li>Eliminate valet, and offer self-parking, where able only. If valet is available, associates should wear appropriate PPE, use plastic wheel covers, and properly sanitize the vehicle prior to returning to guest – leave extra wipes for guest use.</li> <li>Consider implementing self-service bell service where possible. Sanitize bell carts after each guest. Floors should be swept regularly for stay carts.</li> <li>Disinfect all guest luggage/golf clubs prior to placing in storage or delivery.</li> <li>Eliminate non-airport transportation</li> <li>Implement protocols to limit interaction and promote distancing on shuttles, etc.</li> </ul>	
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### PERSONAL PROTECTIVE EQUIPMENT (PPE)

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>All associates are provided and must wear appropriate face coverings (masks, cloth coverings)</li> <li>Professionally made cloth face coverings provided by the hotel may be worn if disposable masks are not available</li> <li>Hotels must provide PPE for associates to use</li> </ul>	<ul style="list-style-type: none"> <li>Make appropriate PPE (eye protection, masks, gloves) available to all associates</li> <li>Associates performing emergency procedures (e.g. clogged toilet, clogged drains, broken HVAC, etc.) in occupied guest rooms where guests are presumed / confirmed COVID positive must wear, masks and gloves</li> <li>COVID-19 Presumed or Confirmed Case: Associates must wear eye protection, masks, gloves and shoe coverings*</li> <li>Gloves must be replaced every two hours when performing the same task, OR:               <ul style="list-style-type: none"> <li>When gloves become damaged, ripped or torn</li> <li>When gloves become visibly soiled</li> <li>When move from one work task to another</li> </ul> </li> <li>Screen temperature of associates and vendors where allowed by law)               <ul style="list-style-type: none"> <li>Deny entry to those with a temperature of 100.4°F (38C) or above</li> <li>Do not collect or retain temperature data</li> </ul> </li> </ul>	<p>Managed Only: Face Mask Guidance for GMs &amp; HR <a href="#">US</a>   <a href="#">Canada</a></p> <p><a href="#">WHO   Steps to Take Off Personal Protective Equipment (PPE)</a></p> <p><a href="#">How to Perform a User Seal Check with an N95 Respirator (Video)</a></p> <p><a href="#">Wear It Right   3M Respirators (PDF)</a></p>

### TRAINING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan.</li> <li>The plan should include a documented cleanliness training program for all new hires, associates and managers.</li> <li>Hotel must have at minimum 1 Cleanliness Champion designated to help lead and facilitate adherence to property cleanliness protocols and hotel-specific Commitment to Clean plan.</li> </ul>	<ul style="list-style-type: none"> <li>Every hotel must have a documented cleanliness training program for all new hires (To be developed)</li> <li>Property leadership must document that each new hire has completed CleanMatters or their own company's training program within 90 days of hire</li> <li>Documentation should note the course name, date completed and be signed by the associate and hotel leader</li> <li>Training program must include:               <ul style="list-style-type: none"> <li>Detailed cleaning processes</li> <li>Tools for managing day-to-day housekeeping operations (e.g. checklists, job aids)</li> <li>Process differences between occupied and vacant guest room cleaning</li> <li>Processes for non-guest room cleaning &amp; disinfecting (e.g. lobby, registration, fitness center, public restrooms, general public spaces outside areas, etc.)</li> <li>Descriptions of proper tools and chemical usage</li> <li>Tools to assist in running an efficient and effective laundry operation</li> <li>Guidelines for ensuring the safety and security of associates</li> <li>Instructions for proper don, wear and disposal of PPE</li> </ul> </li> <li>CleanMatters COVID-19 Refresher Training or another documented cleanliness training completed by incumbent associates and all new hire associates (to be developed)</li> <li>CleanMatters daily standup training (to be developed) or another documented cleanliness training delivered               <ul style="list-style-type: none"> <li>Daily standups are held in each department or as a total hotel team. It is recommended that standups are held on each shift</li> </ul> </li> </ul>	<p><a href="#">CleanMatters MGS Page</a></p>

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- o Total hotel and department specific CleanMatters training or another documented cleanliness training topics are discussed

### CLEANING & DISINFECTING (EQUIPMENT, HEART OF HOUSE)

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Utilize EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<ul style="list-style-type: none"> <li>Utilize HEPA (High-Efficiency Particulate Air)/ULPA (Ultra-Low Particulate Air) or RestorAir (or similar) devices for use throughout the hotel (guest rooms, R&amp;B, public and event spaces, etc.) to sanitize air</li> <li>Utilize other cleanliness equipment (UV, etc.) as appropriate throughout areas of hotel to sanitize equipment and tools</li> <li>Disinfect hard surfaces and shared equipment used by multiple associates or guests per shift based on volume of use (e.g. counters, door handles, keyboards, house and desk phones, lockers, tools, vacuums, back-of-house shared equipment, luggage carts, golf carts, flag sticks, water fountains sanitizing stations (contactless, pump, wipes):               <ul style="list-style-type: none"> <li>o Between every associate and guest use or every 2 hours</li> <li>o At the beginning and end of each shift</li> </ul> </li> <li>Disinfect all pens between guests, every 2 hours and at the beginning and end of every shift</li> <li>If used, associates must replace gloves following any guest interaction</li> </ul>	<a href="#">Covid-19   Ecolab Cleaning &amp; Disinfecting Guidance</a>

### THIRD-PARTY VENDORS (F&B, FITNESS, HOUSEKEEPING, HEALTH CLUB, SPA)

STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan.</li> <li>Plan should include guidance on requirements for third parties/vendors.</li> <li><b>Managed by Marriott only:</b> Third parties and vendors should follow MxM protocols around wearing masks and conducting temperature screening before entering hotel.</li> </ul>	<ul style="list-style-type: none"> <li>Third-party hotel restaurants, fitness center and health club / spa vendors are expected to comply with the standards</li> <li>Leased restaurant, fitness center and health club / spa spaces are recommended to adopt COVID-19 guidance and expected to comply with local regulation</li> <li><b>Managed by Marriott:</b> Vendor temperature checks can be conducted by the contractor/vendor company or, if necessary, by Marriott International associates. Contractors and vendors with temperatures in excess of 100.4 will be denied entry and the contractor/vendor company informed.</li> </ul>	<a href="#">Covid-19   Ecolab Cleaning &amp; Disinfecting Guidance</a>

### PAYMENTS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Associates should sanitize hands between transactions when handling guestroom keys, registration cards, cash, credit cards or guest ID</li> <li>Move credit card and passport scanning terminals to the guest side of the front desk (when possible) and disinfect based on volume of use</li> </ul>	<a href="#">Ecolab Disinfectant Products</a>

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### UV DISINFECTION FOR SMALL ITEMS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Utilize box style UV disinfection devices for: keys, passports, mobile devices</li> <li>Procure additional UV-C enclosed disinfection units for back of house and front of house use. (At a minimum, 1-2 at the Front Desk, 1 in Housekeeping, 1 in LP and 1 in the Associate Dining Room)               <ul style="list-style-type: none"> <li><b>Heart of House (HOH) use:</b> Disinfect remotes, keycards, mobile devices, passports, radios, keys, pens, etc.</li> <li><b>Potential Front of House (FOH) use:</b> Place in visible areas for guest use</li> </ul> </li> </ul>	<a href="#">VIOGUARD CUBBY +</a>

## FRONT OF HOUSE SPACES

The following AUDITABLE STANDARDS and guidelines apply to the public areas of the hotel.

### ALL PUBLIC SPACES

#### CLEANING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan should include guidance for associates around cleaning and disinfecting public restrooms</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul> <p>NOTE: Electrostatic spraying program is under development. Implementation date is TBD. Hotels should not purchase unapproved electrostatic spraying equipment or chemicals.</p>	<ul style="list-style-type: none"> <li>Clean and disinfect public restrooms (toilets, partitions, counters, faucets, dispensers, handles) based on volume of use with the recommended disinfectants</li> <li>Disinfect public restrooms with electrostatic disinfecting sprayers based on volume of use</li> <li>Ensure spacing and cleanliness protocols for all public restrooms</li> <li>Provide signage/decals for guests to ensure capacity and distancing protocols are followed (Luxury brand team will provide alternatives for decals)</li> <li>Utilize touchless facets (where available)</li> <li>Disconnect or turn off automatic hand dryers               <ul style="list-style-type: none"> <li>Provide paper towels or launderable hand towels</li> <li>Use a Rapid Room Recovery Unit or alternative remediation technology for air purification during off peak or overnight hours</li> </ul> </li> <li>Use guest-facing tracking form to show restroom cleanliness services</li> </ul>	<a href="#">Ecolab Disinfectant Products</a>  <a href="#">RestorAir</a>
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan should include guidance on cleaning and sanitizing all public space areas</li> <li>Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g. ice machine scoops, fruit displays, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Clean and disinfect registration, concierge, guest relations, business center, retail, lobby and elevator (handrails, tables, chairs, counters, buttons, entrances, water fountains, ATMs, hand sanitizing stations (contactless and pumps) areas based on volume of use with the recommended disinfectants</li> <li>Use a Rapid Room Recovery Unit or alternative remediation technology for air purification during off peak or overnight hours</li> <li>Utilize air circulation / HEPA filters in entry vestibules or other closed locations not open to the outside</li> <li>Disinfect public areas with electrostatic disinfecting sprayers based on volume of use</li> </ul>	<a href="#">Ecolab Disinfectant Products</a>  <a href="#">RestorAir</a>

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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Execute ongoing cleaning throughout hotel and clearly and frequently be visible upon guest entry to inspire customer confidence in cleanliness protocols.</li> <li>• Clean each area a minimum of once per hour or after heavy guest use. Sanitize high-touch areas (handles, doors, etc.) on an ongoing basis.</li> <li>• Eliminate the use of shared items among guests or associates</li> <li>• Replace closed top trash bins with open top</li> <li>• Increase use of pre-arrival messaging, digital signage, pre-arrival messaging and other communication tools to share cleanliness protocols for hotel (GRE, etc.)</li> <li>• Create scripting for associates to utilize on protocols for guests</li> </ul>	
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## CONCIERGE / EXECUTIVE LOUNGE AND HOSPITALITY SUITES

### MODIFIED OPERATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<p>Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g. ice machine scoops, fruit displays, etc.)</p>	<ul style="list-style-type: none"> <li>• Associates to wear gloves and attendants to serve food to reduce cross-contamination. Follow local guidance for PPE if more stringent.</li> <li>• Limit entry to guest plus one through managing the door</li> <li>• Extend hours of operations to accommodate capacity and social distancing</li> <li>• Provide appropriate signage that promotes social distancing and queuing</li> <li>• Re-arrange service and seating areas to allow for social distancing – remove tables to accommodate possible queues during peak hours</li> <li>• Eliminate self-service dining where possible and follow all guidelines as they relate to buffet service (see Event guidance)</li> <li>• Serving utensils washed, rinsed and sanitized every 20 minutes</li> <li>• Implement single-use condiments and dispensing stations (straws, napkins)</li> <li>• Offer sealed packaged or single use silverware</li> <li>• Attendant to assist with toast and coffee/beverage service OR ensure that these areas are sanitized after each use</li> <li>• Keep food displays to a minimum and refresh often as needed</li> <li>• Do not re-use of plates, utensils, or cups</li> <li>• Disinfect furniture after every meal period; tables, chairs, benches and counters to be sanitized between each guest use</li> <li>• Provide a selection of both hot and cold grab-and-go options</li> <li>• Use half bottles or canned wine and canned beverages in the evening – servers to offer glass and ice on request</li> <li>• Remove all decorative pillows that cannot be cleaned between guests</li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p> <p><a href="#">WHO   Steps to Take Off Personal Protective Equipment (PPE)</a></p> <p><a href="#">How to Perform a User Seal Check with an N95 Respirator (Video)</a></p> <p><a href="#">Wear It Right   3M Respirators (PDF)</a></p>

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### FRONT OFFICE / BELL STAND / CONCIERGE DESK / GUEST RELATIONS / RETAIL

#### OFFERINGS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Hotels must not offer F&amp;B items that are not meant to be peeled or single serve (e.g. apples, pears, water stations, bulk snacks) in non-F&amp;B areas</li> <li>Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays, and sanitizing wipes upon guest request</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

#### MOBILE GUEST SERVICES

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Complete deployment of Mobile Key</li> <li>Actively promote “bypassing the desk” via mobile check-in/key and kiosk solutions and accelerate adoption of all digital services including mobile chat and mobile dining</li> <li>Require groups over a certain size to utilize mobile key</li> </ul>	<a href="#">Mobile Key MGS Page</a> <a href="#">Arrival &amp; Departure: Mobile Key (OPS-FRO-282F)</a> <a href="#">Guest Services: Mobile Requests and Chat (OPS-FRO-290N)</a>

#### LUGGAGE CARTS + STORAGE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Associates should wear gloves when handling guests’ property</li> <li>Disinfect luggage storage rooms and mop floors every 2 hours and in between shifts</li> <li>Disinfect all guest luggage/golf clubs prior to placing in storage or delivery</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

#### PAYMENT AND CHECK-IN

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>Plan should include guidance on contactless payment; moving credit card machines and disinfecting guestroom keys</li> </ul>	<ul style="list-style-type: none"> <li>Implement contactless payment and self-service kiosk</li> <li>Accelerate adoption of fraud prevention and room selection (Chip and pin, ERS, etc.)</li> <li>Move credit card swipe/passport scans to front desk to allow guests to utilize on their own</li> <li>Disinfect all returned guestroom keys after each use; use proper sanitizing methods before re-using guestroom keys</li> </ul>	<a href="#">Ecolab Hotel Room Key Disinfection (PDF)</a>

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### GUEST ROOMS

#### ITEMS TO ADD / REMOVE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
Remove all high-touch decorative items within guest room that cannot be cleaned or sanitized after guest each guest stay	<ul style="list-style-type: none"> <li>Remove all decorative pillows and bed scarves that cannot be laundered between each guest</li> <li>Remove magazines, local area books, soft printed collateral, pads, pens and any other items to be considered high touch</li> <li>Replace bulk coffee condiments (e.g. individual sugars, creams, stir sticks) with wrapped condiment packets (sustainably, where available)</li> <li>Discontinue use of self-service ice machines – signage to direct guest to call PBX/AYS/DTS for ice.</li> </ul>	

#### HOUSEKEEPING SERVICES / MAKE A GREEN CHOICE (MAGC) / ENGINEERING SERVICES

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Reduce associate room entry during stay (housekeeping, in-room dining, etc.)</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul> <p>NOTE: Electrostatic spraying program is under development. Implementation date is TBD. Hotels should not purchase unapproved electrostatic spraying equipment or chemicals.</p>	<ul style="list-style-type: none"> <li>Adjust housekeeping to limit entering guest room</li> <li>Provide guest communication (single-use letter, TV, GRE, other) to update on cleaning protocols for guestroom</li> <li>Use approved cleaning products, protocols, and tools with a focus on all “touchpoints” and all non-permanent items (hair dryers, etc.) in the room (following housekeeping protocols on MGS)</li> <li>Utilize additional sanitization products (RestoreAir, Electrostatic sprayers) as additional supplement to housekeeping protocols to sanitize bathroom/guestroom/suite living areas after every check-out.</li> <li>Disinfect all housekeeping, engineering, or other service tools utilized to clean guest rooms, minimally, at the end of each shift</li> <li>All associates must use appropriate PPE when entering guest room.</li> <li>Limit entry to a guest room when the guest is present to emergency situations only – service to be completed when guest is not in the room.</li> <li>Adjust housekeeping service model driven by customer choice             <ul style="list-style-type: none"> <li>Baseline is no service</li> <li>Limited service every 2-3 days</li> <li>Full service</li> </ul> </li> <li>Limit number of occupied guest rooms on an individual floor.</li> <li>When available, strip guest room and leave unoccupied for 24/48/72 hours before cleaning and placing in VR status</li> <li>Remove coffee makers, refrigerators, etc. and deliver on request or based on pre-arrival communication.</li> <li>Add liners to all guest room trash cans</li> <li>Reduce par levels of common products (towels, hangers, hair dryers etc.) where appropriate and make available upon request.</li> <li>Provide additional guidance to guests and associates for extended stay kitchen equipment cleaning</li> <li>Wrap towels or other replacement items where possible for guest to unwrap</li> <li>Bag dirty linen to eliminate excess contact while being transported to the laundry facility</li> <li>Cover with plastic TV remotes and any other non-fixed high-touch items (alarm clocks, phones etc.) and sanitize after each stay or offer alternative remote options (guest phone, etc.)</li> <li>Seal any glassware or reusable items and sanitize and reseal after each stay</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Eliminate turndown service</li> <li>• Do not stock minibars or for sale snacks/items. Do so upon guest request only.</li> <li>• Utilize only non-refillable bulk amenities or replace all individual amenity products after every guest stay</li> <li>• Provide knock and step back service for all amenity requests (extra towels, water, etc.) if not part of the pre-arrival process</li> <li>• Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols.</li> <li>• Replace all towels and linen following each stay, regardless of visible use (including robes, etc.).</li> <li>• Ensure all water circulation has been complete when checking a guest into a room that has been unoccupied for (4) days or greater</li> <li>• Increase frequency of air filter replacement, utilizing HEPA/ULPA filters, and HVAC system cleaning to ensure fresh air exchange will be maximized</li> </ul>	
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### SANITATION KITS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotels must provide guest sanitation kits (sanitizing wipes) as an in-room guest amenity upon check-in.</li> <li>• Vendor selection, product options and availability to be specified by Marriott's procurement team</li> </ul>		

## KIDS CAMP / PLAYGROUND

### CLEANING & SOCIAL DISTANCING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>• Plan to include guidance on cleaning and social distancing for kids camp and playground.</li> <li>• Hotels must post signage on requirements for social distancing, hand hygiene, and cleanliness protocols</li> </ul>	<ul style="list-style-type: none"> <li>• Disinfect furniture (e.g. couches, benches, chairs) and hard surfaces (e.g. counters, doors, floors) based on volume of use</li> <li>• Place hand sanitizer stations in suitable locations for guest use prior to entering Kids Club / Camp areas</li> <li>• Disinfect toys, books, kids' equipment etc. after every use</li> <li>• Remove toys that cannot be disinfected</li> <li>• Voluntary medical and temperature checks prior to acceptance</li> <li>• Offer only single use packaged food and beverage</li> <li>• Maintain 6 feet / 2 meters (follow local guidance) between associates and kids as well as between kids by: <ul style="list-style-type: none"> <li>○ Using signage</li> <li>○ Adding physical partition or protective screens</li> <li>○ Placing floor markers to indicate proper spacing</li> <li>○ Rearranging seating</li> <li>○ Staggering use of play areas</li> </ul> </li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p>

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### RESTAURANTS + BARS

#### FULL-SERVICE RESTAURANTS + BAR

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include guidance on seating arrangements, cleaning, disinfecting, social distancing for restaurants and bars</li> <li>Hotels must post signage on requirements for social distancing, hand hygiene, and cleanliness protocols</li> <li>Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g. ice machine scoops, fruit displays, etc.)</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<ul style="list-style-type: none"> <li>Follow all local, state, or other guidance on social distancing and spacing of restaurant guests for both set up and ongoing execution of F&amp;B operations. Utilize floor markings, signage, and furniture placement to ensure compliance.</li> <li>Menu options may include; disposable menus, blackboards or digitally using QR codes</li> <li>Wipe down (disinfect) menus after each seating including digital menus or convert to single use paper formatting</li> <li>Disinfect furniture after every meal period; wipe down all tables and chairs with disinfectant between customers</li> <li>Sanitize all food preparation tables every 2 hours</li> <li>Disinfect all food preparation tables nightly and rinse in the morning</li> <li>Seating area reduced – host to ensure proper distancing (remove bar stools, space out tables &amp; chairs, limit communal table seating)</li> <li>Adjust hours of operations and encourage advance reservations to control capacity and flow – consider an area for overflow seating during peak hours/seasons</li> <li>Implement peak period queuing procedures when guests are not able to be immediately sat. Hostess station to be organized in a way that guests do not wait in line to enter the restaurant.</li> <li>Ensure servers aware of social distancing and limit the amount of time spent at each table. Hostesses, supervisors and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage).</li> <li>Remove all pre-set items to include china, glass, menus and condiments</li> <li>Offer rolled, pre-packaged or single use silverware</li> <li>Implement single-use condiments and dispensing stations (straws, napkins)</li> <li>Encourage grab-n-go options</li> <li>If unopened individual condiments are re-used, they must be sanitized</li> <li>Do not overstock pre-packaged food displays replenish often and as needed - disinfect the area every 2 hours</li> <li>Eliminate self-service dining where possible and follow all guidelines as they relate to buffet service (see Event guidance)</li> <li>Encourage restaurant service is A la Carte – limit the use of buffets.</li> <li>Sanitize hands after each drink/order for guest</li> <li>Move all garnish /glass or other items available for guest touch or interaction to back bar</li> <li>Remove pre-sliced bar fruit/garnishes from areas within guest reach</li> <li>Reduce glassware stored on bars; rinse all glasses before preparing drinks</li> <li>Sanitize cocktail equipment and bar tools sanitized with soap/water after each use</li> <li>When handling cash, credit cards and identification, associates should sanitize their hands between guests</li> <li>Ongoing disinfecting of areas and equipment using approved chemicals</li> <li>Replace all placemats, with single use disposable or non-porous placemats that can be machine washed and sanitized after each use</li> <li>Consider addition of a sneeze guard in front of the hostess podium</li> <li>Cover all food leaving the kitchen</li> <li>Consider the use of high-grade single-use napkins</li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p>

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### SELECT BRAND + FAST-CASUAL RESTAURANTS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include guidance on seating arrangements, cleaning, disinfecting, social distancing for restaurants and bars</li> <li>Hotels must post signage on requirements for social distancing, hand hygiene, and cleanliness protocols</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect furniture after every meal period; wipe down all tables and chairs with disinfectant between customers.</li> <li>Sanitize all food preparation tables every 2 hours.</li> <li>Disinfect all food preparation tables nightly and rinse in the morning.</li> <li>Encourage A la carte, boxed individual breakfast/lunches, or grab and go options</li> <li>Eliminate self-serve food displays</li> <li>Do not overstock pre-packaged food displays replenish often and as needed - disinfect the area every 2 hours</li> <li>Disinfect menus after each guest and/or seating including digital menus or use disposable menus</li> <li>If unopened individual condiments are re-used, they must be sanitized</li> <li>Seating area reduced to promote social distancing (remove bar stools, space out tables &amp; chairs, limit communal table seating)</li> <li>When handling cash, associates should sanitize their hands between guests.</li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p>

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### MEETING + EVENTS

#### MEETING LOGISTICS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on Meetings + Events execution for cleanliness, social distancing, and F+B delivery during meetings and events for the hotel</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<p><b>SITE INSPECTION</b></p> <ul style="list-style-type: none"> <li>Recommend building a pre-recorded or live virtual site inspection</li> <li>Communicate all local/state requirements for social distancing and room occupancy to social event guests. Non-compliance to any jurisdiction regulation should be immediately address or result in termination of event</li> <li>Educate and communicate with group leads and attendees (via signage or other means) on cleanliness processes complete and ongoing and execution protocols for events. Ensure staff available to support guests in complying during event.</li> <li>Follow public space protocols for frequency, process, and methods of cleaning for all M+E areas. Heavy focus on high-touch items and ongoing cleaning presence throughout spaces (pre-function, in-room, breakout, restrooms, etc.) for guest and associates</li> <li>Follow all local, state, or other guidance on social distancing, room occupancy, and spacing of M+E guests for both set up and ongoing execution of event similar to other areas of hotel. Utilize floor markings, signage, and furniture placement to ensure compliance. Includes all business or social events (weddings, religious celebrations, etc.)</li> <li>Utilize disinfection products and tools (electrostatic sprayer, RestoreAir, HEPA/ULPA filtration, and other air handling equipment) where possible</li> </ul> <p><b>TECHNOLOGY FOR CONTACTLESS MEETING</b></p> <p>Meeting Service App (MSA)</p> <ul style="list-style-type: none"> <li>MSA places contactless meetings management at the fingertips of meeting planners</li> <li>Encourage use of MSA in all the hotels in order to improve meeting planner communication and safety</li> </ul> <p>Mobile Check In &amp; Key</p> <ul style="list-style-type: none"> <li>Allows loyalty members to use their smartphone as a room key to access guestrooms and common areas</li> <li>Highlight use in the proposal and offer to event/meeting planners to reduce contact and improve efficiencies</li> <li>Meeting attendees are highly encouraged to use this functionality, if your hotel has installed Mobile Key functionality.</li> </ul> <p><b>ARRIVAL &amp; REGISTRATION</b></p> <ul style="list-style-type: none"> <li>All arrival should be pre-informed about social distancing guidelines at your hotel</li> <li>Promote contactless arrival in pre-arrival communications</li> <li>Traditional Registration is not recommended. Tech-enabled registration is recommended to follow social distancing. Here are some registration app examples that are available today:</li> <li>Tables should be in spaced out by 6 – 3 feet (1.5 -1.0m) distance</li> <li>Registration table should have 1 chair only if required</li> <li>Limit timing for registration</li> <li>Signage with social distancing and distance markers must be in place</li> <li>Masks and sanitizers are available</li> <li>Meeting Planner Options (Additional Cost/Possible Need to Outsource to 3<sup>rd</sup> Party):</li> </ul>	

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- Establish a separate area for group registration, outside of a medical room, to be used for testing/evaluation
- Planners can opt to manage the process and test attendees for COVID-19. Sanitization of any on-site area used to be paid and conducted by group customer
- Additional Security to check badges and limit access to attendees only

### SERVICE

- Associates setting up and refreshing event space always wear gloves and follow hygiene protocols
- Execute cleaning and sanitization during breaks or other event points to inspire customer confidence
- Service staff to strictly adhere to bare-hand contact protocol when setting up tables and preparing all guest touching/eating surfaced (ea. glasses, rollups, etc.)
- Where possible, prop doors open and 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. Help guests adhere to distancing protocols for restroom occupancy

### MEETING SET UP

- Meeting capacities must be reduced to align with social distancing guidelines and discussions with group customers
- Extra distance 3-6 feet, (1.5 – 1.0) meters will be placed between tables at all times by conference attendees inside the meeting room.
- Ensure to follow local regulations. See [appendix](#) for set up examples.
  - 60" inch round table – 4 guests
  - 72" inch round table – 6 guests
  - 6' foot schoolroom table – 1 guest
  - 8' foot schoolroom table – 2 guests
  - Theatre style: minimum 1 m between chairs (on all sides)
- Tradeshow and table-top exhibits should have proper distancing between booths and floor slicks to denote safe spacing
- No high-touch "communal" stations (water, charging, snacks, office supplies, etc.)
- Eliminate all promotional items to be shared by sponsors and exhibitors
- Sanitize all shared equipment and meeting amenities before and after each use or be single use if not able to be sanitized.
- Discontinue use of all table décor and tablescapeing.
- Each seat placement should have a one page note card, an individual bottle of water and a pre-packaged snack (to replace pads, pens, water pitchers and candy)
- Pens and writing pads available upon request
- Sanitize pens before and after each meeting; Consider individually packaged pens and writing pads
- Sanitize tables & chairs prior to each set up.
- All carts or items used from transport must be sanitized prior to each use, and every 60 minutes while in use.

### Linens

- Recommend not using linens where possible
- Replace all linen, including underlays, after each use

### Safety

- Set up in meeting rooms sanitizing stations that are easily accessible to guests.

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- Small meetings have sanitizing kits available on the table or individually packed sanitizing kits
- Masks are available upon request for meeting guests
- Signage to remind attendees of social distancing

### SIGNAGE

- Use digital signage (lobby, meeting spaces) to show social distancing guidelines
- Ensure there is proper signage in meeting and pre-function spaces communicating social distancing and PPE guidelines
- “Showcase” public restroom sanitation checklist with time/intials, to show hourly cleaning schedules are met
- Provide clear marking for social distancing at during all coffee breaks, buffets, bars and registration areas

### AUDIO VISUAL

- Sanitize all equipment before, during breaks and after each event using proper cleaning protocols
- Provide interchangeable microphone covers to be replaced during the meeting/event
- Work with Meeting Planner to insert a slide in presentations reminding participants about physical distancing and PPE guidelines during the meeting

Live Streaming - Provide capability to:

- Ensure privacy and security in a dedicated line and bandwidth
- Connect to multiple platforms (i.e. Teams, Zoom, Skype)
- Stream content – e.g. presentations/videos from a separate source
- Use high quality streaming available for interactive meetings
- Use multiple video cameras with professional equipment
- Connect multiple microphones to ensure individual voice streaming (up to 30 individual microphones)
- Have a digital moderator/facilitator to feed in questions from digital participants to the physical discussion

### THIRD PARTIES

- All 3rd party vendors must receive, **and** agree to, written communication detailing hotel access, hotel access, safety measures, social distancing and PPE guidelines. Failure to adhere to these guidelines may result in asking the vendor to leave the property
- Transportation equipment (carts, dollies, road cases, etc) must be sanitized at the loading dock before entering the property
- Any additional equipment entering meeting spaces must be sanitized by the vendor, using approved methods/products

### POST EVENT

- Plan event tear down in a way that maximizes space for meeting planners/vendors – adhering a social distance of 6 feet (1 - 1.5 meter) when possible
- During tear down, Associates and 3<sup>rd</sup> party vendors must wear appropriate PPE and follow hygiene protocols
- Dispose of any remaining unpackaged food & beverage items
- Shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

### BILLING

- Educate and Encourage Meeting Planners to use paperless billing
- Sanitize pens and bill holders if used

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### MEETING + EVENTS – F & B

#### FOOD + BEVERAGE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to detail guidelines for buffet, banquet, and plated service</li> </ul>	<p><b>BUFFET GUIDELINES</b></p> <ul style="list-style-type: none"> <li>Buffets should follow F&amp;B phased approach – consider avoiding buffet service until there is demand social distancing requirements have been eased</li> <li>Extra distance 3-6 feet, 1.5 – 1.0 meters will be placed between buffet tables</li> <li>Sneeze guards must be in use - refer to the resource guide.</li> <li>Sanitizing stations placed at the front of the buffet line</li> <li>Buffet attendants must wear masks and appropriate PPE</li> <li>Increase the number of action stations with associates wearing PPE behind sneeze guards</li> <li>Buffets to include a reduced/limited number of menu items and can include:               <ul style="list-style-type: none"> <li>Individually packaged items, such as pastries, yogurts, bottled juice</li> <li>Live action stations where culinary staff plate individual portions ready for guests to pick up</li> <li>Individual portioned and plated items</li> </ul> </li> <li>Buffets and equipment must be sanitized before, during and after service, to include carts, hot boxes and any other items used for transport</li> </ul> <p><b>BANQUET MENUS</b></p> <ul style="list-style-type: none"> <li>Create temporary Banquet menus to limit the available offerings and increase as demand returns</li> <li>Modify menus to showcase styles of service and items currently available</li> <li>Offer customizable/personalized menu options</li> <li>Limit food and beverage offerings to items purchased from previously approved vendors with well-documented food safety and hygiene protocol (Avendra Vendors, preferred)</li> </ul> <p><b>PLATED EVENTS</b></p> <ul style="list-style-type: none"> <li>Guide Planners to the preferred plated service</li> <li>Associates participating in plate-up and service must adhere to all required PPE guidelines</li> <li>All plating equipment, including hot plates, cold plates, and belts should be washed and sanitized before and after use. They should remain covered and protected from contamination until ready for use</li> <li>Discontinue pre-setting food on tables.</li> <li>Plated items to remain covered while in both HOH and FOH until guest service</li> </ul> <p><b>BREAKS</b></p> <ul style="list-style-type: none"> <li>Discontinue communal coffee breaks</li> <li>Place coffee breaks in inside the meeting room maintaining a safe distance of more than 6 feet between stations (when possible)</li> <li>Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests)</li> <li>Coffee and other break items to be served by an attendant, with individually wrapped condiments available</li> <li>Beverages should be served to the guest (self-service is discouraged)</li> <li>Provide rolled or disposable flatware</li> <li>Encourage the use of individually served or wrapped menu</li> </ul>	

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	<ul style="list-style-type: none"> <li>No high-risk perishable food to be displayed for more than 2 hours</li> </ul> <p>WATER</p> <ul style="list-style-type: none"> <li>Opt for single service water – consider glass or cardboard containers when possible for a Green</li> <li>Eliminate the use of fountains or self-serve options</li> <li>Discontinue the use of sliced lemons/limes.</li> <li>Present glassware that is cleaned, dried, and covered with a lid</li> </ul>	
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## MEETINGS + EVENTS - BAR

### BARs

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<p><b>BARs</b></p> <ul style="list-style-type: none"> <li>Smaller satellite multiple bars with appropriate social distancing</li> <li>All bars to have a bartender – No self-serve options; All bars should be Hosted so as to eliminate the need for cash transactions where possible</li> <li>Bar/Alcoholic Beverages are served by using canned/prebatched and bottled wines and cocktails in accordance with state/local liquor laws</li> <li>All bars set with associate sanitizing station (all bartenders trained how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel</li> <li>Where bars are equipped with sinks, associates should wash their hands after each prepared beverage</li> <li>Line from bar to form 3-6 feet (1.5 – 1.0 meter) away from the front of the bar. Place bars at distances in accordance with CDC/WHO guidelines.</li> <li>Provide packaged sustainable straws and stir sticks as needed</li> <li>Social distancing signage reminders and line designations to be at all bars</li> <li>No monetary transactions, no tip jar (unless required as per collective bargaining agreement)</li> <li>Prepared drinks should be placed on a separate surface from the bar and guests will pick up from there. Surface to be cleaned immediately.</li> <li>Tear down should be done in the heart of the house whenever possible</li> <li>No pre-sliced bar fruit/garnishes used</li> <li>Dispose of any remaining unpackaged food &amp; beverage items</li> </ul> <p><b>LOW EFFORT BAR</b></p> <ul style="list-style-type: none"> <li>To provide guest with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible</li> <li>Purchase canned wine, beer, and cocktails - the availability will vary by state and distributors</li> <li>Display canned wine, beer, and cocktails in mini fridge or on ice</li> <li>Bartender stationed by drinks with gloves and mask</li> <li>The guests stay 6 feet (1 meter) apart and select a beverage</li> <li>The bartender is supplied with sanitizing wipes to clean can before placing on the table near station</li> <li>Bartender will provide ice and a glass upon request</li> </ul>	<p><a href="#">Cutwater Canned cocktails</a></p> <p><a href="#">NIO Cocktails</a></p> <p>See Appendix for: <a href="#">Sample Packaging and Menu Bar Ideas</a></p>

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	<p><b>MEDIUM EFFORT BAR</b></p> <ul style="list-style-type: none"><li>• To provide guest with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible</li><li>• BATCHED cocktail – bottled or pouches prepared on property in accordance with state/local liquor laws</li><li>• Batch cocktail or selection of cocktails (DUPLICATE)</li><li>• Sanitize 100ml screw top flask bottle, crown cap bottles, OR pouches prior to batching</li><li>• When batching consider:<ul style="list-style-type: none"><li>• Screw top – guest has option to re-seal drink during event</li><li>• Crown cap – the cap is discarded, and the bottles tend to be easier to clean</li><li>• Pouches – disposable and trendy</li><li>• Batched in parts tool already available (CAN THIS BE INDENTED)</li></ul></li><li>• Display canned wine, beer, and cocktails in mini fridge or on ice</li><li>• Bartender stationed by drinks with gloves and mask</li><li>• The guests stay 6 feet (1 meter) apart and select a beverage</li><li>• The bartender is supplied with sanitizing wipes to clean can before placing on the table near station</li><li>• Bartender will provide ice and a glass upon request</li></ul> <p><b>HIGH EFFORT BARS</b></p> <ul style="list-style-type: none"><li>• Provides guests with a memorable and tasty beverage, while minimizing human contact with the drink as much as possible</li><li>• Cocktails are batched and CANNED on property in accordance with state/local liquor laws</li><li>• Display drinks on ice or in windowed mini-fridge</li><li>• Guest selects beverage, the bartender opens the can, garnish, adds ice and straw</li><li>• The bartender is supplied with sanitizing wipes to clean can before placing on table near station – the guest picks up beverage from the table</li><li>• Bartender will provide a glass and ice upon request</li></ul>	
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### SPA / FITNESS CENTER

#### PAYMENT AND CHECK-IN

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Provide complimentary gloves, lotion, masks, sanitizing gels, sanitizing sprays and sanitizing wipes upon guest request</li> <li>Promote in-room and outdoor fitness programs that can be communicated via digital channels (GRE; Fitness App; Bonvoy App)</li> </ul>	

#### CLEANING, SOCIAL DISTANCING & SIGNAGE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include guidance on cleaning, disinfecting, and social distancing in spas and fitness centers</li> <li>Post signage on requirements for social distancing, hand hygiene, and cleanliness protocols</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<ul style="list-style-type: none"> <li>Disinfect Spa, Health Club and Fitness Center nightly and a minimum of every 60 minutes during hours of operation</li> <li>Utilize electrostatic spraying to disinfect Spas, Health Clubs, Fitness Centers, indoor pool areas, locker rooms, spa treatment rooms</li> <li>Disinfect fitness center equipment, guest lockers, shared equipment, including rental gear, and shared sundry items after each guest use; either by guest or by spa / fitness center attendant</li> <li>Utilize plastic or paper liners in all trash and towel drops / boxes</li> <li>Wash all china, ceramic mugs, glassware and silverware in a commercial dishwasher</li> <li>Spot mop cleaning and disinfection should be performed on spills when they occur.</li> <li>Limit the number of towels available for guest use and re-stock as needed. Remove soiled towels during hourly cleaning.</li> <li>Keep hot tubs, saunas and steam rooms closed to adhere to social distancing requirements</li> </ul> <p>Spas</p> <ul style="list-style-type: none"> <li>Spas should only operate where permitted by state of local regulation</li> <li>Place appropriate barriers between the guest and Spa Concierge</li> <li>Ensure spa menus are accurate on-line</li> <li>Offer online booking options, if possible</li> <li>During ramp-up, limit walk-in appointments</li> <li>Stagger appointment times to reduce queuing at check-in</li> <li>Increase the time between spa appointment times to allow for proper cleaning and sanitizing of treatment rooms – including tables, chairs, massage tables, and all other treatment equipment</li> <li>Schedule the same therapists in the same treatment room for the day</li> <li>Remove printed spa menus and replace with digital frames</li> <li>Evaluate spa menu and ramp up treatments based on demand</li> <li>Inform guests via pre-arrival messaging of new safety measures, changes to the facilities, procedures and what the guest experience will look like (including the use of masks and other PPE)</li> <li>Update spa etiquette on the menu</li> <li>Consider adding a ritual at the start of each treatment that enhances the feeling of clean</li> <li>Offer no-touch treatments - salt chambers, oxygen infusion, guided meditation</li> <li>Abstain from treatments or portions of treatments that touch the face (e.g., no head massages, facials, eyebrow waxing, etc.)</li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p>

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	<ul style="list-style-type: none"> <li>• Offer a “relax in your treatment room” option for those that wish to forgo the locker room and relaxation facilities</li> <li>• Instruct therapists to wash hands in guest view, where possible</li> <li>• Require guests to shower before body treatments/scrubs</li> <li>• Clean and sanitize all tools, equipment, and implements after each guest use/treatment</li> <li>• Do not allow any associate personal items in treatment rooms (e.g., water bottles)</li> <li>• Remove all used linen and towels from treatment rooms at the end of each session</li> <li>• Clean/sanitize spa locker room and restrooms at least every 60 minutes; lockers must be sanitized and locked after each use before being re-issued</li> <li>• Sanitize locker keys in front of guests or sanitized and wrapped and handed to guests; do not leave keys hanging on lockers</li> <li>• Provide bulk amenities in locker rooms/showers</li> <li>• Clean and sanitize showers after each guest use</li> <li>• Ensure used towels/robes are bagged and tied and brought to laundry</li> <li>• Sanitize spa sandals after guest use</li> <li>• Unwrap sanitized face-cradles in front of guest</li> <li>• Instruct spa attendant to prepare individual products/items in dispensary as needed based on the day’s appointments.</li> </ul> <p>Fitness Centers/Health Clubs</p> <ul style="list-style-type: none"> <li>• Provide hand sanitizer and equipment sanitization equipment for guest use</li> <li>• Ensure signage at entrance shows updated capacity to address social distancing</li> <li>• Staff during peak times, when possible</li> <li>• Clean/sanitize fitness center and locker rooms at least once per hour</li> <li>• Post guest signage on the process of sanitizing all equipment before and after use – including mats, free weights, kettle bells and fitness balls</li> <li>• Re-position, or disconnect individual pieces of fitness equipment to ensure proper social distancing or disconnect</li> <li>• Provide full-length plexiglass between equipment in smaller fitness centers to avoid providing a lack of options</li> </ul>	
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### AMENITIES & ITEMS TO REMOVE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<p>Eliminate and offer alternative options for any shared use items that can't be cleaned after guest use (e.g. pitchers of water, fruit displays, etc.)</p>	<ul style="list-style-type: none"> <li>• Remove amenities in public space:               <ul style="list-style-type: none"> <li>○ Do not pro-actively place towels on or close to machines/equipment</li> <li>○ Remove reading material</li> <li>○ Towels and robes must not be displayed</li> </ul> </li> <li>• Remove all decorative blankets and pillows that cannot be laundered between each guest. All other items (sheets, towels, face cradle covers) must be replaced between guests with freshly laundered items</li> <li>• Remove self-serve water or tea stations; offer single serve beverages or healthy beverage vending along with pre-packaged snacks</li> <li>• Remove work out mats in fitness centers if they cannot be disinfected properly after each guest</li> <li>• Discontinue providing re-usable headphones – use only single use, packaged/sealed headphones</li> </ul>	

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	<ul style="list-style-type: none"><li>• Remove all shared locker room amenities and replace where possible with single use amenities; recommend disposable items (e.g. combs, brushes, hairpins)</li><li>• Provide sanitized hair dryers, swimsuit dryers, and other shared products upon request</li><li>• Limit the number of towels available for use and replenish as necessary</li></ul> <p>Spa Retail</p> <ul style="list-style-type: none"><li>• Clean and sanitize all shelves</li><li>• Remove product testers – opt to provide pre-packaged single use testers</li><li>• Offer purchase and ship options</li><li>• Ensure online store is up and running</li></ul>	
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### POOL / BEACHES / GOLF / RESORT ACTIVITIES

#### GOLF

AUDITABLE STANDARD	GUIDELINES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>• Plan to include guidance on cleaning, disinfecting, and social distancing for golf courses</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage the use of digital bookings where available</li> <li>• Set up online guest check-in and ability to complete information form online or completed verbally with golf team</li> <li>• Update website with Safe Play procedures and post at the gift shop and digitally on golf carts where available</li> <li>• Display signage reminding golfers about social distancing and new standards should be placed</li> <li>• Use digital methods (e.g., hotel/golf website) to display policies, procedures and membership collateral</li> <li>• Require hand sanitizer dispensers in high-traffic public spaces.</li> <li>• Maintain proper social distancing protocol between associates and guests. Use signage, floor markings and physical barriers (if available).</li> <li>• Evaluate need for special floor markings in key areas</li> <li>• Evaluate whether doors in public spaces which are not Fire Doors can be wedged open, to remove the need to touch / open doors.</li> <li>• Relocate credit card terminals to the guest side of the front desk where possible and disinfect between each guest use and in-between shifts</li> <li>• Contactless cards should be requested where available</li> <li>• When handling cash, associates should sanitize their hands after each guest interaction</li> <li>• Where possible, reduce terminal usage to one associate. Where multiple terminals are used, provide safe space between each.</li> <li>• Provide hand sanitizer and/or wipes to golf associates for use on the course; stock each golf cart with an individual pack of wipes</li> <li>• Require associates to wash or sanitize their hands after touching guest equipment including clubs, bags or shoes.</li> <li>• Disinfect hard surfaces and shared equipment used by multiple associates per shift every 2 hours and in-between shifts</li> <li>• Disinfect shared equipment used by one associate in-between shifts</li> <li>• Increase tee time spacing to promote social distancing. Use every other bay to be utilized for warm-up area / Driving Range.</li> <li>• Limit cart use to one player per cart unless immediate family members (“unless party of consenting individuals”) and/or following updates on guidance from local authorities</li> <li>• Remove all keys from unused golf carts – when assigning carts to guests, provide a sanitized key for use</li> <li>• Sanitize golf carts and loaner clubs after each round</li> <li>• Sanitize locker rooms and foyer area at least once every four hours; guest contact areas in each sanitized after each use.</li> <li>• Make hand sanitizer sprays, hand wipes or gels available in changing rooms</li> <li>• Close and remove keys from lockers that are within the 6 ft social distancing radius</li> <li>• Lock all lockers to prevent contamination</li> <li>• Make available locker keys to guests on arrival at reception, to ensure social distancing within the changing room</li> <li>• Visibly sanitize all keys in front of the guest when handing out and when receiving back</li> </ul>

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- Disable keypad locks and those available for use, programmed to allow the guest to open – locker number given to guest
- Disinfect hard surfaces, such as hairdryers and dispensers should every 2 hours
- Replace shared amenities with single use options
- Disposable options are recommended (e.g., combs, etc.)
- Do not display towels in changing rooms; give to guest on arrival at the reception or placed in pre-cleaned lockers ready for the guest
- Utilize plastic or paper liners in all trash and towel drops
  
- Suspend the use of caddies
- Use hole liners to prevent ball dropping into cup
- Remove sand and seed bottles from carts.
- Remove rakes from bunkers
- Provide attendant at coffee/water stations; no self-service on course; use beverage carts to serve water
- Eliminate ball washers or reduce since they would be difficult to sanitize and are high touch zones; provide sanitizing stations at each ball wash station
- Follow all F&B guidelines for other areas of hotel regarding food handling, safety, operations and protocols (cash, payment, condiments, pre-packaged items, etc.)
  
- Retail displays are acceptable; remove open displays of loose golf balls
- Monitor items in retail shop such as golf clubs and bags and clean every 2 hours or if handled by guests
- Remove all magazines and paper materials
  
- Golf Teams / Instructors can interact with guests and Members, but must maintain appropriate social distancing protocol
- Golf instruction, whether on the course or range, should be conducted from proper social distancing protocol.
- Instructors should not make physical contact with the guest or member
- If a golfer under instruction requires re-positioning, gain their agreement and use an alignment stick that can be wiped down with a sanitizing wipe before and after the lesson

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### POOL

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include guidance on cleaning, disinfecting, and social distancing for pool area</li> </ul>	<ul style="list-style-type: none"> <li>Close or reduce access to hot tubs to comply with social distancing guidelines</li> <li>Limit pool seating comply with local/state social distancing guidelines. Utilize floor markings, signage, and furniture placement to ensure compliance.</li> <li>Provide signage in/around pools to ensure awareness of new capacity guidelines</li> <li>Place chair cushions, where applicable, upon guest arrival</li> <li>Sanitize chaise lounge chairs after each use (or provide sanitization wipes to guest to self-clean)</li> <li>Pressure wash cabanas/daybeds and sanitize interior furnishings after each use</li> <li>Sanitize towel desk, towel hutch/kiosks and all other desks and counters a minimum of every 60 minutes</li> <li>Sanitize lifeguard stands upon rotation</li> <li>Remove self-serve water stations</li> <li>Follow all F&amp;B guidelines for other areas of hotel regarding food handling, safety, operations and protocol, including social distancing (cash, payment, condiments, pre-packaged items, etc.)</li> <li>Empty used towel bins at minimum every 60 minutes in sealed bags and deliver to laundry pick-up areas</li> </ul>	

### BEACH / TENNIS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan regarding social distancing</li> </ul>	<p>Beach:</p> <ul style="list-style-type: none"> <li>Notify guests that beach access is limited to governmental social distancing requirements</li> <li>Follow guidelines above for pool areas as it relates to social distancing and F&amp;B</li> <li>Sanitize the following beach equipment after each guest use: Chaise lounges, chairs, bikes, surfboards, SUP's, paddles, sports equipment, and any other items that guest may use</li> <li>Ensure all 3<sup>rd</sup> party operators follow standards for the proper cleaning of the above items if outsourced</li> </ul> <p>Tennis:</p> <ul style="list-style-type: none"> <li>Discontinue shared water and towel service – guests must provide their own</li> <li>Guests: <ul style="list-style-type: none"> <li>May not switch sides of court – No doubles play</li> <li>Are required to bring their own balls (numbered) for each participant and use only assigned balls</li> <li>Must use a glove on non-racket hand.</li> </ul> </li> </ul>	

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### HEART OF HOUSE SPACES

The following AUDITABLE STANDARDS and guidelines apply to heart of house operations and associate areas of the hotel.

## GENERAL ASSOCIATE GUIDANCE

### MODIFIED OPERATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>All associates are provided and must wear appropriate face coverings (masks, cloth coverings)</li> <li>Professionally made cloth face coverings provided by the hotel may be worn if disposable masks are not available</li> <li>Hotels must provide PPE for associates to use</li> </ul>	<ul style="list-style-type: none"> <li>Utilize and provide communications provided by Marriott regarding available training and expectations of associates on proper associate conduct, cleaning, hygiene, and PPE requirements, etc. (supported by signs in HOH reminding of requirements)</li> <li>Provide visible tracking showing when the HOH areas have been disinfected with initials and time stamped</li> <li>Stagger start times for employee shifts where applicable.</li> <li>Limit Associate access to property to 15 minutes prior to shift.</li> <li>Use banquet spaces, or a means of virtual pre-shift communications for stand-up meetings to promote social distancing.</li> <li>Explore and utilize alternatives to Associate time clock areas via phones/devices.</li> <li>Install hand sanitizer at each time clock for use prior to each clock in/clock out by an associate</li> <li>Ensure physical distancing protocols are in place in associate dining rooms, uniform control areas, training classrooms, locker rooms, shared office spaces and other high-density areas – use of floor markings for changing areas and places there may be a line. Appropriate signage to be available in these areas.</li> <li>Increase frequency of cleaning and sanitizing in high traffic back of house areas with an emphasis on associate dining rooms, uniform or wardrobe rooms, loading docks, offices, kitchens, security room, human resource desks and training classrooms. Cleaning should occur at a minimum of following shift changes and heavy use by associates.</li> <li>HOH elevator buttons, associate entrances, associate restrooms/locker rooms and break room vending machines to be sanitized at least once per hour.</li> <li>Clean and sanitize all shared tools and equipment before, during and after each shift <b>or</b> when the equipment is transferred to a new associate. This includes phones, radios, computer and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, lockers and all other direct contact items used throughout the hotel.</li> <li>Utilize disinfection products and tools (electrostatic sprayer, RestoreAir, HEPA/ULPA filtration, and other air handling equipment) where possible</li> <li>For Managed by Marriott HR Leaders: evaluate and revise job descriptions to account for new responsibilities; create temporary job descriptions where necessary</li> </ul>	<p><a href="#">Heightened Focus on Sanitizing Work Area Poster (PDF)</a></p>

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### ASSOCIATE DINING AREAS

#### MODIFIED OPERATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include guidance on social distancing and cleaning protocols for all heart of house areas</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<ul style="list-style-type: none"> <li>Re-design cafeteria seating with additional spacing to meet social distancing requirements. Use floor markings, signage, and furniture placement to ensure compliance.</li> <li>Handwashing posters placed throughout the dining facility reminding associates to wash and sanitize hands before and after dining.</li> <li>Stagger meal and rest breaks to limit head count in breakrooms – extend hours if necessary</li> <li>Make all F&amp;B grab &amp; go or served; no self-service options to be available. Adhere to the operating guidelines provided for F&amp;B outlets.</li> <li>Do not reuse plates, utensils, and cups for second portion</li> <li>All plates, utensils and cups must be cleaned through automated dishwashing machines that meet the disinfection temperature requirements.</li> <li>Follow all FOH protocols for food safety and F&amp;B including use of silverware and condiment single-use requirement, communal or open food items and self-service coffee, tea, and beverage stations. Use pre-packaged and disposable where possible. Unopened individual condiments to be used; if re-used, they must be sanitized.</li> <li>Limit the time for staff to rotate through the space and take breaks in other parts of the hotel outside in fresh air, if possible.</li> <li>Sanitize tables and furniture every 20 minutes and/or after every meal period.</li> <li>Place tables 6 ft or 2 meters apart, allowing associates to dine separately if they wish.</li> <li>Discontinue displaying of any open food items (including bread, fruits, etc.) that are not pre-packaged.</li> <li>Coffee, tea, and beverage stations to be serviced by an associate wearing protective gloves</li> </ul>	<p><a href="#">Heightened Focus on Sanitizing Work Area Poster (PDF)</a></p>

### LAUNDRY / VALET DRY CLEANING

#### HOTEL LAUNDRY

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Remove soiled linens and terry from the guestroom in sealed bags and transport to hotel laundry</li> <li>Sort soiled linen and handle clean linens with proper PPE*</li> <li>Disinfect washers, dryers, dirty / clean linen carts, linen / chute rooms; mop floors based on volume of use</li> <li>Disinfect clean linen carts received from outsourced laundries if not disinfected by outsource company upon delivery</li> <li>Linen, housekeeping and storage closet doors locked and secured at all times</li> <li>Ensure that all 3<sup>rd</sup> party laundries understand and follow all government/local/state requirements as it relates to proper PPE and the cleaning of equipment both on site and through the delivery process</li> </ul>	<p>Ecolab Cleaning &amp; Disinfecting Guidance for Hospitality: English <a href="#">(PDF)</a>   Spanish <a href="#">(PDF)</a></p> <p><a href="#">WHO   Steps to Take Off Personal Protective Equipment (PPE)</a></p> <p><a href="#">How to Perform a User Seal Check with an N95 Respirator (Video)</a></p> <p><a href="#">Wear It Right   3M Respirators (PDF)</a></p>

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### GUEST VALET LAUNDRY

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
	<ul style="list-style-type: none"> <li>Accept only laundry/dry cleaning that has been bagged and handle with gloves (if possible, avoid unpacking or sorting on hotel premises or outside designated in house laundry area)</li> <li>Handle laundry from known quarantine or confirmed COVID-19 guests with additional care, mark bags as “potentially hazardous” and establish handling protocol with 3rd party vendors. Always follow local jurisdiction guidelines</li> <li>Establish process for returning clean laundry/dry cleaning to guests that follows social distancing guidelines and limits associates entering occupied guest rooms.</li> <li>Disinfect laundry delivery equipment [e.g. boxes and hangers] for clean guest laundry after every use</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

## DISCIPLINE SPECIFIC OPERATIONS

The following AUDITABLE STANDARDS and guidelines apply to operations in various departments/areas of the hotel.

### ENGINEERING

#### HVAC RECOMMENDATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented “Commitment to Clean Plan” that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on HVAC filtration and air purification</li> </ul>	<ul style="list-style-type: none"> <li>Increase Outdoor Air Dilution</li> <li>Continuously run public space HVAC system that has Outside Air 24/7 during the crisis period</li> <li>Maximize Outside Air while maintaining relative humidity/temperature guidelines/pressure drop/CFM flow design</li> <li>Turn OFF exhaust side energy recovery ventilation</li> <li>Leave ON supply side energy recovery ventilation</li> <li>Maintain humidity levels between 40-60%rh</li> <li>Maintain temperature between the degrees of 68–75 Fahrenheit/20-24 Celsius</li> <li>Improve Filtration</li> <li>Improve HVAC filtration with high quality filter to the highest level achievable based on equipment design, potentially MERV 13 for public space where air is recirculated.</li> <li>Monitor HVAC performance to adjust filter frequency change out</li> <li>Utilize standalone air purifiers with disinfection in heavy traffic areas: seating areas i.e. bars, restaurants, lobby, etc.</li> </ul>	<a href="#">ASHRAE</a> <a href="#">NAFA</a> <a href="#">REHVA</a> <a href="#">EPA</a>

#### GUEST ROOM SPACE HVAC

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Improve filtration to highest level achievable based on equipment design</li> <li>The HVAC unit filter should be changed at its normal frequency</li> <li>Recommendation – utilize standalone air purifiers with HEPA filtration</li> </ul>	<a href="#">ASHRAE</a> <a href="#">NAFA</a> <a href="#">REHVA</a> <a href="#">EPA</a>

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### WATER SAFETY & ELEVATORS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
	<ul style="list-style-type: none"> <li>Ensure all water flushing protocols to prevent the spread of water-borne diseases is followed. This includes flushing water systems upon reopening or when not utilized. Applies to all guest rooms, spas, pools, public spaces, and F&amp;B</li> <li>Ensure all mechanical components (elevators, etc.) are fully tested and comply with all openings engineering guidance</li> </ul>	<p>Marriott Water Safety Procedures</p> <p><a href="#">Franchised</a></p> <p><a href="#">Managed</a></p>

### FOOD + BEVERAGE

#### ACTION / SERVICE STATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>Sanitize food contact surfaces based on volume of use</li> <li>Assure no barehand contact with ready to eat food for all food &amp; beverage action stations</li> <li>Sanitize area including equipment every 20 minutes</li> <li>Guest facing serving utensils are replaced every 20 minutes with new utensils</li> <li>Do not reuse plates, utensils, and cups for 2<sup>nd</sup> portions</li> <li>Do not overstock plates; runner should provide sanitized plates</li> <li>Practice social distancing between each station</li> <li>Position action stations 6 ft (2 meters) apart</li> </ul>	<p><a href="#">Covid-19   Ecolab Cleaning &amp; Disinfecting Guidance</a></p>

#### BAR EQUIPMENT

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>Sanitize food contact surfaces based on volume of use</li> <li>Assure no barehand contact with garnishes, ice and ready to eat food for bartenders</li> <li>Sanitize area including equipment every 20 minutes</li> <li>Do not display open garnish jars</li> <li>Equipment including shakers, spoon, ice scoops, etc. should be washed, rinsed and sanitized after each use</li> <li>Wipe down (disinfect) all menus and check presenters (including digital), removing all non-essential bar items, (e.g., coasters) every 20 minutes.</li> <li>Use wrapped non-plastic single use straws or metal straws that can be sanitized</li> </ul>	<p><a href="#">Covid-19   Ecolab Cleaning &amp; Disinfecting Guidance</a></p>

#### BUFFETS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>Sanitize food contact surfaces based on volume of use</li> <li>Disinfect and rinse all buffet line areas between meal periods. View Buffet Operating procedures.</li> <li>Guest facing serving utensils are replaced every 20 minutes with new utensils</li> <li>Review Buffet Operations in High-Risk Areas (Form A28) on MGS</li> <li>Encourage boxed breakfast/lunches, or grab-n-go options</li> </ul>	<p><a href="#">Form A28   Buffet Operations in High Risk Areas (PDF)</a></p>

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	<ul style="list-style-type: none"> <li>• Large groups broken down into smaller tables</li> <li>• Guest self-service is not allowed; associates should serve all food &amp; beverage items</li> <li>• Cover or protect all food from contamination by sneeze guard</li> <li>• See Additional Guidance under Event Management</li> </ul>	
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### COFFEE + CONDIMENT STATIONS

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>• Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>• Sanitize food contact surfaces based on volume of use</li> <li>• Guest facing serving utensils are replaced every 20 minutes with new utensils</li> <li>• Sanitize area including equipment every 20 minutes</li> <li>• Use single serve creamers, half &amp; half, sugars, stir sticks, etc.</li> <li>• Wash, rinse and sanitize carafes and air pots between uses</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

### CULINARY

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>• Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with all Marriott International food safety preparation, kitchen cleaning, and food handling protocols and processes published on MGS</li> <li>• Deep clean kitchen daily and sanitize every two hours</li> <li>• Evaluate all menus for efficiency.</li> <li>• CALA Only: Serv-safe trained culinary managers are always required to be present on the floor during restaurant service.</li> <li>• Reduce menus according to the menu engineering tool; focus on local sourced and seasonal menu items</li> <li>• Review taste panel guidelines and allow for individual plating</li> <li>• Follow Ecolab guidelines for cleaning and preparation of kitchen and each piece of equipment prior to opening</li> </ul>	

### FOOD PREPARATION TABLES

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and comply with details outlined within the plan</li> <li>• Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>• Sanitize all food preparation tables every two hours</li> <li>• Disinfect all food preparation tables nightly and rinse in the morning</li> </ul>	Ecolab Cleaning & Disinfecting Guidance for Hospitality: English <a href="#">(PDF)</a>   Spanish <a href="#">(PDF)</a>

### IN-ROOM DINING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>• Hotel is required to have a documented "Commitment to Clean Plan" that associates must be aware of and</li> </ul>	<ul style="list-style-type: none"> <li>• Move to contactless In-Room Dining to eliminate room entry</li> <li>• Deliveries to be "knock and drop" or implement all pickup/grab and go. All packaging/products must be single-use and disposable.</li> <li>• Disinfect cart after every use</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

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<ul style="list-style-type: none"> <li>comply with details outlined within the plan</li> <li>Plan to include detailed guidance on F+B Service for the hotel</li> </ul>	<ul style="list-style-type: none"> <li>Boxed breakfast / lunches / dinner options encouraged</li> <li>Complete global deployment of Mobile Dining</li> </ul>	
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### HOUSEKEEPING

#### ELECTROSTATIC SPRAYING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None – Under development	Electrostatic spraying program is still under development. Implementation date is TBD. Hotels should not purchase unapproved electrostatic spraying equipment or chemicals.	

#### SERVICING A CHECKOUT GUEST ROOM - ROUTINE

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
<ul style="list-style-type: none"> <li>Reduce associate room entry during stay (housekeeping, in-room dining, etc.)</li> <li>Utilization of EPA-approved cleaning &amp; disinfecting agents that kill the COVID-19 virus</li> </ul>	<ul style="list-style-type: none"> <li>Strip and remove all used and unused linens and terry (e.g. duvet cover, top sheets, fitted sheets, flat sheets, pillowcases, towels, hand towels, wash cloths, bathmats) from the guest room prior to disinfection</li> <li>Remove all guest room trash prior to disinfection</li> <li>Perform routine housekeeping procedures, focusing on disinfection of all high touch hard surfaces               <ul style="list-style-type: none"> <li>Disinfect all unused/unopened nonrefillable bath amenities between guests</li> </ul> </li> <li>Remove and replace all used and unused mugs / glassware / china / silverware for dishwashing (or utilize in-room dishwashers; no glasses, coffee cups, mugs, china, or silverware should be washed in the guest room sink)</li> <li>Use single use trash bags or paper liners</li> <li>Remove the ice bucket from the room</li> </ul>	High Touch Guidelines

#### SERVICING AN OCCUPIED GUEST ROOM – PRESUMED OR CONFIRMED POSITIVE COVID-19 GUEST

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Follow protocols for guest service posted on MGS for COVID-19 presumed or positive guest</li> <li>Remove sealed trash and bring directly to the hotel's trash compactor, do not place in common trash areas (e.g. housekeeping closets, elevator landings, etc.)</li> <li>Remove soiled linens and terry from the guest room in sealed bags and transport directly to the hotel laundry</li> <li>Provide (outside the guest's door) extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries</li> <li>Provide several large trash bags for disposal of trash and dirty linens</li> <li>Sealed bags must be kept in the guestroom (not placed in hallway) until a coordinated time for pick-up is arranged</li> <li>Leave fresh linens and additional amenities outside the guest's door upon request</li> <li>Use the knock and step back deliver method for fresh linens or additional amenity requests</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

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### SERVICING A CHECKOUT GUEST ROOM – PRESUMED OR CONFIRMED POSITIVE COVID-19 GUEST

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>• Follow protocols for guest service posted on MGS for COVID-19 presumed or positive guest</li> <li>• Quarantine guestrooms for a minimum of 24 hours prior to disinfection and routine housekeeping procedures. Local regulations that supersede this guidance must be followed</li> <li>• Strip all used and unused linens, blankets and terry (e.g. duvet cover, duvet insert, top sheets, fitted sheets, flat sheets, pillowcases, towels, hand towels, wash cloths, bathmats) from the guest room               <ul style="list-style-type: none"> <li>○ Place in sealed bags, transport to hotel laundry after disinfection.</li> <li>○ Linens should not be held close to the associate's body</li> </ul> </li> <li>• Bag all guest room trash, seal and transport directly to hotel trash compactor after disinfection</li> <li>• Remove all unused consumables and seal in a bag. Bag must be dated and held for 7 days before use.               <ul style="list-style-type: none"> <li>○ Toilet paper, facial tissue, paper towels</li> <li>○ Reading materials</li> <li>○ Guest room coffee amenities (e.g. bulk sugars, creams, stir sticks, etc.)</li> <li>○ Bath amenities (soap, shower caps, etc.) that cannot be disinfected</li> </ul> </li> <li>• Perform routine housekeeping procedures, focusing on disinfection of all high touch hard surfaces</li> <li>• Disinfect all unused/unopened nonrefillable bath amenities between guests</li> <li>• Disinfect residential amenities (large bottle shampoo, conditioner &amp; body wash) as part of the bathtub / shower cleaning process</li> <li>• Remove and replace all used and unused mugs / glassware / china / silverware for dishwashing (or utilize in-room dishwashers; no glasses, coffee cups, mugs, china, or silverware should be washed in the guest room sink)</li> </ul>	<p><a href="#">Coronavirus/COVID-19 MGS Page</a></p> <p><a href="#">RestorAir</a></p>

### TRAINING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	Mandate & Reinforce global housekeeping standards and cleaning protocols	<a href="#">CleanMatters MGS Page</a>

## SHIPPING + RECEIVING

### RECEIVING

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>• Unbox all produce items and sanitize with vegetable wash before entering the facility.</li> <li>• Ensure all GFS points are followed and audited often.</li> <li>• Use non-contact receiving if possible in order to prevent person to person contamination.</li> </ul>	

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### TRANSPORTATION

#### SHUTTLE / SEDAN / VAN SERVICES

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Disinfect hotel vehicles after every transport</li> <li>Disinfect car keys using proper procedures</li> <li>Associates must wear gloves when handling guests' property</li> <li>Follow all local regulatory guidelines and regulations</li> <li>Maintain a six-foot / 2 meter separation from the driver and the rider (leave the seat next to/behind driver empty)</li> <li>Riders should only enter/exit via the back door (when possible)</li> <li>Address associate transportation vehicle disinfection with vendors if not operated by hotel</li> <li>Riders should practice social distancing by utilizing every other seat (at minimum)</li> <li>Offer only bottled water &amp; digital e-readers. Fruit, newspapers and other forms of paper collateral should not be offered. Disinfect e-readers after each guest use</li> </ul>	<a href="#">Coronavirus/COVID-19 MGS Page</a>

#### VALET

AUDITABLE STANDARD	GUIDELINES	RELATED RESOURCES
None.	<ul style="list-style-type: none"> <li>Associates must wear gloves when handling guests' property</li> <li>Discontinue valet parking, when possible</li> <li>Disinfect car keys using proper procedures</li> </ul>	

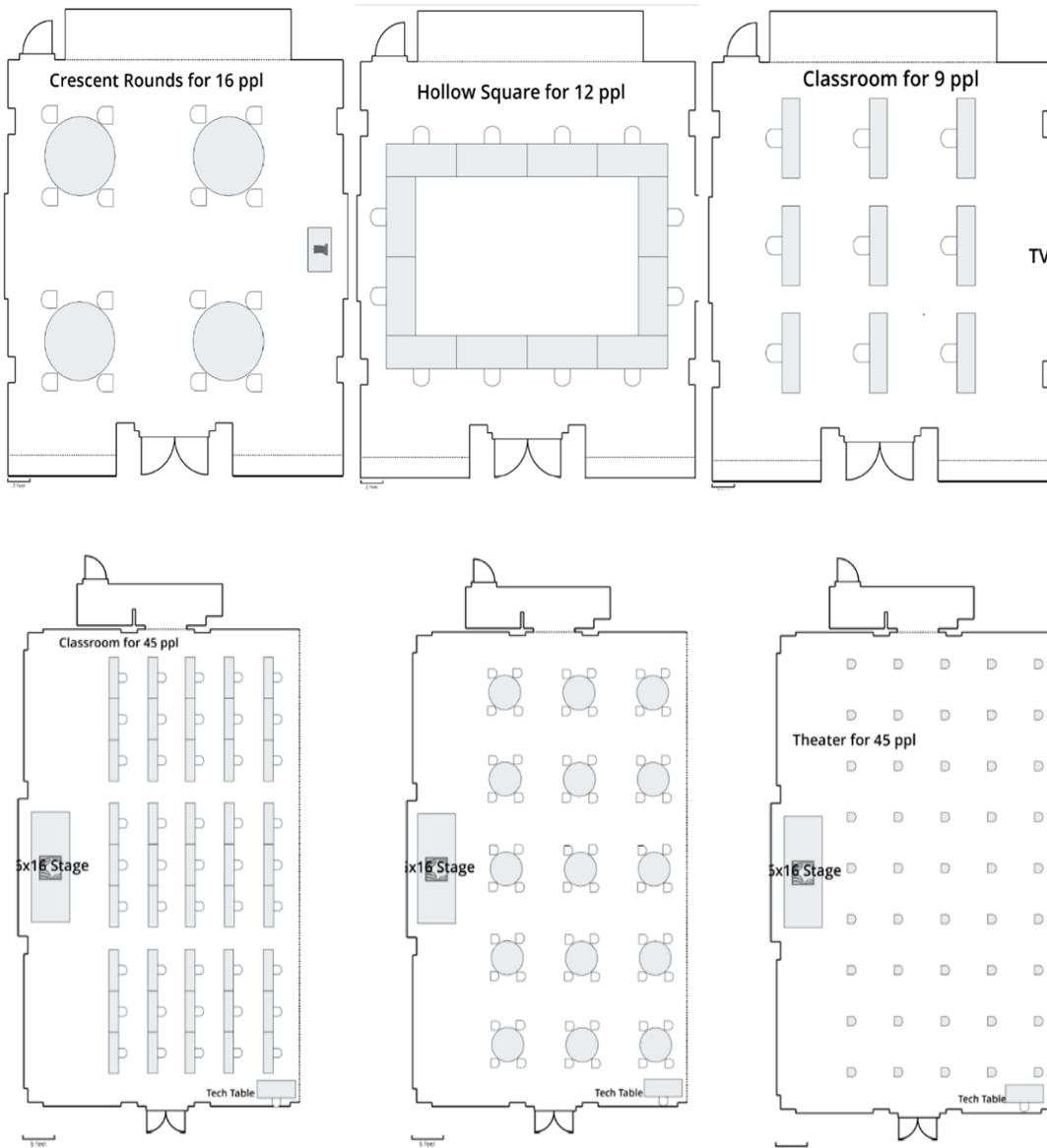
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## APPENDIX

### MEETING + EVENTS

#### SAMPLE MEETING SET UP

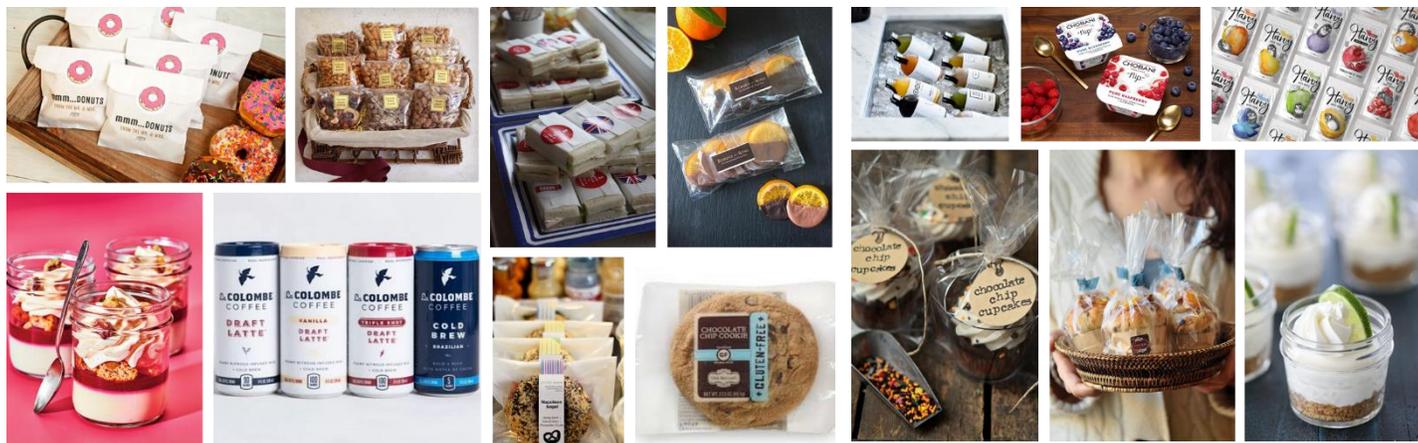


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## MEETING + EVENTS

### PACKAGING IDEAS + SAMPLE MENUS



Morning Break	Lunch	Afternoon Break
<p><b>Server Attended Station</b> Freshly Brewed Coffee and Selection of Teas</p> <p><b>Individually Bottled</b> Flat and Sparkling Water Bottled Juices: Cranberry, Orange, Apple, Grapefruit La Colombe Draft Ice Latte Flavored Iced Teas</p> <p><b>Individually Jarred, Served on Ice</b> Raspberry and Blueberry Greek Yogurt Parfait Fresh Fruit Salad, Poppy Seed-Honey Yogurt</p> <p><b>Individually Wrapped Cookies</b> Oatmeal Raisin Peanut Butter Double Chocolate Chunk Chocolate Chip</p> <p><b>Chef Attended Station</b> Warm Cinnamon-Raisins Rolls Buttermilk Sugar Glaze</p>	<p><b>Server Attended Station</b> Kale-Minestrone Soup, Basil Pesto</p> <p><b>Individually Packaged</b> Roasted Beet Salad, Arugula Leaves, Goat Cheese, Citrus Vinaigrette</p> <p><b>Server Attended Salad Station</b> Cherry Tomato, Hardboiled Egg, Bacon, Gorgonzola, Onion, Ham, Turkey, Chicken,</p> <p><b>Individually Wrapped Under Headlamp</b> Pastrami Sandwich, Thousand Island Chicken Pram Sandwich, Provolone Cheese Vegan Grilled Cheese Sandwich</p> <p><b>Chef Attended Station</b> Beef and Fresh Ricotta Lasagna Roasted Tomato Coulis</p> <p>Charred Brocolini, Lemon Zest</p> <p><b>Jarred Desserts</b> Tiramisu Strawberry Shortcake Panna-Cotta</p>	<p><b>Server Attended Station</b> Freshly Brewed Coffee and Selection of Teas</p> <p><b>Individually Bottled</b> Flat and Sparkling Water Bottled Juices La Colombe Draft Ice Latte Flavored Iced Teas</p> <p><b>Individually Wrapped Whole Fruit</b> Tangerine, Bananas, Apples</p> <p><b>Individually Wrapped Tea Sandwiches</b> Ham, Aged Cheddar Spread Cucumber, Cream Cheese</p> <p><b>Individually Wrapped Donuts</b> Sugar-Cinnamon Maple-Pecan Chocolate Glazed Matcha Green Tea Espresso Coffee</p> <p><b>Chef Attended Station</b> Individually Wrapped Miniature Hot Dogs Ketchup, Mustard</p>

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## MEETING + EVENTS

### BAR IDEAS



## ADDITIONAL RESOURCES

### MGS RESOURCES

[Marriott COVID-19 Resources by Continent](#)

[Ecolab Guidance by Region](#)

[Global Food Safety](#)

### SUPPORT RESOURCES

[Ask.Ops@Marriott.Com](mailto:Ask.Ops@Marriott.Com)

[Ready@marriott.com](mailto:Ready@marriott.com)

[Global Food Safety Inbox](#)

### EXTERNAL LINKS

[CDC](#)

[WHO](#)

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