



OUR HOTEL PLAN:

# Residence Inn Kapolei

COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

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TO CLEAN

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IMPORTANT NOTE: The information in this document was prepared for use by Marriott owned, leased and managed hotels. It is provided to Marriott franchised hotels for information only, unless otherwise noted. Franchisees and franchise management companies should consult with their own legal counsel and advisors to ensure implementation of reasonable protocols and communications at franchised hotels.

# COMMITMENT TO CLEAN PLAN

## ASSOCIATE PROTOCOLS

## HOTEL PLAN



### CLEANLINESS CHAMPION

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

1. Cleanliness Champion: Tiffany Nozawa



### TRAINING

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

1. CleanMatters daily stand-up training or another documented cleanliness training delivered (materials forthcoming from Marriott International)
2. CleanMatters COVID-19 Refresher Training completed by incumbent associates and all new hire associates (training to be developed)
3. Property leadership must document that each new hire has completed CleanMatters within 90 days of hire- documentation will note CleanMatters, date completed, and be signed by the associate and the hotel leader
4. Training program will include:
  - Detailed cleaning process
  - Tools for managing day-to-day housekeeping operations (e.g. checklists, job aids)
  - Process differences between occupied and vacant guest room cleaning
  - Processes for non-guest room cleaning & disinfecting (e.g. lobby, registration, fitness center, public restrooms, general public spaces, outside areas, etc.)
  - Descriptions of proper tools and chemical usage
  - Tools to assist in running an efficient and effective laundry operation
  - Guidelines for ensuring the safety and security of associates
  - Instructions for proper don, wear and disposal of PPE
5. Scheduled Trainings and sign off (employee acknowledgement to employee file) on Associate Protocols for every department regarding Hand Hygiene & Etiquette, Cleaning Products, Associate Personal Protective Equipment (PPE) and COVID-19 Case Approach & Room Recovery
6. Scheduled Training and sign off (employee acknowledgement to employee file) on Associate and Guest Protocols for Signage, Social & Physical Distancing, Guest Room Entry and F&B Execution
7. Applying the C.A.R.E (Cleaning, Associate PPE, Reinforcing Social Distancing, Equipment) framework in every department



## HAND HYGIENE AND ETIQUETTE

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

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

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

1. Add proper handwashing training/discussion to daily line up and have associates demonstrate daily
2. Create and display posters/signage for proper handwashing, sneezing, and coughing protocols by each timeclock and in associate
3. Associates are to wash hands frequently (minimum every 20 minutes or after each guest room or public areas cleaning/sanitation), using antibacterial soap and warm water (100F / 38C)
4. Hand Sanitizer with at least 60% alcohol must be available for associates
5. Hands should be washed every 20 minutes for 20 seconds following proper hand washing techniques
6. Associates who are unable to wash their hands every 20 minutes should use hand sanitizer as an alternative

## ASSOCIATE PROTOCOLS



### CLEANING PRODUCTS

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

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

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

## HOTEL PLAN

1. Print and display product lists to be used in each department along with directions/infographics, and MSDS product safety sheets
2. Provide specific labeled and located trash receptacles for used PPE
3. Utilize EPA-approved cleaning & disinfecting against that kill the COVID-19 virus
4. Utilize HEPA (High-Efficiency Particulate Air)/ULPA (Ultra-Low Particulate Air) or RestorAir (or similar) devices for use throughout the hotel (guest rooms, F&B, public spaces, etc) to sanitize air
5. 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, water fountains, sanitizing stations (contactless, pump, and wipes):
  - Between every associate and guest use or every 2 hours
  - At the beginning and end of each shift
6. Set automatic Hand Sanitizer Stations at high traffic customer touch points including: entry/exit, elevators, Restaurant Bar, Fitness Center, guest laundry, business center and Front Desk
7. Place hand sanitizing wipes in every guest room, gym and pool.
8. Electro-static Sprayers and Ozone machines are in use throughout the property to properly, disinfect, and deodorize areas.
9. Return guests and guests who register their Covid Test Papers with us are highly encouraged to utilize our Mobile Guest Key program and skip the front desk entirely.
10. Guests on Quarantine are given a single shot – one use key until such time as they have completed quarantine or have their negative test results available.



## PERSONAL PROTECTION EQUIPMENT

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

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

Conduct temperature checks for associates prior to work shift.

1. Prepare and provide a list of required PPE for each Associate based on their job duty, directions on proper use and disposal for them to sign with a copy for themselves
2. Masks are **REQUIRED** by ALL individuals – employees and Guests while inside the building in any common area.
3. Identify areas in each department where Associates will pick-up/receive their PPE for the day
4. Make appropriate PPE (eye protection, masks, gloves) available to all associates by time clock, during daily line up and in by department
5. Screen temperature of associates and vendors when allowed by law
  - Deny entry to those with a temperature of 100.4F (38C) or above
  - Do not collect or retain temperature data
6. 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
7. Gloves must be replaced every two hours when performing the same task, OR:
  - When gloves become damaged, ripped or torn
  - When gloves become visibly soiled
  - When moved from one work task to another



## COVID-19 CASE APPROACH & ROOM RECOVERY

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

1. Produce and have available in all departments protocols for presumed positive cases and self-quarantine procedures
2. Enhance the above to include cleaning protocols for Housekeeping, Loss Prevention and MOD logs
3. Provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
4. Create quarantine and COVID-19 case room log to follow up and inform staff for safety and delivery during this time of making sure that our guest is ok and our guests and staff stay safe and protected



## SIGNAGE

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

1. Download signage templates from MGS and place in HOH to ensure Associate awareness
2. Create guest facing signage and place in queuing areas as well as high traffic areas to notify guests of PPE and social distancing requirements based on state/local jurisdictions
3. Create hand hygiene and cleanliness protocol signs for Front Desk, Public Spaces (F&B and Public Restrooms) for guests and in the Back of House for associates

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

4. Provide signage in/around pool to ensure awareness of new capacity guidelines for social distancing
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## ASSOCIATE & GUEST PROTOCOLS

## HOTEL PLAN



### SOCIAL & PHYSICAL DISTANCING

Hotels must identify and implement actions to promote social distancing in public spaces (lobby, elevator, restrooms, etc.), meetings and events (room sets, layouts, guest flow, etc.), and F&B outlets (seating, queueing, etc.)

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

1. Order floor decals/stickers without brand logos and place in queuing areas to denote safe distances for waiting
2. Create a re-designed diagram for lobby, pool, firepit, breakfast and BBQ area furniture and seating that encourages social distancing requirements
3. Plexi glass barriers in place at front desk and at Restaurant Bar
4. Social distancing signage on floor and up at front desk and in the bar.



### GUEST ROOM ENTRY

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

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

1. Adjust Housekeeping to limit entering guest room. Guest room cleaning is upon request and must be scheduled. NO cleaning will occur other than swapping out linens and trash when a guest is on quarantine. Guests with a stay greater than 29 days will be asked to vacate room so a deep clean can be conducted. Guests may be asked to move rooms at that point if managers deem necessary.
2. Provide guest communication letter to update on cleaning protocols for guest room
3. Use Approved cleaning products, protocols, and tools with a focus on all "touchpoints" and non-permanent items (hair dryers, etc.)
4. Utilization of EPA-approved cleaning & disinfecting agents that kill COVID-19 virus
5. Implementation of use of Electro-static machine upon every guest check out with Standard Operating Procedure on guest check out- room is ozoned, put on Hold for 24 hours then inspected and stripped by Housekeeping Manager and then cleaned by Housekeeper and re-inspected by Housekeeping Manager- signed off by every employee in Front Desk, Housekeeping and Engineering Department
6. Implementation of Standard Operating Procedure of cleaning a guest room- laminated sheets for all housekeepers to carry, as part of their uniform using infographics along with text so that they may answer engage guest questions around cleaning processes (employee acknowledgement to employee file)
7. Disinfect all housekeeping, engineering or other service tools utilized to clean guest rooms, minimally, at the end of each shift
8. Remove all high-touch decorative items within guest room that cannot be cleaned or sanitized after each guest stay
9. Bag dirty linen to eliminate excess contact while being transported to the laundry facility



### FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

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

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

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

1. Evaluate restaurant menus and limit offerings to those items that maintain quality presentation and standards when served in to-go packaging
2. Breakfast Buffet now Grab n Go breakfast Bento and Juice set in lobby every morning- no coffee station
3. Bar/Alcoholic Beverages are served by using canned/prebatched and bottled wines and cocktails in accordance with state/local liquor laws once we reach Tier 4 of the Honolulu County reopening plan. Currently the bar, fire pit and BBQ grills are CLOSED until we reach Tier 4.
4. Bar set with associate sanitizing station (all bartenders trained on how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel
5. Social distancing signage and line designations to be at bar
6. No monetary transactions, no tip jar
7. 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
8. No pre-sliced fruit/garnishes used
9. Dispose of any remaining unpackaged food & beverage items
10. All bar supplies to be in pre-packaged sustainable straws, cups, to go containers, etc
11. All food will be pre-packaged Grab n Go

## HOTEL PLAN: ADDITIONAL ITEMS

1. Every department will have a Commitment to Cleanliness Plan Binder and Log with daily, weekly, monthly cleanliness updates for line ups, training and standards
2. Department heads/supervisors will be in charge of keeping employees up to date on cleanliness standards, product, compliance, training and policies
3. Residence Inn Kapolei will start an award for Commitment to Cleanliness Employee of the Month contest with a monthly reward provided by our local vendors for a Big Bag for Cleanliness!
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