

Number of guest rooms at hotel
Answer: 426 rooms

Element #2: Facility Commitment Statement

- Matthew Koike _____
- Melanie Tennent _____
- Aileen Francisco _____
- Eian Kim _____
- Heidi Wright _____
- Stephen Weldon _____

Element #5: Goals and Objectives

Obtain GBAC STAR accreditation by December 31, 2020

| Goal 1: | |
|-------------------|--|
| Specific | We will complete and submit all required information to receive GBAC STAR accreditation. |
| Measurable | Matthew Koike Chairperson of the committee will work alongside Melanie Tennent Co-chair and well being leaders to ensure we maintain, update, and review policies, procedures, and information in place to remain in compliance. |
| Achievable | Initial submission of application has been completed. We are in the final review process to receive accreditation. |
| Realistic | As others in our industry and others have gained compliance, we shall, as well by utilize the available resources, policies, and procedures in place to obtain and remain in compliance. |
| Timely | Any further required information will be submitted a minimum 2 weeks after notification. We will receive accreditation by December 31, 2020 |
| Example Goal: | |
| Specific | Maintain all physical distancing guidelines put in place by the CDC, WHO, or the national governments regulatory body |
| Measurable | The manager on duty will ensure staff and guests maintain physical distancing guidelines. If guidelines are not being followed correctly, management will reevaluate the procedures in place. |
| Achievable | Signage and flooring cues have been ordered and will arrive before reopening |
| Realistic | Physical distancing guidelines have been put in place, clearly defined by the CDC, WHO, or the national governments regulatory body, communicated to all staff and |

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| | employees, and signage and flooring cues have been ordered to aid in enforcing guidelines |
| Timely | Signage will arrive and be installed by 8/1/2020 |

Element #6: Program Controls and Monitoring Procedures

Please see attached appendix 2. Please fill this in and change “facility” to your hotel name, and then send it back to me.

Element #7: Risk Assessment and Risk Mitigation Strategies

Example of what we’re looking for below. Please add different locations below specific to your hotel.

| Location Area | Description | Rating of Risk | Hazards | Mitigation Strategies | How will you check it |
|---------------|---|----------------|--|---|---|
| Restrooms | Touch points include door knobs, sink handles, toilet, dispensers, partitions | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Restroom cleaning and disinfection procedures, reduced facility equipment to allow social distancing, mask glove requirements. Approved chemicals socially distance signage | We will check and clean and disinfect daily |
| Gym Facility | Touch points: Free weights, Gym equipment, restroom, tv remote, water station | High | Infection, body fluids, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection, reduced hours, limited capacity, reduced facility equipment to allow social distancing, mask glove requirements. socially distance | Shift Checklist and Daily walk through |

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| | | | | signage | |
| Lobby/Lounge | Touch points: tables, bar top, armrest and chairs, sanitizer station, water station, entrance doors, hand rails, | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection, socially distanced seating, mask glove requirements. socially distance signage | Shift Checklist and Daily walk through |
| Pool Facility | Touch points: lounge chairs, tables, towel bin, towel holder, gate entrances/exit | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection, reduced hours, limited capacity, mask glove requirements. socially distance signage | Shift Checklist and Daily walk through Shift Checklist and Daily walk through |
| Common Areas / Elevators | Touch points: phones, tables, paintings, elevator call buttons hand rails, key readers, | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection mask glove requirements. Limited capacity socially distance signage | Shift Checklist and Daily walk through |
| Guest Rooms | Touch points: restroom, tables, bed, tv, thermostat, lights, vanity/sink, closet and supplies, safe | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and disinfection according to policy and procedures, reduced frequency of cleaning, restorair machine, approved chemicals, mask glove requirements. | Shift Checklist / Room inspections |

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|--------------------|---|------|--|---|--|
| Breakfast Facility | Touch points: tables, chairs, partitions, | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection mask glove requirements. socially distance signage | Shift Checklist and Daily walk through |
| Front Desk/Office | Touch points: work stations, card readers/scanners, partitions, keys, work stations | High | Infection, body fluids, cross contamination, close quarter contact, chemicals, potential for slip and fall | Daily Cleaning and hourly disinfection, mobile check in and mobile keys, disinfection and cleaning of guest keys between use mask glove requirements. socially distance signage | Shift Checklist and Daily walk through |

Element #11: Inventory Control and Management

1. Please include who is responsible for inventory management of supplies and equipment associated with the GBAC STAR™ Program below. (Give name and Title please) at your hotel.
 - a. Answer: Matthew Koike/Director of Housekeeping
2. How often will supply levels be checked? Who will do this? How will supply needs be communicated to the correct person to order?
 - a. Answer: Supplies will be checked weekly by department managers. Should supplies be needed, department managers will notify DOH.

Element #12: Personal Protective Equipment (PPE)

1. Describe/outline your training plan for use of PPE by relevant personnel.

- Training will be conducted utilizing in person videos and demonstrations for all new and onboarding associates.
- Monthly Safety meetings will be conducted to refresh training and review policies.

Element #13: Waste Management

1. Designate personnel and their roles and responsibilities in terms of your facilities waste management plan. List below.

| Roles | Responsibilities |
|------------------------|---|
| Example: John Doe | Ensure trash cans are appropriately placed and there is signage reminding staff and guests to properly dispose of used masks and gloves in the trash can |
| Houseman | Ensure linen is separated and sent out for laundering. Dispose of trash from maid closets, common areas, guest facilities, office, and meeting spaces. For suspected/confirmed cases of infection treat all items coming out of room as biohazard and separate and send out separately for disposal and cleaning |
| Room Attendants | Ensure room linen and trash are removed and cleaned according to safety protocol. In the event of suspected or confirmed cases of infection treat all items coming out of room as biohazard and separate and notify houseman for disposal and cleaning |
| Breakfast Host | Ensure trash is emptied daily and properly disposed of. |

Element #14: Personnel Training and Competency

1. Please include below how you will train all staff members properly and through what methods (PowerPoint, in-person, etc.) on appropriate cleaning, disinfection, and infectious disease prevention measures as well as new guidelines that have been put in place (CDC, local, state)
 - Answer: Training will be conducted utilizing in person videos and demonstrations for all new and onboarding associates.
 - Monthly Safety meetings will be conducted to refresh training and review policies.

Element #15: Emergency Preparedness and Response Plan

1. Needs to include your facilities (hotel specific) response plan to potentially infectious materials, which highlights your facilities GBAC STAR™ Program.

Pandemic

BACKGROUND AND SPECIAL CONSIDERATIONS

For more information about Pandemic events, please see the Risk Management page and the Reference Library on the Security Page at Hyattconnect.

Pandemic events involve the rapid spread of illness. The most common type of pandemic is driven by influenza outbreaks. Influenza is a respiratory illness that is highly contagious and may result in a variety of symptoms, including: sore throat, coughing, sneezing, runny nose, headache, muscle ache, and fever. Some people may also suffer from stomach ailments such as diarrhea, muscle cramps, and vomiting. The most severe cases may result in death. Pandemic events can have a large impact in the hospitality industry. Hyatt's Risk Management Department is the source for detailed information about particular pandemic events as they occur.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

<Insert the role within the Hotel responsible for decision-making, action, and SSM Team notification for this threat>

| General Response Actions | |
|--|--|
| 1 | <p>General Advice for Pandemic Events</p> <p>Plan proactively for supplies and communication at the first news of an expected pandemic event.</p> <p>Establish a response plan at the first sign a pandemic event is occurring regionally in your area.</p> |
| <p>Activation of SSM Team:</p> <p>Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.</p> | |
| 2 | <p>Establish and Communicate Public Health Communications</p> <p>Public Health Communications will be shared through Guest Welcome Letters, Zingle, TV Hotel Channel, and guest facing signage in lobby and other public areas accessible to guests.</p> <p>Public health language will be submitted to appropriate native speaking associates within company for translation</p> <p>For associates, bulletin boards are in departments and will be updated by department heads and HR as needed.</p> |
| 3 | <p>Establish IT Protocols for Remote Access and Information Transfer</p> <p>Currently all IT support is handled remotely by ELTS, Hyatt Corporate and Oracle.</p> |

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| 4 | <p>Establish and Distribute Hygiene Supplies</p> <p>We are participating with Avendra to ensure supplies are delivered and in stock when needed. We have established PAR levels in place to monitor inventory and ensure enough items are in stock. Associates are in told during on-boarding and during pre-shifts with managers and supervisors.</p> |
| 5 | <p>Coordination with Local Authorities, SSM Team, Levels 2 and 3</p> <p>General Manager Ihab Kherati and AGM Melanie Tennant will be responsible for coordination with local authorities></p> <p>General Manager Ihab Kherati will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate></p> |
| 6 | <p>Post Incident and Recovery</p> <p><u>See Section 8 Post Incident and Recovery for detailed plans</u></p> |

Regulatory Action (Local Authority)

BACKGROUND AND SPECIAL CONSIDERATIONS

Regulation visits can be from independent agencies ensuring your Hotel is safe and legally compliant as a working environment, or they can be in response to an incident.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

<Insert the role within the Hotel responsible for decision making, action, and SSM Team notification for this threat>

SPECIALIZED EQUIPMENT AND RESOURCES

<Insert specialized equipment, storage location, person responsible for retrieval>

<Insert local authorities' contact information and who is responsible for contacting them>

General Response Actions

| | |
|---|--|
| 1 | <p>General Advice for Regulatory Visits</p> <p>Be polite, cooperative, and prompt. Establish this tone in all interaction and communications. Do not speak with a regulatory official over the phone unless you have already met in person. A manager should accompany the official at all times. Do not allow an official to walk the Hotel alone.</p> |
| <p>Activation of SSM Team:</p> <p>Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.</p> | |
| 2 | <p>Prior to the Visit</p> <p>Weekly property walks to ensure signage visible regarding social distancing, mandatory mask usage, and visible hand sanitizer stations. Identify any areas which need further attention and correction.</p> |

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| 3 | <p>During the Visit</p> <p>General Manager Ihab mediates interaction with the inspector/official during their visit (controlling access, taking notes, photography, etc.)></p> |
| 4 | <p>After the Visit</p> <p>Once inspection complete, review notes and findings. Correct any discrepancies and continue weekly walk throughs.</p> |
| 5 | <p>Coordination with Local Authorities, SSM Team, Levels 2 and 3</p> <p>General Manager Ihab Kherati and AGM Melanie Tennant will be responsible for coordination with local authorities></p> <p>General Manager Ihab Kherati will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate></p> |
| 6 | <p>Post Incident and Recovery</p> <p><u>See Section 8 Post Incident and Recovery for detailed plans</u></p> |

Element #16: Infectious Disease Prevention Controls
Please add site-specific examples.

| Control Description | Control Type |
|--|--|
| Installing hand sanitizer stations throughout facility | Engineering |
| Signage throughout the facility reminding guests and employees to wear masks and physically distance | Housekeeping/Admin |
| Enforcement of mask and gloves policies for staff | Department managers |
| Enforcement of mask policy for guest | All associates. In case of non-compliance managers to be notified and take over |
| Placement of floor decals advising of social distancing | Engineering |
| Restocking of sanitizer stations | Houseman/housekeeping |
| Cleaning and disinfecting of common areas and guest facilities | Houseman/housekeeping |
| Front office cleaning and disinfecting of workstation and partitions | Front desk host/ Houseman |
| Cleaning and disinfecting of breakfast facilities (tables, chairs, etc) | Breakfast host/Houseman |
| Cleaning and disinfecting of guest rooms | Room Attendant/housekeeping |

Element #18: Audits and Inspections

- Please include how you will audit for your GBAC STAR Program.
 - o Daily audits will be conducted by Department Managers and wellbeing leaders and tracked with check list.
 - o Annual audits will be conducted by GBAC STAR Program administrator.

Audits and inspections can include daily walkthroughs by management or formal audits of the GBAC STAR program. Make sure these are documented.