



OUR HOTEL PLAN:

The Royal Hawaiian

COMMITMENT TO CLEAN



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UPDATED:
August 11, 2020

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This plan document outlines specific guidance and steps to ensure cleanliness, adherence to safety protocols, associate and guest safety regarding COVID-19 are accounted for throughout the hotel. All associates must be familiar with the hotel's plan and be able to communicate it to guests as needed.



CLEANLINESS CHAMPION

The Cleanliness Champion will lead the hotel’s efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols.

1. Cleanliness Champion Rachel Lindsay
2. Cleanliness Champion: LouEllen Kaneshiro
3. Cleanliness Champion: Eduardo Stockton
4. Cleanliness Champion: Robert Camello
5. Cleanliness Champion: Dave Kajihiro
6. Cleanliness is EVERYONE’S responsibility



TRAINING

Associates are required to complete training about COVID-19 safety and sanitation protocols, proper PPE use, new ways of cleaning and how to handle guest interaction.

1. All associates currently working will complete the courses: “COVID-19: Heightened Sanitation Practices” + “COVID-19: Reducing the Risk of Infections” in the Digital Learning Zone
2. All associates will complete the following required Marriott training modules: **Module 1 New ways of being**; social distancing and body language, **Module 2 New ways of cleaning**; Personal Protective Equipment, importance of hand sanitizer, **Module 3 Public Space Cleanliness**; Overview of public space cleanliness and high touch areas
3. All Housekeeping associates will complete the following required Marriott Training in addition to modules 1-3: **Clean Matters (formally known as ABC’s of housekeeping)**, **Module 4 How to handle it: chemicals, PPE, Biohazards and Guest information**; Presumed or confirmed COVID-19 cases on property, **Module 5 Guest room cleaning changes**; Cleaning cloths, entering guest room, Guest room HVAC, **Module 6 The new clean routine**; Bathroom cleaning process, bed making process, laundry, linen and terry, High touch surfaces, **Module 7 Touchless Transactions**, **Module 9 Electrostatic spraying**.
4. All Front Office associates will complete the following required Marriott Training in addition to modules 1-3: **Module 4 How to handle it: chemicals, PPE, Biohazards and Guest information**; Presumed or confirmed COVID-19 cases on property, **Module 7 Touchless Transactions**
5. All Engineering associates will complete the following required Marriott Training in addition to modules 1-3: **Module 4 How to handle it: chemicals, PPE, Biohazards and Guest information**; Presumed or confirmed COVID-19 cases on property, **Module 5 Guest room cleaning changes**; Cleaning cloths, entering guest room, Guest room HVAC, **Module 6 The new clean routine**; Bathroom cleaning process, bed making process, laundry, linen and terry, High touch surfaces, **Module 7 Touchless Transactions**
6. All F&B associates (FOH &BOH) will complete the following required Marriott training in addition to modules 1-3: , **Module 7 Touchless Transactions, Module 8 F&B cleaning essentials**; Cleaning process, credit card handling, associate dining room, In room dining, kitchen, Full service restaurant and new cleaning protocols for buffets.
7. All associates in “off” status will complete the above courses during their first shift back to work.
8. Clean Matters COVID-19 Refresher Training completed by incumbent associates and all new hire associates (will be included when associates return)
9. Ecolab Training videos, Ecolab program guides and full review of cleaning protocols of guest rooms, including kitchen and bathroom processes will be reviewed with associates on their return to work.

10. ECOLAB to train/retrain all team members who use their products on the proper method of use
11. Daily Training to support Commitment to Cleanliness
12. All associates and managers to complete all required Marriott training, both current and future.
13. All associates and managers will complete Marriott's Pack your mask play book and role play activities
14. EC members will support and train Marriott and Local Government Cleanliness protocols.



HAND HYGIENE AND ETIQUETTE

1. Proper handwashing training/discussion is a part of daily line up and associates demonstrate daily: 20 seconds
2. Display posters/signage for proper handwashing, sneezing, and coughing protocols are posted by each timeclock and in associate locker rooms.
3. Hand Sanitizer stations have been placed in Guest check in areas, Lobby, Pools, Front Desk and Restaurants, time clocks, associate cafeteria and locker rooms.
4. Utilize systems to promote social distancing, signage seating areas and check in technology.
5. Pre-Arrival confirmation notice and follow up letter for guest understanding property social distancing and government requirements
6. Hand washing video and COVID19 updates displayed on the televisions in the employee cafeteria.

PROTOCOLS

HOTEL PLAN



CLEANING PRODUCTS

1. Ecolab Peroxide Multi Surface Cleaner and Disinfectant (Yellow Cleaner), to be used for disinfecting and cleaning of all surfaces and high touch guest areas
2. High impact public areas including lobby area, elevators, elevator buttons, handrails, door handles, and luggage carts to be cleaned frequently throughout each day based on business volume
3. Disinfect all furniture couches, benches, chairs, and surfaces in all public areas frequently throughout each day based on business volume.
4. Print and display product lists to be used in each department along with directions/infographics, and SDS product safety sheets
5. Provide specific labeled and located trash receptacles for used PPE to be disposed of within their departments
6. Utilize checklists to document daily cleaning of key areas
7. Follow all guestroom cleaning protocols including placement of sanitizing surface wipes as part of cleaning process.
8. Hotel has removed all drinking glasses and transitioned to individually pre-wrapped plastic cups
9. Hotel Has removed the following items from guests rooms until further notice however they are available for our guests upon request: Hair dryers, Glassware, Bible, Book of Morman, compendiums (will be available on a QR code), collateral, books and magazines, pens and writing pads, and decorative pillows.
10. Guest room key cards are cleaned by spraying them with Ecolab Peroxide Multi Surface Cleaner and Disinfectant (Yellow Cleaner), allowing them to

sit for 2 minutes and thereafter wiping them with a clean cloth and repeating for the other side of each key card

11. ECOLAB to conduct in personal training for each department on their specific cleaning supplies and processes
12. Housekeeping associates have been and will be trained upon returning to work and prior to using the Electrostatic sprayers.



PERSONAL PROTECTION EQUIPMENT

1. Provide a list of required PPE for each Associate based on their job duty, directions on proper use and disposal. Document all training and issuance of PPE.
2. Associates will pick-up/receive their PPE for the day in their specific departments from their manager
3. Guest required to wear Masks while moving around the property
4. Hotel will display signage in the heart of the house reminding employees of PPE requirements at employee entrances, along with additional requirements for specific job duties in their designated areas. Hotel will also post and provide instruction on proper use of PPE.
5. Signage is displayed at employee entrance instructing employees not to enter if experience symptoms consistent with COVID-19. Employees instructed not to come to work if experiencing symptoms
6. All associates and vendors are required to enter the property through the security entrance where temperature checks are being conducted. Any associate or vendor with a temperature higher than 100.4 degrees will be sent home.
7. Training of protocol if an individual has a temperature of 100.4°F or higher



COVID-19 CASE APPROACH & ROOM RECOVERY

1. Follow protocols for presumed positive cases and self-quarantine procedures
2. Reinforce and provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
3. Follow cleaning protocols for Housekeeping, Loss Prevention and MOD logs for case recovery.
4. Hotel Director of Security to coordinate with management, to ensure we are following Marriott guidance on deep cleaning of all public areas and vacated guest rooms involved
5. Follow protocols for quarantine and isolation guests.
6. Set up communication list for Hawaii DOH guidance



SIGNAGE

1. Place Marriott mandated protocol signage in Heart of House to ensure Associate awareness
2. Guest facing signage is in place in queuing areas as well as high traffic areas to notify guests of PPE and social distancing requirements based on state/local jurisdictions



SOCIAL & PHYSICAL DISTANCING

1. Placed floor decals/stickers without brand logos and place in queuing areas to denote safe distances for waiting in guest facing areas such as but not limited to, Front Desk, Lobby Elevators, public areas
2. Re-design lobby/pre-function furniture and seating accommodating social distancing requirements
3. Re-design outlet lay-outs to facilitate social distancing while maximizing occupancy
4. Re-design and use reservations system for Pool lay-outs to facilitate social distancing while maximizing occupancy
5. Re-design and reservations system for Fitness center, Laundry room, Hospitality lounge and Guest Activities lay-outs to facilitate social distancing while maximizing occupancy
6. Installed Plexiglas barriers at the Front Desk to promote safe environment.
7. Utilize guest chat to reduce lines at Front desk and outlets.
8. Rearrange Mokihana (Employee Cafeteria) seating – social distancing and implement staggered lunch breaks.



GUEST ROOM ENTRY

1. Deliveries to guest rooms will utilize knock and step back service to reduce contact between guests and employees
2. Bell Staff to sanitize all guest luggage prior to storage and prior to delivery in guest room, wear gloves when handling all luggage, and sanitize carts after each use.
3. Housekeeping only services room when guests are not present.
4. Nonessential maintenance is scheduled when room is not occupied. Engineering will not provide services while guests are present.
5. Servicing of guest rooms will be based on guest preference. Guests will not be provided with any incentives or credits for waiving service.
6. Share and train “steps” of cleaning card 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
7. Use mobile ordering to promote social distancing.



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

1. Evaluate restaurant and IRD menus and limit offerings to those items that maintain quality presentation and standards when served in to-go packaging
2. Mai Tai Bar to implement Social Distancing and Order of Service.
3. Revamp Mailani AM and PM Service.
4. Individual condiments are given to guests, example Ketchup, mustard and salt and pepper in individual packets
5. Disposable menus and QR codes for restaurants
6. Disinfect furniture after every guest & meal period (wipe down all tables & chairs with disinfectant between customers
7. Social distancing guidelines will be followed for all future meetings and events booked. In accordance with Local/state government and Marriott guidelines and regulations.