



OUR HOTEL PLAN:

SHERATON KAUAI RESORT & SHERATON KAUAI RESORT VILLAS

COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

UPDATE: 9/21/20

COMMITMENT TO CLEAN PLAN

This plan document outlines specific guidance and steps to ensure associate hygiene and cleanliness and guest safety regarding COVID-19 are accounted for throughout the resort^{*AUDITABLE#2}. All associates must be familiar with the resort's plan and be able to communicate it to guests as needed.

ASSOCIATE PROTOCOLS



CLEANLINESS CHAMPION

The Cleanliness Champion will lead the resort's efforts around guest/associate safety and stays up to date on changing cleanliness needs and protocols. ^{*AUDITABLE#10}



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.

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1. Cleanliness Champion: Katie Brenner-Tataipu, Hotel Manager
2. Cleanliness Champion: Phil Bugado, Housekeeping Manager
3. Cleanliness Champion: Kendra Barron, Director of Housekeeping

Training class was held on 8/17, more will be scheduled. Daily briefings are currently in place for all associates.

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.
 - a. All associates in "off" status will complete the above courses during their first shift back to work.
2. Cleanliness Champions will continue to attend the ongoing Commitment to Clean webinars and update protocols accordingly and implement with all associates.
3. CleanMatters COVID-19 Refresher Training completed by incumbent associates and all new hire associates (specific training to be developed by Marriott International) and will reviewed with all Housekeeping Heart-of-the House Associates
4. Ecolab Training videos, Ecolab program guides and full review of cleaning protocols of guest rooms, including kitchen and bathroom processes will be reviewed and available for associates.
5. Daily CleanMatters reminders will be reviewed in stand-up meetings.
6. Commitment to Clean (on boarding for all returning/new associates and Daily Stand up training) is being used by all operating departments.
 - a. Module 1 New Ways of Being (whole hotel audience)
 - i. Social Distancing
 - ii. Body language
 - b. Module 2 New Ways of Cleaning (whole hotel audience)
 - i. Face Covering/ PPE
 - ii. Hand washing/ sanitizing
 - c. Module 3 Everyone plays a role in public space cleanliness (whole hotel audience)
 - i. Enhanced cleaning practices
 - d. Module 4 How to Handle It (Front Office, Engineering, Housekeeping)
 - i. Chemicals
 - ii. Biohazards
 - iii. Guest information
 - e. Module 5 Guest Room Changes Overview (Engineering, Housekeeping)
 - i. Guest room entry
 - ii. Changes in cleaning procedures
 - f. Module 6 The New Clean Routine (Engineering, Housekeeping)
 - i. Bathroom Cleaning
 - ii. New Bed Making Procedure

- iii. Laundry, Linen, and Terry
 - iv. High Touch Surfaces
 - g. Module 7 Touchless Transactions (Front Office, Food & Beverage, Engineering, Housekeeping, Meetings & Events)
 - i. Credit Card Terminal
 - ii. Room Key Disinfection
 - iii. Temperature Screening
 - h. Module 8 F&B Cleaning Essentials (Food & Beverage, Meetings & Events)
 - i. Changes to cleaning protocols
 - ii. Meetings & Events
 - i. Module 9 Electrostatic Spraying (Housekeeping, Engineering)
 - i. Preparation
 - ii. Use
 - iii. Cleaning and Storage
7. Attendance will be taken at each training class and follow up classes will be required for those that miss the training before they can start work.



HAND HYGIENE AND ETIQUETTE

Associates are required to follow proper hand hygiene and etiquette at all times.

1. Training will be given regarding regular hand washing following MI, and CDC guidelines. Hands should be washed or sanitized every 20 minutes or between each guest interaction whichever is sooner.
2. Hand sanitizing stations will be located in high customer and associate touch points including the following locations:
 - a. Elevator Landings
 - b. Garden Lobby
 - c. Ocean Lobby
 - d. Pool Areas
 - e. Restaurants
 - f. Time Clocks
 - g. Associate cafeteria
 - h. Associate locker rooms
3. Protect yourself and others posters for proper handwashing, sneezing, coughing, mask wearing, social distancing protocols are in the following locations:
 - a. Time clocks
 - b. Associate cafeteria
 - c. Human Resources
 - d. Associate locker room
4. Associate & all Guest Restrooms
5. We will utilize systems to promote social distancing, signage seating areas and check in technology.
6. Pre-Arrival notice will be sent to guests to provide an understanding of property social distancing and government requirements.

ASSOCIATE PROTOCOLS

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CLEANING PRODUCTS/PROCESSES

1. The following items have been temporarily removed from the guest rooms:
 - a. All in room collateral that cannot be sanitized between stays or things that are not thrown out after each stay.
 - b. Coffee Makers for hotel units

Associates are required to wear proper PPE and actively follow the updated cleaning guidelines at all times.

- c. Water glasses and coffee mugs for hotel units.
 - d. Throw pillows on sofa
2. The following items have been temporarily added or changed for the guest rooms and/or villas:
 - a. One package of Sanitizing wipes per check-in, additional wipes will be available per guest request.
 - b. Additional dishwashing soap has been added to the villa units
 - c. Individually wrapped plastic cups have been added to hotel units
 - d. All washed dishes will remain in the dishwasher and not placed back on the shelves to eliminate potential contact.
3. The following list includes specific products that are approved by the EPA for killing COVID-19. Associates will be trained, and information is available in the department regarding approved EPA cleaning products on property for use
 - a. Ecolab's 66 Heavy Duty Alkaline Bathroom Cleaner
 - b. Ecolab's Peroxide Multi Surface Cleaner and Disinfectant
 - c. Electrostatic sprayer
 - i. Ecolab's Peroxide Multi Surface Cleaner and Disinfectant
 - ii. VitalOxide
4. High impact public areas like the lobby, restrooms, elevators, elevator buttons, handrails, door handles, sitting areas, and luggage carts will be cleaned frequently throughout each day.
5. The electrostatic sprayer will be used in public spaces, locker rooms, restrooms, laundry room(s), meeting and event space(s) once a day.
6. Mop heads and cleaning cloths will be changed after each room.
7. Winsor Vacuums are being used with HEPA filters in them and will be cleaned at the beginning and end of shift by the housekeeper.
8. All public and associate restrooms have been updated to have automatic faucets, flushers, and paper towel dispensers.
9. On site Laundry HOH will be cleaned with disinfectant including washer and dryer daily.
10. On site Guest FOH laundry room will be cleaned with disinfectant including all washer and dryer units daily.
11. Guest room key cards will be cleaned by spraying them with Ecolab Peroxide Multi Surface Cleaner and Disinfectant, 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. PPE will be worn while cleaning.



PERSONAL PROTECTION EQUIPMENT

1. In accordance with Hawaii State law and MI standards all associates working been trained and incoming associates will be trained on usage of face coverings as it is now part of the uniform and everyone is required to wear face coverings while working
 - a. Each associate is issued five fabric masks
 - b. Disposable masks are available from department manager
 - c. Face shield and safety glasses are available on request or in case of inability to wear face mask.
 - d. Associates trained to change or dispose of masks that become soiled or wet as needed during daily use.
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- e. Associates are still required to wear proper PPE including face covering for the job/duty they are doing and actively follow safety guidelines as appropriate.
2. Disposable gloves are available for all associates and are highly recommended, if associates elect to wear the gloves they must be changed every two hours when performing the same task, or when changing tasks, gloves become damaged, or visibly soiled.
 3. Digital touchless thermometers are used to temperature check all associates and vendors, if they have a temperature of 100.4 or higher they will be sent home.



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 Cleanliness Champions 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. Signage posted throughout public spaces on cleanliness, social distancing, and hand hygiene. In compliance with both MI standard and Hawaii State law signs are posted at entries to the resort.
 - a. MI Face Covering Required
 - b. Social distancing floor stickers (front desk, concierge, pool services, restaurants)
 - c. Elevator markings for social distancing
 - d. Out of service for social distancing signage (fitness center, restrooms, poolside)
 - e. Out of service (water fountains)
 - f. E Malama Kekahi I Kekahi
 - i. Social Distancing
 - ii. Wash your Hands
 - iii. Cover a Cough or Sneeze
 - iv. Wear a Face Covering
 - v. Shaka no Shake
 - vi. Stay Home when sick
2. Associate awareness from MGS as well as CDC have been placed in HOH areas
 - a. CDC signs and symptoms poster
 - b. CDC cloth mask on and off poster
 - c. E Malama Kekahi I Kekahi (see above)
3. Guest facing signage posted in various locations of property as noted above to include but not limited to the following:
 - a. Entrances to Resort, Front Desk, all restrooms, HOH near time clock and cleaning stations



SOCIAL & PHYSICAL DISTANCING

1. Ordered and will install floor decals/stickers and place them in queuing areas to denote safe distances for waiting
 - a. Front desk, concierge, pool services, restaurants
2. Install plexiglass throughout property at various locations of property to include but not limited to the following:
 - a. FD, Concierge, Restaurants, Bars
3. Re-design public area furniture and seating accommodating social distancing requirements.
4. Re-design outlet lay-outs to facilitate social distancing while maximizing occupancy.
5. Temporarily relocate Café Ohana to the Poipu Ballroom to promote social distancing and implement staggered lunch breaks.



GUEST ROOM ENTRY

1. No IRD or Amenities at this time
2. In order to limit associate room entry during a guests stay associates will be trained on procedures to enter only when the guest is not present (exception is emergency situation) and if service items are requested to use contactless procedures following a “Knock and Drop” style delivery.



FOOD & BEVERAGE AND MEETINGS & EVENTS EXECUTION

1. Closure of IRD and Link Café in first phase(s) of reopening.
2. Self-service buffets are discontinued for events.
3. Lavas to-go only in first phase(s) of its reopening.
4. Luau not offered in first phase(s) of reopening.
5. Removing all offerings that are considered shared use in F&B, Events, and throughout the resort
 - a. Examples of things we are not offering or we have eliminated: water station in lobby, throw pillows on couches, self-service buffets, guest floor ice machines (guest request that will be delivered), in room coffee machine, water fountains throughout property (turned off).