MARRIOTT HOTEL
AND EXECUTIVE APARTMENTS
COVID-19 PROTOCOL

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1.0 INTRODUCTION

Since the beginning of 2020, the outbreak of COVID-19 pandemic has brought a huge impact to the entire world and more specifically to the way people live and think. In response to COVID-19 pandemic, the Marriott Hotel and Executive Apartments Downtown has compiled this COVID-19 protocol which is a combination of COVID-19 guidelines set by Marriott International, the Abu Dhabi Food Control and the Abu Dhabi Department of Culture Tourism (DCT).

2.0 RESPONSE TO COVID 19 PANDEMIC

2.1 Associate Health Screening / Testing

2.1.1 All associates undergo a mandatory governmental COVID-19 testing prior to resumption of duty. Only those who receive a ‘negative’ test result are allowed to work.

2.1.2 All associates are screened for health/fitness to work prior to start of their shift and monitored multiple times throughout operating hours.

2.1.3 Body temperature checks are performed

2.1.4 And monitoring for any symptoms of sickness.

All suspected associates will be isolated or not allowed access to hotel (refer to section 3.2 page 11)

2.2 Guests Health Screening

2.2.1 A thermal scanner are installed in the main entrance.

2.2.2 All hotel guests accessing the restaurants/outlets are being checked for their body temperature

2.2.3 All room guests are required to accomplish a guest health form upon check-in

All suspected guests will be dealt with accordingly (refer to section 3.1 page 10).

2.3 Awareness and Training

2.3.1 A hygiene behavior card are being distributed to guests at reception to give awareness to all COVID 19 Precautionary measures.

2.3.2 Signage are posted along conspicuous places all over the hotel detailing all COVID 19 precautionary measures.

2.3.3 All associates have undergone training on COVID 19 protocols upon resumption of their duties.
2.4 COVID 19 Precautionary Measures for both guests and associates

2.4.1 Social Distancing & Crowd Control

a. A distance of 2 meters in between persons has to be maintained at all times. Social distancing markers are placed all over the hotel from the check-in counters, bars and inside lifts.
b. All hotel seating are kept at 2.5 meters between tables, with only 4 people allowed in each table.
c. Restaurant capacity has been reduced to 60% to ensure that social distancing can be effectively implemented.

2.4.2 Personal Hygiene and Personal Protective Equipment (PPE)

a. All guests and associates alike are required to wear masks upon entering the hotel, those without masks are not allowed access.
b. Use of gloves is optional for guests
c. All guests are encourage to sanitize their hands regularly thus sanitizers are conspicuously placed all over hotel premises.
d. All associates are trained how to use and dispose all PPEs safely.
e. All associates are trained on correct and effective handwashing procedures and are regularly monitored for adherence to correct hand hygiene (refer to section 2.5.1, page 4)

2.5 Personal Hygiene, Sanitation/Disinfection

2.5.1 General Handwashing Guideline

The most effective way to prevent the spread of COVID-19 is with careful and frequent hand washing. Proper hand washing technique includes:

a. Using approved antibacterial soap and clean potable water, vigorously for at least twenty seconds.
b. Hand washing is imperative after toileting, but also necessary after touching the face, smoking, handling chemicals, cleaning, sweeping, emptying refuse containers, handling raw or cooked food, and between changing gloves.
c. Stop and wash hands every 20 minutes

2.5.2 Associates

a. Associate(s) who feel sick or experience COVID-19 type symptoms must be sent home immediately and urged to seek medical care immediately.
b. Associates that are on sick leave submits a fitness to work form from their healthcare provider, including the food handlers. On the other hand, food handlers (cooks and service staff) in addition the fitness to work has to accomplish a Back to Work declaration form (MHMEAHM-Form-15) signed by their Department Head and Human Resources Manager.
c. The ill associates’ workstation must be disinfected with a 70% Alcohol Based surface disinfectant and all who were in contact with the individual must be quarantined and monitored for COVID-19 type symptoms. Should there be a confirmation of COVID-19, a deep clean of the areas associated to the individual should be performed aligned to COVID-19 cleaning protocols, a third-party remediation company should be considered.

d. Notify all HODs and report to Estijaba, 8001717, Department of Health Abu Dhabi operation center.

e. Follow up with the ill associate and notify your Market Leader if the associate was diagnosed with COVID-19.

f. Ensure all associates have access to adequate supplies of hand soap potable water or 70% alcohol based hand antiseptic at all times.

g. Ensure adequate supply of facemasks and gloves.

h. Ensure all associates adhere to appropriate coughing etiquette and practice correct hand hygiene, by regular monitoring and training.

i. Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facility.

2.6 Property Sanitation / Disinfection Procedure

All cleaning and disinfection chemicals are EPA approved and used in accordance with manufacturer’s safety and usage instructions.

2.6.1 General Public Areas Sanitation Procedure

a. A cleaning/disinfection frequency in common areas is done every 2 hours using a 70% alcohol based disinfectant spray.

b. A dedicated cleaner is assigned to focus on public restrooms and public spaces

c. Special focus in areas especially in high traffic areas and high touch points such as

- Handrails / doorknobs
- Elevator buttons
- All entrances door handles
- Bell stand
- Concierge
- Lobby bathrooms
- Elevator buttons
2.6.2 General Food and Beverage Sanitation Procedure

a. Check all high temperature dishwashers daily to ensure final rinse is 82° C degrees and water resistant dish thermometer gives 71° C and above. Checking to be done every start of washing period, and every hour thereafter.

b. Wipe down all tables and chairs with 70% alcohol based disinfectant wipes or spray, and clean and disinfect all table surfaces before start of operation and after the operation using soap and water and disinfect with 70% alcohol based disinfectant.

c. Deep clean and disinfect all food preparation work surfaces line areas before start of operation and after the operation using soap and water and disinfect with 70% alcohol based disinfectant. During operation, sanitize all food preparation tables every 2 hours.

d. Assure no bare hand contact with ready to eat foods.

e. Food and beverage operation must adhere to Abu Dhabi Food Control Authority requirements, for food safety compliance.

2.6.3 Bar

a. Assure no bare hand contact with ready to eat food for bartenders.

b. Disinfect area including equipment every 2 hours and increase to 30 minutes during a heavy operation.

c. Do not display open garnish jars.

d. Drink garnishes should not be displayed.

e. Equipment including shakers, spoon, ice scoops, etc. should be washed, rinsed and sanitized after every use and on a regular basis.

f. Wipe down (sanitize) all menus and check presenters (including digital) after each use using 70% alcohol based sanitizer/disinfectant.

2.6.4 In-Room Dining

a. Disinfect area including equipment every 2 hours

b. Use only single serve creamers, half & half, etc.

c. Carafes, air pots are washed, rinsed and sanitized between each use.

d. All served food and beverage items must be covered and/or wrapped

e. Disinfect carts after every use

f. Associates wear gloves to avoid cross contamination
2.6.5 Front Office

a. Increase guest request items / supplies at Front Desk and Retail like hand sanitizer.

b. Sanitize all returned hard keys and credit card readers using 70% alcohol based disinfectant spray

c. Sanitize surfaces and equipment (AYS/FD) between shifts. Examples include shared cell phones, headsets, keyboards, house phones, bank keys, back-of-house shared equipment

d. Luggage rooms should be sanitized, and floors mopped with Ecolab product “Wash N Walk”

e. Each staff member at the Reception Desk to wear face mask and gloves. Gloves are to be exchanged every hour or when needed.

f. Encourage guest to use 'smart' payments as a preferred method to reduce contact and contamination while cash payments are still valid and not to be rejected, and ensuring the installation of alcohol based hand sanitisers at payment counters.

g. Smart payment machines are to be sanitised before and after being presented to any guest.

h. Workstations and employees hands must be disinfected after each guest interaction.

i. Daily sanitising must be performed in all the operational areas after daily duty timings.

j. Each arriving guest must to be handed a COVID-19 flyer / Hygiene Behavior Card.

2.6.6 Housekeeping / Rooms

a. Reinforce standard Housekeeping cleaning protocols (see Clean Matters program on MGS)

b. All employees must wear masks and gloves.

c. Allow only two housekeeping staff members in a room at a time

d. Guests are not allowed to be in the room while the room is being cleaned.

e. Sanitize all surfaces potentially contacted by guests.

This includes, but is not limited to:

- Light switches and all bathroom surfaces
- Telephone
- TV and TV remote control
- Door handles, thermostat or AC controls
- Dresser handles, inside drawers, hangers, luggage rack, and safe
- Ironing board and iron
- Coffee maker, microwave, refrigerator
- Pens
- Sanitize floors and carpets
- Wand or pull chords for sheers and drapes
- Dispose of all reading materials if not removed during clean-up
• Dispose of all used and unused/unopened coffee and drink
• Use only single use cups / glasses.
• Empty and sanitize the guest refrigerator and dispose all contents

2.6.7 Minibar/laundry unit

a. Minibar services are not allowed in-room. Mini Bars will be available on demand only. Guests will be advised to contact room service.

b. Encourage the use of single-use tools.

c. Separation and packaging of laundry during transportation and delivery.

2.6.8 Engineering

a. Engineering Guest Service Technicians (GSTs) should wash their hands thoroughly with soap and water regularly throughout the day, but particularly after responding to a guest call.

b. If available, GSTs should carry a bottle of hand sanitizer which is at least 70% alcohol and apply it frequently.

c. GSTs should carry disposable gloves with them and wear them during certain tasks and must wear mask at all times.

2.6.9 Gym

a. Undertaking to be signed by visitors to ensure commitment towards adhering to precautionary measures

b. All trainers and guests must wear masks and gloves, and change them frequently.

c. Guests must wear a facemask at all times and while engaged in light or moderate physical activity but this can be lowered/removed whilst engaged in strenuous physical exercise. Visitors must not be received otherwise.

d. When using gym equipment, individuals to use their own gloves.

e. Equipment must be set up to respect the 2 metre distance rule.

f. Physical distancing markings of 2 metres should be clearly defined on the floors for all queues, including the bathroom.

g. Train individually, except for during group training sessions.

h. Observe physical distancing during group training sessions, provided number of participants does not exceed 40% of the capacity of the session.
i. Visitors to carry personal hygiene kits, and use their own towels.

j. Ensure that equipment for hand washing, including soaps and alcohol based hand sanitisers, is provided throughout the sports facility.

k. Cleaners to be available to perform ongoing cleaning and disinfection in the facility every two hours whilst guests are using the facilities.

l. Disinfect all equipment and devices every hour and before use.

m. Provide material to wipe/disinfect equipment before and after use

n. All common surfaces, areas/high touch points must be properly cleaned and disinfected using the products and methods recommended by the Department of Health Abu Dhabi.

o. Ensure cleaning and disinfection for all facilities after daily duty timings.

p. Daily misting of disinfection solution must be performed in all the operational areas.

q. Not allowing the use of changing rooms, shower rooms, sauna rooms and prayer rooms.

r. Encourage guest to use ‘smart’ payments as a preferred method to reduce contacts and contamination while cash payments are still valid and not to be rejected, ensuring the installation of hand sanitisers at payment counters.

s. Smart payment machines are to be sanitised before and after being presented to any guest.

t. All newspapers, magazines and water dispensers to be removed.

2.6.10 Guest Transportation

a. Currently, only self-parking is allowed and Valet Parking is suspended until advised by the authorities.

b. The maximum number of people allowed in the car is 3 (including driver). Alcohol based sanitiser (70%) gel and wipes must be available in the car for guest use. Guests will not be permitted in the front passenger seat.

c. If guests are to be transported by buses, each row can only seat on person. Individuals must sit on opposite corners of the row in front of them. Sanitiser gel and wipes must be available in the buses for guest use.

d. Masks should be worn by all commuters throughout the journey, however gloves are optional.

e. Vehicles must be cleaned & sanitised before/after each trip.

f. Daily misting of sanitising solution must be performed in all the operational areas after daily duty timings.
2.6.11 Goods Delivery

a. Supply chain provision to be handled carefully, ensuring the highest standards of hygiene assurance from offloading from trucks until facilities Storage, and to adhere to receiving timings from 8AM-3PM only.
b. Delivery personnel must go through temperature screening first and obtain an ID before they are allowed to unload in the unloading bay.
c. All delivery personnel must wear masks and gloves and maintain safe distance of 2 meters from the receiving clerk.
d. Deep cleaning and disinfection of the receiving areas is done before and after the operational hours.
e. A hand soap, hand sanitizer and hand wash sink with potable water is being provided in the vicinity.
f. All delivery personnel are not allowed to access the food stores and cold storages and food handing areas.

3.0 COVID EMERGENCY RESPONSE PLAN

A dedicated Isolation room has been identified in the hotel to isolate suspected cases. And in case of suspected cases, hotel has to generally rely on government and public health authorities to manage the public health threat posed by COVID-19 and should follow their guidance (ref MI COVID 19 Protocol).

3.1 Guests

3.1.1 Every guest that has a body temperature of or higher than 37.3 Degrees Celsius, should be escorted to a designated isolation room in close proximity to the main entrance, with the 'Estijaba' service at the operation centre at the Department of Health to be alerted (on 800 1717) in line with local COVID-19 rules and regulations. If the person wants to leave the hotel immediately this will be allowed. Hotels should try to obtain person's ID and contact details. All ID and contact details of this person must be recorded and forwarded to the General Manager (DCT).

3.1.2 Guests showing flu symptoms are to be denied access to the hotel establishment premises (DCT).

3.1.3 With respect to in-house guests showing symptoms, they should not be allowed out of the room until medical checks have been cleared (DCT).

3.1.4 Report any guest who display flu symptoms to the 'Estijaba' service at the operation centre at the Department of Health on 800 1717 (DCT).

3.1.5 Guests who experience COVID-19 symptoms should be asked to stay in their rooms and encouraged to seek medical attention and hotel must notify the local health department.

▪ The hotel will not provide cleaning and housekeeping services.
• The guest is expected to stay confined to their guestroom during the entire stay.
• Requests for service or assistance should be made through AYS, mobile chat, or the hotel operator instead of doorknob menus or other in-room collateral.
• The guest may contact the hotel leaders via their mobile phones.
• The guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other customers and associates.
• The guest must contact hotel management prior to checking out / departure from the hotel to provide an update on their condition.

3.1.6 CLEANING AND ROOM DISINFECTION UPON GUEST CHECKOUT

a. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol by a licensed third-party expert.

b. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared.

c. If guests were self-isolating, follow the protocol below.
   • Responders must wear disposable gloves, mask and foot coverings.
   • All bedding (including comforter, duvet, etc.) must be taken out of the room in a sealed plastic bag and cleaned/laundered; soiled bedding is to be handled with gloves.
   • All bedding materials must be laundered to current procedures ensuring water is a minimum of 60°C.
   • All towels are to be removed from the infected guest room and laundered; this includes washcloths and all hand towels; soiled towels are to be handled with gloves. All towel and bathroom materials must be laundered to current procedures ensuring water is a minimum of 60°C.
   • All Public Areas adjacent to the effected guest room must be disinfected; this includes but is not limited to elevator landing area, all buttons and door handles, and public bathrooms in close proximity to the guest room.
   • All touch points must be wiped down using 70% alcohol based disinfectant.
   • Clean and disinfect flooring, ensuring sanitizing solution is used according to label directions.

3.2 Associates

3.2.1 Associates showing flu symptoms are to be denied access to the hotel establishment premises. They must be sent home immediately and urged to seek medical care immediately.

3.2.2 Associates who display flu symptoms to the 'Estijaba' service at the operation centre at the Department of Health on 800 1717 (DCT).

3.2.3 The ill associates’ workstation must be disinfected and all who were in contact with the individual must be quarantined and monitored for COVID-19 type symptoms.
3.2.4 Should there be a confirmation of COVID-19, a deep clean of the areas associated to the individual should be performed using 70% alcohol based disinfectant and a third-party remediation company should be considered.

- Follow up with the ill associate
- Ensure all associates have access to adequate supplies of hand soap and running warm water or alcohol-based hand antiseptic at all times.

3.2.4 Associates’ return to work form should be accomplished along with a fit to work certificate or COVID-19 negative test results before commencing work.

REFERENCES:

*COVID 19 Precautionary Guidelines for Hotel Establishment. Department of Culture and Tourism*

*EMEA COVID 19 Protocol. Marriott International*