



OUR HOTEL PLAN:



KOLOA LANDING RESORT AT POIPU COMMITMENT TO CLEAN



COMMITMENT
TO CLEAN

CREATED:
June 15, 2020

COMMITMENT TO CLEAN PLAN

The health and safety of our employees and guests is our number one priority. This plan has been created to establish procedures and guidelines that reaffirm our commitment to cleanliness.

ASSOCIATE PROTOCOLS



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: Andy Evers
2. Cleanliness Champion: Timothy Albao

HOTEL PLAN



TRAINING

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

1. Completed mandatory COVID-19 Training & Prevention Training for all associates.
2. Daily cleanliness & sanitization efforts will be brought up daily at standup and department pre-shifts.
3. COVID-19 Training and Prevention training will be mandatory for all new hires when we begin recruiting again.



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. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All property employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
2. Proper handwashing training completed. Posters/signage for proper handwashing, sneezing and coughing protocols displayed in the BOH associate restrooms, breakroom and by the timeclocks.
3. Procedures for proper glove usage reviewed and visual aid was provided to all employees.
4. Hand sanitizer dispensers, touchless whenever possible, placed at key guest and employee entrances and contact areas such as reception areas, hotel lobbies, restaurant entrances, pool towel hut.
5. All departments have stocked PPE (gloves, hand sanitizer, disinfectant sprays and masks)

ASSOCIATE PROTOCOLS

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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).

1. Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE
2. Product SDS sheets are available in housekeeping.
3. Public Spaces and Communal Areas
 - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, and stair handrails.
4. Guest Rooms
 - Industry-leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
5. Laundry
 - All bed linen and laundry is currently washed at a high temperature and in accordance with CDC guidelines. Linen and laundry dryer is set to a high temperature.
6. Back of the House
 - The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, associate entrances, associate locker rooms and restrooms, loading docks, offices, and kitchens.
7. Shared Equipment
 - Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new associate. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the property.
8. Room Recovery Protocol
 - In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined for a minimum of 48 hours. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization process.



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,

1. Proper PPE have been distributed to all associates for daily usage.
2. Proper inventory of PPE is available in each department and protocol for staff replenishment has been identified and communicated to staff members.
3. Masks are provided and required of every associate as part of their official uniform

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.

4. We are currently looking for pocket hand sanitizers for our team members that who may not be accessible to a hand washing station (security and engineering team).
5. "Shakas not shakes" all associates have been trained to avoid shaking hands.



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.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the property, we will work with local health officials & Petra Risk Solutions to follow recommended appropriate actions.

1. All associates have been trained to report any symptoms or positive results of COVID-19 so that leadership can follow the proper protocol to disinfect and protect the staff and guests.
2. Provide training for all departments on proper handling of presumed positive cases using guidelines on MGS
3. We will be ready to provide support to our guests. Associates will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to local health officials
4. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19
5. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests)



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.

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

1. Signage placed in BOH to ensure Associate awareness
2. Guest facing signage created and placed in queuing areas as well as high traffic areas to notify guests of PPE and social distancing requirements based on state/local jurisdictions
3. E-Concierge available to our guests to eliminate face to face communication.
4. Online take-out from Holoholo is a fairly new feature that allows less guest interaction.

ASSOCIATE & GUEST PROTOCOLS

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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.)

Throughout the property we will meet or exceed state and local health authority guidelines on proper physical distancing.

1. Queuing

Any area where guests queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out and at Holoholo Grill.

2. Pools

Pool furniture will be configured to allow proper social distancing.

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

3. Back of the House

Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training rooms, shared office spaces, the staff services area, and other high-density areas in order to ensure appropriate distancing between associates.



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. Evaluated the hotel's guest amenity program and offering pre-packaged items that can be delivered with no-contact
2. Specific touch points will be sanitized frequently.
3. All food deliveries packed in disposable containers.
4. Associates wear appropriate PPE during delivery steps.
5. Gloves will be changed at each guest room.
6. Associates will not have contact with quarantine rooms and will practice doorstep delivery.



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. Evaluated restaurant menus and limiting offerings to those items that maintain quality presentation and standards when served in to-go packaging
2. Room Service Take-Out packaging, using the knock and step back method of delivery while wearing proper PPE.

HOTEL PLAN: ADDITIONAL ITEMS

1. Reinforce personal hygiene and frequent handwashing. Provide hygiene materials and increase social distancing awareness as much as possible.

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