



COMMITMENT TO CLEAN PLAN

The Westin Long Beach

In compliance with Marriott's response to the COVID19 crisis this document details our hotel-specific **Commitment to Clean** plan. The plan outlines specific guidance and steps to ensure associate hygiene and cleanliness 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.

ASSOCIATE PROTOCOLS **WESTIN LONG BEACH HOTEL PLAN**



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: John Thompson
2. Cleanliness Champion: Jeff Fugit



TRAINING

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

1. Every associate is trained on COVID related safety topics that include but are not limited to social distancing, PPE usage and requirements, site specific protocols, chemical usage, self health assessment and stay at home directives, hand washing and station sanitation, protective barrier use, and our compliance with both the LA County Board of Health Covid Lodging checklist and the CHLA Clean+ Safe checklist.
2. Training is conducted and memorialized by HR to ensure certification.



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

1. Proper hand-washing discussion is added to daily line up. Associates demonstrate daily using the How to Hand Wash Poster as a visual reference. The WHO sponsored hand washing video is included in mandatory training. [WHO How to hand wash with Soap and Water](#)
2. Signage for proper hand washing, and other hygiene and health etiquette protocols are posted at each time-clock, in associate locker rooms, in staff break areas and in multiple languages. They are also posted in all public areas and public restrooms.
3. Hand sanitizer stations are placed at high customer touch points including guest and associate entrances and exits, elevator and escalator landings, Navy Proof Food and Spirits, Meeting and Events entrances, the front desk and lobby areas and our Westin Workout. These are checked twice daily by our public area attendant to ensure they are stocked and in working order.
4. Digital Signage is live and rotational in the lobby area adjacent to the front desk, in the arrival hallway of the self-parking garage, and in our banquet and event space. A total of 6 rotational pieces include Practicing Appropriate Hygiene, Washing your Hands, Avoiding Sharing Personal Items, Cleaning All high touch surfaces, Monitoring your symptoms, and Prevention Tips.
5. Handshakes are now replaced with a hand to heart gesture that signifies respect and warmth while maintaining distance.

ASSOCIATE PROTOCOLS

WESTIN LONG BEACH HOTEL PLAN



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. Product lists to be used in each department along with directions/infographics, and MSDS product safety sheets are printed and posted in each department. Our hotel uses a suite of Diversy products approved by the EPA to kill COVID 19 and other prevalent viruses. Of particular importance is the required dwell time for sanitation chemicals that this is known to the cleaning associate and that the required dwell time is adhered to.
2. The Westin long Beach will deploy the Marriott required OSE electrostatic sprayer as a preventative techniques in both the public and heart of house spaces per Marriott guidelines.
3. Separate trash receptacles labeled for used PPE is present behind the front desk, in housekeeping and adjacent to security at the associate entrance / exit. This trash is disposed of daily by the public area attendant.
4. The Westin long Beach will offer to each guest a safety and sanitation kit that includes personal sanitizing wipes, mask, gloves, and remote sleeve at arrival. Additionally, rooms that have been sanitized will be sealed at the door to give guests confidence upon checking in.



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, 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.

1. The property is responsible for providing PPE to each associate based on their job duties. This may include masks, gloves, Plexiglas dividers and aprons. Associates are responsible for using the provided PPE in accordance with their use to ensure their own safety and well-being.
2. If an associate chooses to wear their own reusable mask it is permitted as long as it is free from imagery or wording that would not befit the brand and that it is clean and compliant. This is completely at the discretion of management.
3. The Westin long Beach conducts self assessments and mandatory temperature checks for associate and vendors prior to clocking in or gaining admittance. Touch-less infrared thermometers are used and anyone reading 100.4 or higher is refused admittance and directed to their health care professional. We continue to reinforce our rest at home directive if someone feels ill or has a fever.



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

1. Protocols for self isolating, self quarantining and presumed positive cases should they occur are compliant with State Guidelines and OSHA directives and are documented.
2. Specific communications standards are in place for other guests, ownership groups, associates and the health department should it be required.
3. After checkout, the room is left OOO as per MGS guideline and then sanitized per standard.



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.

1. 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. This signage is prevalent and evident.
2. Heart of House signage that address social distancing, hygiene etiquette and hand washing protocols are placed at time-clocks, locker rooms, associate entrances and exits and adjacent to the break room on the communication board.
3. Per California State Guidelines, a site specific document is posted on all entry doors.

ASSOCIATE & GUEST PROTOCOLS **WESTIN LONG BEACH HOTEL PLAN**



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, queuing, etc.)

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

1. Keeping our Distance. Social distancing measures have been implemented in all public, event and back-of-house areas of the hotel.
2. Floor decals/stickers without brand logos are placed in queuing areas to denote safe distances for waiting at the front and bell desks, the restaurant, in the health club and pool areas and inside the elevator cabs.
3. Re-designed furniture diagrams for lobby/pre-function, restaurant, bar and meeting spaces that encourages social distancing requirements are produced, implemented and verified weekly.
4. Plexiglas partitions are used at guest facing areas including the front and bell desks, gift shop, and bar.
5. Westin Workout equipment is spaced to allow for social distancing. This may require a reduction of units to room ratio as required by brand.



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. Your Room is Your Room. No hotel personnel will enter a guest's room during their stay without permission.
2. A "steps" of cleaning card for all housekeepers is created and laminated to carry, as part of their uniform using infographics along with text so that they may answer engage guest questions around cleaning processes.
3. When offered, an amenity will consist of a pre-packaged item that can be delivered with no-contact and be delivered prior to arrival.



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. Restaurant and IRD menus are limited to offerings that maintain quality presentation and standards when served in to-go packaging until restaurant dine in options are cleared by the state.
2. In room dining delivery currently closed.
3. In room coffee makers are removed. Guests are invited to enjoy a complimentary coffee or tea from Navy Proof during breakfast hours of 6am-1030 am.
4. Restaurant Service is modified. Our detailed steps of service are detailed later in this document under Food & Beverage
5. Meetings & Event service is modified. While we have our framework of service prepared per Marriott guidelines, the state has not yet rolled out its opening protocol checklist for meetings.
6. Currently, all buffets cease. When required chef action stations will prevail.
7. All common use serving utensils are removed from service.

Housekeeping Specific Plan Westin Long Beach

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