HYATT GLOBAL CARE & CLEANLINESS COMMITMENT

SAFETY FIRST, WELLBEING ALWAYS

Our purpose at Hyatt is to care for people so they can be their best—by guiding our decisions as we support you and your time with us.

Mark Heilbronn
Hyatt President and Chief Executive Officer

CONSULT
ACREDIT
IMPLEMENT

CLEANLINESS AND SAFETY: CARING FOR OUR GUESTS AND COLLEAGUES

Wellbeing Where You Are

WELLBEING WHERE YOU ARE

Our commitment also focuses on a more holistic view of wellbeing including digital experiences designed to help you feel, just as we focus on the comfort and convenience of your guestroom, yours or theirs in business.

Hyatt colleagues are now equipped with Hyatt Connect, a feature that allows you to directly connect with your Hyatt colleagues to expedite your request or issue at any time.
# HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

## Heart of House

<table>
<thead>
<tr>
<th>Global Directive</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Social distancing for Colleagues and Guests</strong></td>
<td>Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested colleague spaces (e.g., employee entrance, time clocks, locker rooms, dining facilities, etc.)</td>
</tr>
<tr>
<td><strong>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</strong></td>
<td>Disinfect locker rooms, uniform room, and colleague dining room, and kitchen no less frequent that every two hours. During peak times, cleaning should occur more frequently and be visible to the guest. Private and Semi-Private spaces should additionally be cleaned between stays and shifts. This includes all furniture, fixtures, and equipment (FFE) items both front and heart of house/back of house (e.g., Point of Sale (POS) workstations, Chip and Pin devices, Telephones, computers, keyboards, and mice)</td>
</tr>
</tbody>
</table>
| **Personal protective equipment (“PPE”) worn by colleagues and made available to guests, and other protective measures deployed** | Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.  
Stock supplies in the locker rooms and the colleague dining room.  
Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | Each evening, perform a deep clean to disinfect locker rooms, uniform room, and colleague dining room. This also includes private and semi-private spaces used by colleagues and all furniture, fixtures, and equipment (FFE) items both front and heart of house/back of house (e.g., Point of Sale (POS) workstations, Chip and Pin devices, Telephones, computers, keyboards, and mice). |
| **Contactless interactions will be encouraged whenever possible** | Eliminate self-service buffet of all items:  
- Single-serve pre-packaged breakfast items (if breakfast items are offered.)  
- Limited lunch/dinner menu with two entree options, a salad, and packaged whole fruit or cookie.  
- Offer plated covered meals that are refrigerated and reheated or kept in a hot box.  
- -OR- Implement your overnight colleague meal/family meal procedure for all meal periods.  
- Use disposable cups, glassware, and packaged flatware.  
- If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service. |
| **Strict separation between handling clean and dirty items and cleaning supplies** | Strict separation to be followed without exception |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | Eliminate community snacks or move to pre-packaged snacks and make sanitization materials readily available. |
| **Colleagues will be trained and certified on hygiene and cleanliness practices** | Refer to [GBAC Accreditation and Hygiene Leader Certification (Global)](https://www.gbac.com) |
## HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

### Check-In and Check-Out

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| Social distancing for Colleagues and Guests           | - Work stations will be six (6) feet apart whenever possible  
- Social distancing will be implemented while guests are in line  
- Utilize Safety and Wellbeing Property Signage to provide visual guidance to guests and colleagues |
| Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased | - Sanitize workspace at beginning of each shift, or after a different colleague has used it at end of shift  
- Sanitize workspace at least once every two hours |
| Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed | - Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.  
- Hand Sanitizer will be available for guest to use at front desk  
- Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| Enhanced Deep Cleaning and Sanitization of objects that are frequently touched | - Pen will be sanitized before handing to guest and upon return  
- Key cards will be sanitized before placing in key envelope and handing to guest |
| Contactless interactions will be encouraged whenever possible | - Online check-in and check-out via Web Check-In or Mobile Key will be emphasized and used as frequently as possible.  
- Guest will be able to swipe or tap their own credit or agent to sanitize card after handling it.  
- Emailing of folio will be recommended to Guest. If guest prefers hard copy of room folio it will be placed in new envelope and handed to guest. |
| Strict separation between handling clean and dirty items and cleaning supplies | - Agent will sanitize hands after handling any cash  
- Agent will sanitize hands or change gloves between each guest transaction  
- Keys returned by guest will be placed in a designated box/tray to be sanitized before being reused |
| Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events | - Suspend communal self-service water stations, food, snacks for guest during check in |
| Colleagues will be trained and certified on hygiene and cleanliness practices | - Refer to [GRAC Accreditation and Hygiene Leader Certification (Global)](https://example.com) |
## HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

### Guest Room

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| **Social distancing for Colleagues and Guests**                                | - The guestroom is considered the private space of the guest.  
  - Daily Housekeeping Service will be available upon request; unless state or government mandate. Cadence of cleaning will vary by Brand and Region.  
  - Room cleaning will be performed when the guest is not in the room. Should guest be in room, inform guest you will return later. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | - Disinfect or replace in room amenities (e.g., soap bars, shampoo, etc.) and high touch items upon a new guest checking into room.  
  - Display in-room messaging (e.g., note, video welcome) explaining what has been done to leave the guest room clean and disinfected.  |
| **Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed** | - Housekeeping staff will wear proper PPE while cleaning guestrooms. Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.  |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | - Housekeeping will utilize hospital-grade disinfectants when cleaning and sanitizing each room.  
  - Reduce number of items in the room to limit “at risk” surfaces and enable focused disinfection and cleaning. Minimal amount of product, information, and supplies will be kept in the guestroom.  |
| **Contactless interactions will be encouraged whenever possible**               | - QR code compendium must be offered in addition to printed format  |
| **Strict separation between handling clean and dirty items and cleaning supplies** | - Cleaning will be performed in two phases:  
  - 1. Remove at-risk items and clean:  
    - Bathroom, vanity, sink, counter, shower, bathtub, walls and toilet to be cleaned and sanitized with proper products.  
    - Remove all dirty linen by approved process and place it in a closed linen bag.  
    - All trash and china, glass and silver will be removed from the room.  
  - 2. Introduce sanitized linens / terry and replaceable items.  
  - Hands will be sanitized and new gloves will be worn during and between cleaning phases and rooms.  |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | - Amenity items placed in the room should be covered and should be disinfected according to HACCP standard  |
| **Colleagues will be trained and certified on hygiene and cleanliness practices** | - Refer to [GBAC Accreditation and Hygiene Leader Certification (Global)](https://www.gbac.org)                                                                                                             |
## HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

### Room Service and Guest Deliveries

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| **Social distancing for Colleagues and Guests** | • Do not enter the guest room, unless necessary to accommodate guest need. If in the room, avoid touching surfaces, unless necessary.  
• Food delivery must include protective wear for guest to safely handle hot and cold items (e.g., removal from warmer)  
• Guest request items, towels or any other items to be delivered in a sanitized single use bag. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • All equipment (e.g., trolleys, food covers, etc.) should be cleaned before and after each use, if less frequent. Perform cleaning in front of guest whenever, possible. |
| **Personal protective equipment (“PPE”) worn by colleagues and made available to guests, and other protective measures deployed** | • Deliver single-use to-go ware in disposable packaging. Exceptions may apply based on brand and regional guest expectations.  
• Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.  
• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | • Available upon request, one (1) sanitizing towel provided per person |
| **Contactless interactions will be encouraged whenever possible** | • Room Service Menu QR code must be offered, in addition to a printed compendium format  
• Orders will be left outside the guestroom door, unless necessary to accommodate guest need.  
• Maintain physical separation when notifying guest order is available (e.g., telephone, door knock)  
• Pick up of orders should only take place when food is in the hallway outside of the door and the guestroom door is closed |
| **Strict separation between handling clean and dirty items and cleaning supplies** | • Guests requested to place all used items outside of their door for pick-up. |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | • Amenity items placed in the room should be covered and should be disinfected according to HACCP standard |
| **Colleagues will be trained and certified on hygiene and cleanliness practices** | • Refer to [GBAC Accreditation and Hygiene Leader Certification (Global)](gbac.com) |

Proprietary - Grand Hyatt Kauai Resort & Spa
# HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

## Public Spaces – Lobby Entrances, Elevators, Escalators, Public Restrooms, Ice Machines

<table>
<thead>
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</table>
| **Social distancing for Colleagues and Guests** | • Signage will be placed asking guests to maintain proper social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.  
• Limit the number of individuals on elevators and escalators at one time. This should be determined based on size and capabilities of social distancing within the elevator / escalator. Exceptions may occur for families travelling together. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • Place and maintain hand sanitizer stations at all elevator banks and escalators  
• Clean frequently touched items at least every two hours; including, but not limited to handrails, elevator buttons, door handles. Increase cleaning during peak times and perform in front of the guest whenever possible, to build confidence.  
• Restroom cleaning will be performed when not occupied. Should the restroom be occupied, redirect arriving individuals to the nearest restroom and await occupants to leave.  
• Close restrooms in service on a rotation for proper sanitization focusing on high touch areas (door handles, towel dispensers, faucets, toilets, toilet paper dispensers).  
• Consider closing restrooms in low traffic areas to ensure focus on restrooms being used most frequently. |
| **Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed** | • If and where it can be done safely and with guest privacy, leave doors propped open to public restrooms, meeting rooms and other public areas  
• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | • Perform deep cleaning to disinfect public areas, elevators and guestroom floors on a regular schedule no less frequent than daily. |
| **Contactless interactions will be encouraged whenever possible** | • No additional guidance, at this time |
| **Strict separation between handling clean and dirty items and cleaning supplies** | • Ensure waste basket is next to entry door for guests to utilize towels for opening door then disposing |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | • Provide ice upon request to prevent congregating at the machines and potential contamination. If maintaining ice dispensers, provide disinfecting wipes so guests can sanitize surfaces of machine they interact with. |
| **Colleagues will be trained and certified on hygiene and cleanliness practices** | • Refer to GRAC Accreditation and Hygiene Leader Certification (Global) |
## HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

### Outlets, Dining, and Bars

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</table>
| **Social distancing for Colleagues and Guests** | • Rearrange the furniture, merchandising surfaces, and seating areas allow appropriate Social distancing.  
• Social distancing will be implemented while guests are in line. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.  
• For seating of large groups, abide by local legislation.  
• Adhere to social distancing protocols when seating guests, taking order, serving food, beverage and clearing table.  
• Refrain from handshaking or other physical contact with guests and colleague |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • Regular sanitization of workspaces, tables and chairs will take place, including at the beginning of each shift or every two hours, at a minimum.  
• Colleagues must wash/sanitize hands when switching from clearning to setting tables.  
• All tables and chairs to be sanitized between seating  
• Discontinue buffets and replace with a limited la carte menu or for markets, individually packed food items that travel well. If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service.  
• Maintain a supply of sanitized pens for guest use |
| **Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed** | • Hand sanitizer will be available at the entrance of each outlet and upon guest request for self-sanitation  
• Information on enhanced cleaning and serving procedures is available for guest review  
• Do not preset china, glass and silver on tables  
• Salt, pepper and other condiments to be disinfected between table turns and provided upon request.  
• When Buffets must be used  
  o Sneeze guards used when possible  
  o Smaller portions of food to be placed on buffets and changed frequently  
  o Hand sanitizer available at the beginning of each buffet line  
  o Children are not allowed at buffet unattended  
• Food to remain covered when presented to guest whenever possible  
• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | • All materials will be cleaned between shift changes and table turns. At each individual table turn, tables and chairs cleaned and disinfected. |
| **Contactless interactions will be encouraged whenever possible** | • Menus must be either: Laminated and sanitized between each use, single use menus, QR codes, Website with menus, or large monitors / display screens |
| **Strict separation between handling clean and dirty items and cleaning supplies** | • Guest will be able to swipe or tap their own credit card. If the server handles the credit card, it is to be sanitized prior to returning to the guest.  
• Online or telephone order for to go food will be available. |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | • Sanitize hands or change gloves between handling dirty line / service ware and serving / interacting with guests. It is recommended to have separate staff to focus on clearing dirty tables  
• Sanitize hands after handling any cash or credit cards  
• Cover all food and drink when delivering from kitchen or bar. Cover all trays of dirty dishes when removing from dining room. |
| **Colleagues will be trained and certified on hygiene and cleanliness practices** | • Refer to GBAC Accreditation and Hygiene Leader Certification (Global) |

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# HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

## Fitness Center, Recreation, Towel, Pool, Jacuzzi

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<tr>
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</table>
| **Social distancing for Colleagues and Guests** | • Signage will be placed asking guests to maintain proper social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.  
• When greeting guests, refrain from shaking hands.  
• Strongly Encourage responsible social distancing based on local authorities.  
  o Review attendance capacity of classes in group fitness studio to allow for 1.5m (or 3ft) distancing between mats, equipment and/or spin bikes. All equipment used should also be disinfected after each class.  
  o Ensure that training equipment (example: free weight benches, functional training equipment & accessories) is set up with minimum 1.5m (or 3ft) spacing to maintain social distancing. To avoid moving treadmills, hotel can choose to open every alternate treadmill until separator are created.  
  o Reduce amount of Pool Chairs on the pool deck to adhere to social distancing, consider groups of 4 for families and groups of 2 for couples.  
  o If open, Jacuzzi/hot tub limited to capacity that allows social distancing. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • Use hospital-grade disinfectants when cleaning pool furniture.  
• Encourage guests to disinfect equipment prior to use and after each use.  
• If open, steam room and sauna surfaces to be disinfected appropriately to their surfaces at least every 2 hours, based on usage. |
| **Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed** | • Place Hand sanitizer stations at entrances to facilities.  
• Disinfecting wipes to be provided for guest wipe down pool chair prior to utilizing.  
• Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.  
• Recommend Plexiglas where appropriate; mask required based on job role.  
• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | • Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.  
• Steam room and sauna thoroughly disinfected every night |
| **Contactless interactions will be encouraged whenever possible** | • 45 minutes maximum usage on cardio equipment due to availability of equipment. |
| **Strict separation between handling clean and dirty items and cleaning supplies** | • For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items. |
| **Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events** | • Water station available in the hotel (public areas, events spaces, etc.) should be automatic to avoid guest contact. Provide disinfecting wipes so guests can disinfect surfaces of water station they interact with.  
• Provide disinfecting stations or wipes so guests can disinfect equipment (e.g., treadmill) surfaces of machine they interact with. |
<p>| <strong>Colleagues will be trained and certified on hygiene and cleanliness practices</strong> | • Refer to GBAC Accreditation and Hygiene Leader Certification (Global) |</p>
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<tbody>
<tr>
<td>Social distancing for Colleagues and Guests</td>
<td>• Review furniture placement in the relaxation room to promote social distancing.</td>
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<tr>
<td></td>
<td>• When greeting guests, refrain from shaking hands.</td>
</tr>
<tr>
<td>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</td>
<td>• BETWEEN TREATMENTS</td>
</tr>
<tr>
<td></td>
<td>○ All linen is changed including all hand towels</td>
</tr>
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<td></td>
<td>○ Bed head rest is sanitized before placing new cover</td>
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<td></td>
<td>○ All surfaces sanitized and disinfected</td>
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<tr>
<td></td>
<td>○ Bathroom/rest room cleaned sanitized (follow guest room guidelines)</td>
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<td></td>
<td>○ All therapist products and tools cleaned and sanitized</td>
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<tr>
<td></td>
<td>○ Therapist/spa attendant to wear gloves and mask while cleaning and refreshing the room</td>
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<tr>
<td></td>
<td>• DURING TREATMENT</td>
</tr>
<tr>
<td></td>
<td>○ Therapist to wash and sanitize hands in front of guest before and after treatment, and always before touching guest face</td>
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<tr>
<td></td>
<td>○ Therapist wear mask at all time during any sort of treatment</td>
</tr>
<tr>
<td>Personal protective equipment (&quot;PPE&quot;) worn by colleagues and made available to</td>
<td>• Place Hand sanitizer stations at entrance to spa facilities.</td>
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<tr>
<td>guests, and other protective measures deployed</td>
<td>• Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.</td>
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<tr>
<td></td>
<td>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. At check-in offer a mask to guests to use throughout the treatment process.</td>
</tr>
<tr>
<td></td>
<td>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</td>
</tr>
<tr>
<td>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</td>
<td>• Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.</td>
</tr>
<tr>
<td>Contactless interactions will be encouraged whenever possible</td>
<td>• Encourage contactless payment forms</td>
</tr>
<tr>
<td>Strict separation between handling clean and dirty items and cleaning supplies</td>
<td>• For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items.</td>
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<tr>
<td></td>
<td>• TREATMENT PREPARATION</td>
</tr>
<tr>
<td></td>
<td>○ All stainless steel tools to be cleaned per regulation – warm soapy water and put in autoclave for sterilization</td>
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<tr>
<td></td>
<td>○ All bowls to be cleaned properly in warm soapy water, rinsed and sterilized under UV lamp</td>
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<td></td>
<td>○ Product to be dispensed per guidelines using disposable spatulas</td>
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<td></td>
<td>○ Therapist to wear gloves when handling sanitized items and preparing for treatment</td>
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<tr>
<td></td>
<td>• TREATMENT AMENITY</td>
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<tr>
<td></td>
<td>○ Treatment room amenity to be prepared in advance by F&amp;B</td>
</tr>
<tr>
<td></td>
<td>○ Storage and serving of amenity to follow F&amp;B guidelines</td>
</tr>
<tr>
<td>Enhanced food safety and hygiene protocols for public spaces, restaurants, room</td>
<td>• Water station available in the hotel (public areas, events spaces, etc.) should be automatic to avoid guest contact. Provide disinfecting</td>
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<tr>
<td>service, group meetings, and events</td>
<td>wipes so guests can sanitize surfaces of machine they interact with.</td>
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# HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

## Events

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| **Social distancing for Colleagues and Guests** | • Signage will be placed asking guests to maintain proper Social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.  
  
  • Space is provided in the rear of each room for self-distancing  
  
  • Event set ups will be modified to allow for Social Distancing and proper hygiene. Unless local regulations require more stringent Social Distancing the following guidelines will apply.  
    ○ Theater style seating will allow 3’ of space between guests, distance between rows will be increased by 1 foot  
    ○ Classroom set up will be 2 guests per 6’ table maximum, distance between rows will be increased by 1 foot  
    ○ U-Shape will be set 2 people per 6’ maximum  
    ○ Conference Style will be set up 2 people per 6’ maximum  
    ○ Hollow Square set ups will be 2 people per 6’ table maximum.  
    ○ Banquet rounds will be set 6 people per 6’ round or 5 people per 5’ or 5.5’ round.  
    ○ Reception set up will have all tables at least 6’ apart, with no more than 2 chairs per cocktail round.  
  
  • Implement a process for keeping the door open until start of the event, during coffee/tea breaks and lunch break. This will help avoid frequent opening and closing by guests. In rooms with multiple doors, designate some as entrance and some as exit to encourage one-way flow. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • Event Public Areas  
  
  ○ Increase frequency of cleaning and sanitizing in Public Areas so Event attendees can see it. Heavy focus on frequently touched points such as door handles, desks, railings, elevator buttons, push plates, vending machines, ice machines.  
  
  ○ Remove all non-essential equipment from public areas.  
  
  ○ Clean frequently touched items and lounge / soft furniture in public areas of the meeting space at least every two hours; including, but not limited to handrails, elevator buttons, door handles. Increase cleaning during peak times and perform in front of the guest whenever possible, to build confidence.  
  
  ○ Water stations will offer wrapped or disposable cups in a dispenser. Provide disinfecting wipes so guests can disinfect surfaces of water station they interact with.  
  
  ○ Hand sanitizer will be available by water station  
  
  ○ Use of personal water bottles will be discouraged, unless contactless hydration stations are available  
  
  ○ On-brand communication regarding sanitation and hygiene is visible for guest |
| **Personal protective equipment (“PPE”) worn by colleagues and made available to guests, and other protective measures deployed** | • Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.  
  
  • Hand Sanitizer will be available for guest to use at all Event Venues  
  
  • Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
Events Continued

| Enhanced Deep Cleaning and Sanitization of objects that are frequently touched | **•** Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards)  
| | **•** Event Venue refresh will ensure proper hygiene and sanitization  
| | o All surfaces are sanitized during refresh  
| | o All glasses, cups and trash are removed from all tables  
| | o All dirty or stained linen is removed in closed linen bag or covered bin  
| | o Empty all waste bins in the room  
| | o Sanitize frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards)  
| | **•** Event Venue teardown will ensure proper hygiene and sanitization  
| | o All materials are removed from tables  
| | o All linens are removed from tables and transported to laundry in closed linen bag or covered bin  
| | o Linen to be washed separately from other Hotel linen  
| | o All equipment is sanitized before removing from room  
| | o All trash is removed from room  
| | o All equipment is placed in proper storage area  
| | **•** Pen will be sanitized before handing to guest and upon return  
| | **•** Office and storage area key cards will be sanitized before placing in key envelope and handing to guest  
| Contactless interactions will be encouraged whenever possible | **•** Discontinue providing items that can’t be sanitized, like pads and pens  
| | **•** Encourage digital engagement opportunities such as the meeting planner app and Group Bill  
| Strict separation between handling clean and dirty items and cleaning supplies | **•** Sanitize hands or change gloves between handling dirty line / service ware and serving / interacting with guests. It is recommended to have separate staff to focus on clearing dirty tables  
| | **•** Sanitize hands after handling any cash or credit cards  
| | **•** Cover all food and drink when delivering from kitchen. Cover all trays of dirty dishes when removing from Event Venue  
| Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events | **•** Prioritize hygiene over appearance / presentation  
| | **•** Evaluate outsourced food preparation, such as precut produce and premade desserts.  
| Colleagues will be trained and certified on hygiene and cleanliness practices | **•** Refer to GBAC Accreditation and Hygiene Leader Certification (Global)  

Proprietary - Grand Hyatt Kauai Resort & Spa
# HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

## Banquets

<table>
<thead>
<tr>
<th>Global Directive</th>
<th>Guidance</th>
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| **Social distancing for Colleagues and Guests** | • Signage will be placed asking guests to maintain proper Social distancing. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.  
• Implement a process for keeping the door open until start of the event, during coffee/tea breaks and lunch break. This will help avoid frequent opening and closing by guests.  
• In rooms with multiple doors, designate some as entrance and some as exit to encourage one-way flow.  
• Adhere to Social distancing protocols when approaching tables, serving food, beverage and cleaning table.  
• Refrain from handshaking or other physical contact with guests and colleague.  
• Unless local regulations require more stringent social distancing the following guidelines will apply.  
  Table set ups will be modified to allow for social distancing and proper hygiene:  
  o  5’ rounds seat no more than 5 people  
  o  6’ tables seat no more than 6 people. |
| **Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased** | • Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards) |
| **Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed** | • Masks should be worn as minimum acceptable standard. Certain job-specific duties may require exceptions or additional protection (e.g., gloves). See regional and local guidance.  
• Hand Sanitizer will be available for guest to use at all Event Venues  
• Gloves and masks are available for guests if they choose to use them  
• Silverware to be rolled or covered by napkin. Consider the use of disposable napkins and flatware  
• Sanitizing wipes to be placed on each table along, with receptacle for used wipes.  
• Servers to sanitize hands and replace gloves after completing set up  
• Envelope or sleeve is provided for storage of guest masks  
• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities. |
| **Enhanced Deep Cleaning and Sanitization of objects that are frequently touched** | • Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, readerboards) |
| **Contactless interactions will be encouraged whenever possible** | • Encourage digital engagement opportunities such as the meeting planner app and Group Bill |
| **Strict separation between handling clean and dirty items and cleaning supplies** | • See enhanced food and safety protocols |
## HYATT GLOBAL OPERATIONS COVID-19 CARE & CLEANLINESS DIRECTIVES & GUIDANCE

### Banquets Continued

| Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events | • Discourage buffets and replace with a limited à la carte menu. If required, hygiene and sanitation practices must be followed:  
  o Hand sanitizer at the beginning of each buffet line.
  o On brand printed material outlining hygiene practices is visible to guest on or near the buffets.
  o Increase number of buffets and spread them throughout the room to allow for Social distancing, or extend buffets to allow proper Social distancing.
  o Only do single sided buffets, and have sneeze guards and protection in place when possible
  o Colleague to place food on guests plates or prepackage items are offered
  o Minimize props and other décor on buffet to keep buffet clutter-free
  o Do not use shared/open condiments
  o All buffet utensils are changed/sanitized every 30 minutes  
  • Plated Service hygiene and sanitation practices will be followed  
  • Rolled silverware, Salt and Pepper shakers to be sanitized prior to placing on table, and delivered with first course.  
    o No food items to be preset
    o Plates to remain covered when being carried into the rooms. Servers to remove covers tableside right before serving
    o Separate staff for serving and clearing is recommended
    o Cleared plates to be covered with clean napkin on tray and covered before carrying to back of house
    o Coffee served tableside, no carafes left at tables. Individual portions of cream, sugar, sweetener
    o Bread service to be handled by servers. No baskets of bread to be placed on tables
    o Individual portions of dressings will be used as opposed to goosenecks  
  • Coffee break hygiene, sanitation and operational best practices will be followed  
    o Coffee break stations are spread out to allow proper Social distancing
    o Minimize props and other décor to keep coffee breaks clutter free
    o Set up should be done right before the event, not the day prior
    o Food displays are small and changed frequently, food it to remain covered before bringing into Venue
    o Serving utensils are changed and sanitized frequently
    o Ice is in a covered container
    o Dirty service ware is placed on a tray and covered before being removed from the room
    o If paper cups are used they should be in a dispenser
    o No bulk condiments are used  
  • Banquet beverage hygiene, sanitation and operational best practices are followed  
    o Increase number of Bar or Beverage stations and spread them throughout the room to allow for Social distancing
    o Minimize props and other décor on bar to keep back bar or bar front clutter free
    o Set up should be done right before Event with clean and sanitized glassware, ice remains covered, garnish in separate containers with cover  
    o No self-serve bars or beverage service |

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| Colleagues will be trained and certified on hygiene and cleanliness practices | • Refer to [GBAC Accreditation and Hygiene Leader Certification (Global)](https://www.healthyenvironments.com) |
HYGIENE & WELLBEING INITIATIVES

Hyatt Global Care & Cleanliness Commitment: All Hyatt Hotels to be Global Biorisk Advisory Council (GBAC) STAR accredited by end of year 2020.

GBAC STAR™ is the cleaning industry’s only outbreak prevention, response and recovery accreditation for facilities.

GBAC STAR is the gold standard of prepared facilities. This accreditation means that a facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.
HYGIENE & WELLBEING INITIATIVES

Grand Hyatt Kauai Resort & Spa
Koloa, Hawaii

HAS SUCCESSFULLY ACHIEVED

GBAC STAR™ FACILITY ACCREDITATION

AS VERIFIED BY THE GLOBAL BIORISK ADVISORY COUNCIL, A DIVISION OF ISSA, THE WORLDWIDE CLEANING INDUSTRY ASSOCIATION.

THIS ACCREDITATION IS RESERVED FOR THOSE FACILITIES THAT DEMONSTRATE THE SUPERIOR ABILITY TO PREPARE FOR, RESPOND TO, AND RECOVER FROM BIORISK AND INFECTIOUS DISEASE SITUATIONS.

John H. Barrett
ISSA Executive Director

Patty Olinger, JM, RBP, CFO, CBFRS
Executive Director of GBAC

September 9, 2020
Date Issued

480802
Accreditation Number

September 9, 2021
Valid Through
HYGIENE & WELLBEING INITIATIVES

Every Hyatt to appoint a **Hygiene and Wellbeing Leader** to ensure commitment to upholding highest standards of cleanliness. A core set of leader responsibilities has been designed to champion, train, support and re-enforce Hyatt’s hygiene and wellbeing expectations in tandem with local legislation: re-emphasizing a “good hygiene” mindset in all of our locations,

Robert DelaCruz,  
Hygiene and Wellbeing Leader

Christen Bishop  
Food & Beverage Hygiene Team Leader

Lauren Brady  
Rooms Hygiene Team Leader
Our Hyatt digital amenities ensure that care remains at the heart of every stay – so that contactless always means thoughtfulness.

- Stay on your time with mobile check-in & check-out - when possible
- Access your room with mobile key entry
- Order knock-and-go room service
- Stream your entertainment with in-room Chromecast

**CONTACTLESS GUEST/MEMBER JOURNEY MAP**

**Check-In**
- Guest thoughts & concerns
  - How can I check-in without standing in line?
  - How long am I going to be near an agent when checking in?
  - Has everyone in this hotel today stood near this front desk agent?
- Contactless Solutions
  - Digital Check-In
  - Housekeeping Preference
  - Contactless Payments
- Enhanced Check-In
- Clean Communications

**Arrival**
- Guest thoughts & concerns
  - How can I get right to my room without a key card?
  - I know there’s less staff, I wonder if the hotel is taking COVID-19 seriously and cleaning everything well for safety
- Contactless Solutions
  - Mobile Entry

**In-Stay**
- Guest thoughts & concerns
  - How can I get pillows/toothbrush without going to the front-desk
  - I don’t want to touch the in-room phone or remote control
  - Can I get food brought to me, I don’t want to touch the dirty menu
- Contactless Solutions
  - Guest Requests
  - Chromecast
  - Mobile Remote Control
  - Restaurants & Menus
  - Mobile Ordering
  - Deconstructed Compilium

**Check-Out**
- Guest thoughts & concerns
  - I don’t want to stand near the front desk again, if I don’t have to
  - I need my bill, but I really don’t want to wait in line and linger around the lobby if I don’t have to
- Contactless Solutions
  - Digital Check-Out
  - View Bill
  - Restaurants & Menus

**Post Stay**
- Guest thoughts & concerns
  - I forgot something and need to get in touch with the hotel
  - I need to rebook for my next trip back
- Contactless Solutions
  - Contact Us
  - Chat Expansion
  - Rebook

**Enhanced Check-In**
Greater transparency, guest control, and personalization for the best hotel check-in experience.

**Contactless Payments**
At the front-desk, pay with your phone or your contactless EMV-equipped credit card.

**Contactless Storytelling**
Digital and on-property communications that educate guests, members, and colleagues about our contactless moments and experiences.
HYGIENE & SAFETY INITIATIVES

HAND SANITIZER STATIONS

ELECTROSTATIC SPRAYER

PERSONAL PROTECTIVE EQUIPMENT

QR READER FOR MENUS

PLEXIGLASS PROTECTION

MOBILE ENTRY
PLEXIGLASS PROTECTIVE SHIELDS & OTHER HYGIENE INITIATIVES

ROLLED INDIVIDUAL UTENSILS  SERVED BUFFET BEHIND PLEXI  SINGLE SERVINGS

Helping to prevent the spread of germs while providing clear visibility of product and associate.
CARE STATIONS FOR EVENTS WITHIN GUIDELINES

Hand Sanitizer
Wet Wipes
Face Masks
Sterile Alcohol Wipes
PRE-ARRIVAL GUEST COMMUNICATIONS

Aloha from Grand Hyatt Kauai Resort & Spa. Thank you for choosing to stay with us here on the beautiful island of Kauai. We are honored to have you as our guest. Grand Hyatt Kauai is committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment.

OUR COMMITMENT
We want you to feel confident in the care we are providing, and want to reassure you that your safety and wellbeing are our highest priority. We have enhanced our cleaning and sanitation in all areas. Some specific health and safety measures currently in place include:
- Training and certification for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants and sanitizers in high-touch areas and shared spaces
- Enhanced food safety, and hygiene protocols
- Hand sanitizer stations throughout hotel
- Protective dividers for hotel concierge
- Physical distancing guidelines in public areas

https://www.hyatt.com/covid-support
https://www.cdc.gov/travel/coronavirus/

STAYING TOGETHER
In an effort to keep our guests and colleagues safe, we adhere to government mandates and Centers for Disease Control (CDC) guidelines. We ask that you please practice physical distancing, wash hands often, don’t touch your face, cover your nose and mouth if you need to sneeze or cough, and refrain from going out if you are not feeling well. Please note: FACE MASKS ARE REQUIRED in all public areas, as well as our restaurants, and our staff will take to prevent COVID-19 transmission upon arrival at the front desk. For more information on traveling to and within Hawaii, please visit the following website:
https://travel.hawaii.gov/

For questions or more information contact: guestexperience.kauai@hyatt.com

TEMPORARILY SUSPENDED OPERATIONS
Due to enhanced food safety and hygiene protocols for restaurants, room service and other services as a result of COVID-19, all offerings are SUBJECT TO CHANGE. We thank you for your understanding and support as we adjust to new guidelines and recommendations for the safety of both guests and colleagues.

10/31/20
HYGIENE & WELLBEING SIGNAGE

Posters and flyers throughout resort

GRAND HYATT

Be Healthy, Stay Healthy

wash hands vigorously for 20 seconds
use hand sanitizer when unable to wash
shaka instead of handshakes
avoid sharing food and drink

wear a mask in public areas (required by County)
physical distancing 6ft

BREATHE SAFELY.

a face covering in public areas is required by County mandate

MAHALO FOR YOUR KOKUA.
HYGIENE & WELLBEING SIGNAGE

Social distancing floor signs
HYGIENE & WELLBEING SIGNAGE

Shuttle Van Signage

RIDE WELL
STAY SAFE.

- Please leave one empty seat between you and others.
- All riders are required to wear face coverings over their mouth and nose.

For your safety and comfort, this shuttle is regularly cleaned and disinfected and our drivers are wearing gloves and face coverings as a preventative measure.

Elevator Signage

RIDE SAFELY.

- Only four passengers at a time please.
- All riders are required to wear face coverings over their mouth and nose.

MAHALO FOR YOUR KOKUA.
HYGIENE & WELLBEING SIGNAGE

Spa Hygiene posters and flyers

Fitness Center Equipment signage

STAY ACTIVE
STAY SAFE.

Guests are required to wear face coverings over their mouth and nose

Practice physical distancing (6ft) when others are using the fitness center

Take a moment to sanitize equipment before and after each use

Limit cardio equipment time to 45 minutes

We are cleaning and sanitizing our facilities and equipment regularly. Please contact attendants with any questions.

Mahalo for your kokua.
GUEST ROOMS

- CDC signage in all guestrooms
- Menus on in-room television and under glass table top for In-Room Dining
- QR Codes for Take out restaurant menus
- Use of in room television for hygiene and temporary changes to operations
- Single use compendium
- Removal of all paper and guest supplies as recommended by Hyatt Corporate standards
- Housekeeping services after every 3rd night, or upon request
- Additional trash bags provided
HEART OF HOUSE

- All returning associates will go through a 3-hour re-orientation on service and safety protocols
- Temperature Checks prior to entering building
- Social Distancing and all CDC recommendations promoted throughout heart of house
- Disposable Personal Protection Equipment provided for all associates
- State of the art hygiene supplies and equipment
- Frequent Colleague Surveys on how we are doing from a personal safety standpoint
- Staggered shifts and breaks to promote social distancing
- Reduced seating capacity, plexi-glass, enhanced cleaning and served buffet in Employee Cafeteria
Social distancing floor & wall signs
HEART OF HOUSE

BREATHE SAFELY.

a face covering in public areas is required by County mandate

MAHALO FOR YOUR KOKUA.

Be Healthy, Stay Healthy

JUST HOW FAR IS 6ft?

< THIS FAR >

Proprietary - Grand Hyatt Kauai Resort & Spa
MAHALO