



ANDAZ®

MAUI at WAILEA  
RESORT

Hygiene, Safety and Wellbeing  
11/23/20

# Enhanced Commitment to Care and Cleanliness

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Hyatt's Global Care & Cleanliness Commitment is grounded in colleague and guest safety and further enhances our existing operational guidance and resources including:

Cleanliness  
Accreditation for each  
hotel by Global Biorisk  
Advisory Council

Hygiene and Wellbeing  
Specialists in every  
Hotel

External Panel of  
Industry Experts and  
Professionals





# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Heart of House

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>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.)</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>Disinfect locker rooms, uniform room, and colleague dining room, and kitchen no less frequent than 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)</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.</li> <li>Stock supplies in the locker rooms and the colleague dining room.</li> <li>Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>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).</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>Eliminate self-service buffet of all items:                             <ul style="list-style-type: none"> <li>Single-serve pre-packaged breakfast items (if breakfast items are offered.)</li> <li>Limited lunch/dinner menu with two entrée options, a salad, and packaged whole fruit or cookie.</li> <li>Offer plated covered meals that are refrigerated and reheated or kept in a hot box.</li> <li>-OR- implement your overnight colleague meal/family meal procedure for all meal periods.</li> </ul> </li> <li>Use disposable cups, glassware, and packaged flatware.</li> <li>If providing buffet service, hotel colleagues must serve food from the buffet with gloved hands eliminating self-service.</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>Strict separation to be followed without exception</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>Eliminate community snacks or move to pre-packaged snacks and make sanitization materials readily available.</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Check-In and Check-Out

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>• Work stations will be six (6) feet apart whenever possible</li> <li>• Social distancing will be implemented while guests are in line</li> <li>• Utilize Safety and Wellbeing Property Signage to provide visual guidance to guests and colleagues</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>• Sanitize workspace at beginning of each shift, or after a different colleague has used it at end of shift</li> <li>• Sanitize workspace at least once every two hours</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>• Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.</li> <li>• Hand Sanitizer will be available for guest to use at front desk</li> <li>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>• Pen will be sanitized before handing to guest and upon return</li> <li>• Key cards will be sanitized before placing in key envelope and handing to guest</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>• Online check-in and check-out via Web Check-In or Mobile Key will be emphasized and used as frequently as possible.</li> <li>• Guest will be able to swipe or tap their own credit or agent to sanitize card after handling it.</li> <li>• 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.</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>• Agent will sanitize hands after handling any cash</li> <li>• Agent will sanitize hands or change gloves between each guest transaction</li> <li>• Keys returned by guest will be placed in a designated box/ tray to be sanitized before being reused</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>• Suspend communal self-service water stations, food, snacks for guest during check in</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>• Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>



# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Room Service and Guest Deliveries

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>Do not enter the guest room, unless necessary to accommodate guest need. If in the room, avoid touching surfaces, unless necessary.</li> <li>Food delivery must include protective wear for guest to safely handle hot and cold items (e.g., removal from warmer)</li> <li>Guest request items, towels or any other items to be delivered in a sanitized single use bag.</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>Deliver single-use to-go ware in disposable packaging. Exceptions may apply based on brand and regional guest expectations.</li> <li>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.</li> <li>Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>Available upon request, one (1) sanitizing towel provided per person</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>Room Service Menu QR code must be offered, in addition to a printed compendium format</li> <li>Orders will be left outside the guestroom door, unless necessary to accommodate guest need.</li> <li>Maintain physical separation when notifying guest order is available (e.g., telephone, door knock)</li> <li>Pick up of orders should only take place when food is in the hallway outside of the door and the guestroom door is closed</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>Guests requested to place all used items outside of their door for pick-up.</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>Amenity items placed in the room should be covered and should be disinfected according to HACCP standard</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

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

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>• Place and maintain hand sanitizer stations at all elevator banks and escalators</li> <li>• 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.</li> <li>• 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.</li> <li>• Close restrooms in service on a rotation for proper sanitization focusing on high touch areas (door handles, towel dispensers, faucets, toilets, toilet paper dispensers).</li> <li>• Consider closing restrooms in low traffic areas to ensure focus on restrooms being used most frequently</li> </ul>
<b>Personal protective equipment (“PPE”) worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>• Perform deep cleaning to disinfect public areas, elevators and guestroom floors on a regular schedule no less frequent than daily.</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>• <i>No additional guidance, at this time</i></li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>• Ensure waste basket is next to entry door for guests to utilize towels for opening door then disposing</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>• Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>



# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Outlets, Dining, and Bars

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>Rearrange the furniture, merchandising surfaces, and seating areas allow appropriate Social distancing.</li> <li>Social distancing will be implemented while guests are in line. Utilize Safety and Wellbeing Property Signage to provide visual guidance in frequently congested spaces.</li> <li>For seating of large groups, abide by local legislation.</li> <li>Adhere to social distancing protocols when seating guests, taking order, serving food, beverage and clearing table.</li> <li>Refrain from handshaking or other physical contact with guests and colleague</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>Regular sanitization of workspaces, tables and chairs will take place, including at the beginning of each shift or every two hours, at a minimum.</li> <li>Colleagues must wash/sanitize hands when switching from clearing to setting tables.</li> <li>All tables and chairs to be sanitized between seating</li> <li>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.</li> <li>Maintain a supply of sanitized pens for guest use</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>Hand sanitizer will be available at the entrance of each outlet and upon guest request for self-sanitation</li> <li>Information on enhanced cleaning and serving procedures is available for guest review</li> <li>Do not preset china, glass and silver on tables</li> <li>Salt, pepper and other condiments to be disinfected between table turns and provided upon request.</li> <li>When Buffets must be used                             <ul style="list-style-type: none"> <li>Sneeze guards used when possible</li> <li>Smaller portions of food to be placed on buffets and changed frequently</li> <li>Hand sanitizer available at the beginning of each buffet line</li> <li>Children are not allowed at buffet unattended</li> </ul> </li> <li>Food to remain covered when presented to guest whenever possible</li> <li>Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>All materials will be cleaned between shift changes and table turns. At each individual table turn, tables and chairs cleaned and disinfected.</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>Menus must be either: Laminated and sanitized between each use, single use menus, QR codes, Website with menus, or large monitors / display screens</li> </ul>
	<ul style="list-style-type: none"> <li>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.</li> <li>Online or telephone order for to go food will be available.</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>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</li> <li>Sanitize hands after handling any cash or credit cards</li> <li>Cover all food and drink when delivering from kitchen or bar. Cover all trays of dirty dishes when removing from dining room.</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>Prioritize hygiene over appearance / presentation</li> <li>Evaluate outsourced food preparation, such as precut produce and premade desserts.</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

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

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• When greeting guests, refrain from shaking hands.</li> <li>• Strongly Encourage responsible social distancing based on local authorities. <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Ensure that training equipment (example: free weight benches, functional training equipment &amp; 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.</li> <li>○ 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.</li> <li>○ If open, Jacuzzi/hot tub limited to capacity that allows social distancing.</li> </ul> </li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>• Use hospital-grade disinfectants when cleaning pool furniture.</li> <li>• Encourage guests to disinfect equipment prior to use and after each use.</li> <li>• If open, steam room and sauna surfaces to be disinfected appropriately to their surfaces at least every 2 hours, based on usage.</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>• Place Hand sanitizer stations at entrances to facilities.</li> <li>• Disinfecting wipes to be provided for guest wipe down pool chair prior to utilizing.</li> <li>• Protective gloves and masks should be worn based on job-specific duties. See regional and local guidance.</li> <li>• Recommend Plexiglas where appropriate; mask required based on job role.</li> <li>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>• Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.</li> <li>• Steam room and sauna thoroughly disinfected every night</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>• 45 minutes maximum usage on cardio equipment due to availability of equipment.</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>• For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items.</li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide disinfecting stations or wipes so guests can disinfect equipment (e.g., treadmill) surfaces of machine they interact with.</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>• Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>



# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## SPA

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>Review furniture placement in the relaxation room to promote social distancing.</li> <li>When greeting guests, refrain from shaking hands.</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li><b>BETWEEN TREATMENTS</b> <ul style="list-style-type: none"> <li>All linen is changed including all hand towels</li> <li>Bed head rest is sanitized before placing new cover</li> <li>All surfaces sanitized and disinfected</li> <li>Bathroom/rest room cleaned sanitized (follow guest room guidelines)</li> <li>All therapist products and tools cleaned and sanitized</li> <li>Therapist/spa attendant to wear gloves and mask while cleaning and refreshing the room</li> </ul> </li> <li><b>DURING TREATMENT</b> <ul style="list-style-type: none"> <li>Therapist to wash and sanitize hands in front of guest before and after treatment, and always before touching guest face</li> <li>Therapist wear mask at all time during any sort of treatment</li> </ul> </li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>Place Hand sanitizer stations at entrance to spa facilities.</li> <li>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.</li> <li>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.</li> <li>Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>Thorough deep clean nightly with hospital-grade disinfectants when cleaning pool furniture.</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>Encourage contactless payment forms</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>For non-disposable towels, allow guest to place used towels directly into dedicated bins used for dirty items.</li> <li><b>TREATMENT PREPARATION</b> <ul style="list-style-type: none"> <li>All stainless steel tools to be cleaned per regulation – warm soapy water and put in autoclave for sterilization</li> <li>All bowls to be cleaned properly in warm soapy water, rinsed and sterilized under UV lamp</li> <li>Product to be dispensed per guidelines using disposable spatulas</li> <li>Therapist to wear gloves when handling sanitized items and preparing for treatment</li> </ul> </li> <li><b>TREATMENT AMENITY</b> <ul style="list-style-type: none"> <li>Treatment room amenity to be prepared in advance by F&amp;B</li> <li>Storage and serving of amenity to follow F&amp;B guidelines</li> </ul> </li> </ul>
<b>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</b>	<ul style="list-style-type: none"> <li>Water station available in the hotel (public areas, events spaces, etc.) should be automatic to avoid guest contact. Provide disinfecting wipes so guests can sanitize surfaces of machine they interact with.</li> </ul>
<b>Colleagues will be trained and certified on hygiene and cleanliness practices</b>	<ul style="list-style-type: none"> <li>Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Events

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Space is provided in the rear of each room for self-distancing</li> <li>• 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.               <ul style="list-style-type: none"> <li>○ Theater style seating will allow 3' of space between guests, distance between rows will be increased by 1 foot</li> <li>○ Classroom set up will be 2 guests per 6' table maximum, distance between rows will be increased by 1 foot</li> <li>○ U-Shape will be set 2 people per 6' maximum</li> <li>○ Conference Style will be set up 2 people per 6' maximum</li> <li>○ Hollow Square set ups will be 2 people per 6' table maximum.</li> <li>○ Banquet rounds will be set 6 people per 6' round or 5 people per 5' or 5.5' round.</li> <li>○ Reception set up will have all tables at least 6' apart, with no more than 2 chairs per cocktail round.</li> </ul> </li> <li>• 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.</li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>• Event Public Areas               <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Remove all non-essential equipment from public areas.</li> <li>○ 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.</li> <li>○ 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.</li> <li>○ Hand sanitizer will be available by water station</li> <li>○ Use of personal water bottles will be discouraged, unless contactless hydration stations are available</li> <li>○ On-brand communication regarding sanitation and hygiene is visible for guest</li> </ul> </li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Hand Sanitizer will be available for guest to use at all Event Venues</li> <li>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>



# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Events Continued

Enhanced Deep Cleaning and Sanitization of objects that are frequently touched	<ul style="list-style-type: none"> <li>• Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards)</li> <li>• Event Venue refresh will ensure proper hygiene and sanitization                             <ul style="list-style-type: none"> <li>○ All surfaces are sanitized during refresh</li> <li>○ All glasses, cups and trash are removed from all tables</li> <li>○ All dirty or stained linen is removed in closed linen bag or covered bin</li> <li>○ Empty all waste bins in the room</li> <li>○ Sanitize frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards )</li> </ul> </li> <li>• Event Venue teardown will ensure proper hygiene and sanitation                             <ul style="list-style-type: none"> <li>○ All materials are removed from tables</li> <li>○ All linens are removed from tables and transported to laundry in closed linen bag or covered bin</li> <li>○ Linen to be washed separately from other Hotel linen</li> <li>○ All equipment is sanitized before removing from room</li> <li>○ All trash is removed from room</li> <li>○ All equipment is placed in proper storage area</li> </ul> </li> <li>• Pen will be sanitized before handing to guest and upon return</li> <li>• Office and storage area key cards will be sanitized before placing in key envelope and handing to guest</li> </ul>
Contactless interactions will be encouraged whenever possible	<ul style="list-style-type: none"> <li>• Discontinue providing items that can't be sanitized, like pads and pens</li> <li>• Encourage digital engagement opportunities such as the meeting planner app and Group Bill</li> </ul>
Strict separation between handling clean and dirty items and cleaning supplies	<ul style="list-style-type: none"> <li>• 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</li> <li>• Sanitize hands after handling any cash or credit cards</li> <li>• Cover all food and drink when delivering from kitchen. Cover all trays of dirty dishes when removing from Event Venue</li> </ul>
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	<ul style="list-style-type: none"> <li>• Prioritize hygiene over appearance / presentation</li> <li>• Evaluate outsourced food preparation, such as precut produce and premade desserts.</li> </ul>
Colleagues will be trained and certified on hygiene and cleanliness practices	<ul style="list-style-type: none"> <li>• Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Banquets

Global Directive	Guidance
<b>Social distancing for Colleagues and Guests</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• In rooms with multiple doors, designate some as entrance and some as exit to encourage one-way flow.</li> <li>• Adhere to Social distancing protocols when approaching tables, serving food, beverage and clearing table.</li> <li>• Refrain from handshaking or other physical contact with guests and colleague.</li> <li>• 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:               <ul style="list-style-type: none"> <li>○ 5' rounds seat no more than 5 people</li> <li>○ 6' tables seat no more than 6 people.</li> </ul> </li> </ul>
<b>Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased</b>	<ul style="list-style-type: none"> <li>• Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, reader boards)</li> </ul>
<b>Personal protective equipment ("PPE") worn by colleagues and made available to guests, and other protective measures deployed</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Hand Sanitizer will be available for guest to use at all Event Venues</li> <li>• Gloves and masks are available for guests if they choose to use them</li> <li>• Silverware to be rolled or covered by napkin. Consider the use of disposable napkins and flatware</li> <li>• Sanitizing wipes to be placed on each table along, with receptacle for used wipes.</li> <li>• Servers to sanitize hands and replace gloves after completing set up</li> <li>• Envelope or sleeve is provided for storage of guest masks</li> <li>• Guests strongly encouraged to wear PPE (i.e., Masks), subject to additional guidance from local authorities.</li> </ul>
<b>Enhanced Deep Cleaning and Sanitization of objects that are frequently touched</b>	<ul style="list-style-type: none"> <li>• Sanitize all frequently touched event venue equipment (chairs, tables, linen, lecterns, trash receptacles, water stations, easels, amenity containers, hand rails on risers, readerboards )</li> </ul>
<b>Contactless interactions will be encouraged whenever possible</b>	<ul style="list-style-type: none"> <li>• Encourage digital engagement opportunities such as the meeting planner app and Group Bill</li> </ul>
<b>Strict separation between handling clean and dirty items and cleaning supplies</b>	<ul style="list-style-type: none"> <li>• <i>See enhanced food and safety protocols</i></li> </ul>



# Hyatt Global Operations & Covid-19 Care & Cleanliness Directives & Guidance

## Banquets Continued

<p>Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events</p>	<ul style="list-style-type: none"> <li>• Discourage buffets and replace with a limited la carte menu. If required, hygiene and sanitation practices must be followed: <ul style="list-style-type: none"> <li>○ Hand sanitizer at the beginning of each buffet line.</li> <li>○ On brand printed material outlining hygiene practices is visible to guest on or near the buffets.</li> <li>○ Increase number of buffets and spread them throughout the room to allow for Social distancing, or extend buffets to allow proper Social distancing.</li> <li>○ Only do single sided buffets, and have sneeze guards and protection in place when possible</li> <li>○ Colleague to place food on guests plates or prepackage items are offered</li> <li>○ Minimize props and other décor on buffet to keep buffet clutter-free</li> <li>○ Do not use shared/ open condiments</li> <li>○ All buffet utensils are changed/ sanitized every 30 minutes</li> </ul> </li> <li>• Plated Service hygiene and sanitation practices will be followed</li> <li>• Rolled silverware, Salt and Pepper shakers to be sanitized prior to placing on table, and delivered with first course. <ul style="list-style-type: none"> <li>○ No food items to be preset</li> <li>○ Plates to remain covered when being carried into the rooms. Servers to remove covers tableside right before serving</li> <li>○ Separate staff for serving and clearing is recommended</li> <li>○ Cleared plates to be covered with clean napkin on tray and covered before carrying to back of house</li> <li>○ Coffee served tableside, no carafes left at tables. Individual portions of cream, sugar, sweetener</li> <li>○ Bread service to be handled by servers. No baskets of bread to be placed on tables</li> <li>○ Individual portions of dressings will be used as opposed to goosenecks</li> </ul> </li> <li>• Coffee break hygiene, sanitation and operational best practices will be followed <ul style="list-style-type: none"> <li>○ Coffee break stations are spread out to allow proper Social distancing</li> <li>○ Minimize props and other décor to keep coffee breaks clutter free</li> <li>○ Set up should be done right before the event, not the day prior</li> <li>○ Food displays are small and changed frequently , food it to remain covered before bringing into Venue</li> <li>○ Serving utensils are changed and sanitized frequently</li> <li>○ Ice is in a covered container</li> <li>○ Dirty service ware is placed on a tray and covered before being removed from the room</li> <li>○ If paper cups are used they should be in a dispenser</li> <li>○ No bulk condiments are used</li> </ul> </li> <li>• Banquet Beverage hygiene, sanitation and operational best practices are followed <ul style="list-style-type: none"> <li>○ Increase number of Bar or Beverage stations and spread them throughout the room to allow for Social distancing</li> <li>○ Minimize props and other décor on bar to keep back bar or bar front clutter free</li> <li>○ Set up should be done right before Event with clean and sanitized glassware, ice remains covered, garnish in separate containers with cover</li> <li>○ No self-serve bars or beverage service</li> </ul> </li> </ul>
<p>Colleagues will be trained and certified on hygiene and cleanliness practices</p>	<ul style="list-style-type: none"> <li>• Refer to <a href="#">GBAC Accreditation and Hygiene Leader Certification (Global)</a></li> </ul>

# GBAC Accreditation

GBAC STAR facility accreditation is a performance-based cleaning, disinfection, and infectious disease prevention program focused on establishing hotel environments that are sanitary, safe, and healthy.



**Mark Boettger has been named our Director of Security, Safety & Hygiene and will lead this charge. Mark is supported by Jackie Yulo our Director of Wellness.**

This includes responsibility to orient all colleagues to new hygiene and wellbeing standards as well as conduct, certify and execute ongoing, regular evaluation of adherence to these standards for Housekeeping, Laundry, Spa, Culinary and Food and Beverage outlets.

A key aspect of these responsibilities also includes to pro-actively communicating and reinforcing:

- The standards in place for all guest and colleague interactions
- *Cleaning and disinfection policies and procedures*
- Roles and responsibilities of leaders and colleagues to execute on these standards
- Implications and potential consequences of not following these standards



# GBAC Six Step Process

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The six steps of the GBAC Protocol are:

1. Incident Site Risk Assessment – Quality Control
2. Pre-Disinfect
3. Load Reduction
4. Forensic Cleaning
5. Final Disinfection
6. Post Site Assessment-Quality Control.



Cleaning, Disinfection and Response Protocol

# Leading with our purpose

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## WHAT WE VALUE

**RESPECT:** wellbeing checks for guests and colleagues

**EMPATHY:** asking for regular feedback from all colleagues

**CREATIVITY:** test new ideas for the guest experience

## HOW WE ACT

**PRACTICE SOCIAL DISTANCING**

**KEEP YOUR HANDS CLEAN**

**WEAR PERSONAL PROTECTIVE  
EQUIPMENT**

## THE EXPERIENCES WE DELIVER

**Evolved Guest Room  
and Dining Experiences  
for Guests**

**Greater communication,  
listening and care  
included in the evolved  
colleague experience**



# How our actions will look different for guests and colleagues

## For our Guests

- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and colleague areas and entrances
- Social distancing guidance in public areas across hotel properties
- Signage abundant throughout resort encouraging various behaviors for safety
- Enhanced cleaning in fitness centers, spas and other recreational amenities



## For our Colleagues

- Proper training, support and retraining on new processes and protocols
- Personal Protective Equipment to do your job always available
- Social distancing practiced and reinforced throughout the hotel and encouraged via floor clings and signage
- Continuous conversation and feedback on your experience, how you are feeling, what you are hearing from guests and how can we continue to get even better each day
- Safety screens throughout high contact areas to provide barrier between guest and associate



# Front Desk

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# Lehua Lounge

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# Ka'ana Kitchen

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# Fitness Center

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# Event Studios

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# Signage



Andaz Maui at Wailea Resort is committed to upholding the highest standards of cleanliness in an effort to ensure our guests enjoy a healthy, safe and comfortable environment.

Here are some specific health and safety measures currently in place at our resort:

- Colleague certification and trainings for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Exploring purification and sanitization device installation in an effort to ensure enhanced air quality
- Protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas across hotel properties



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.







MAHALO AND STAY WELL