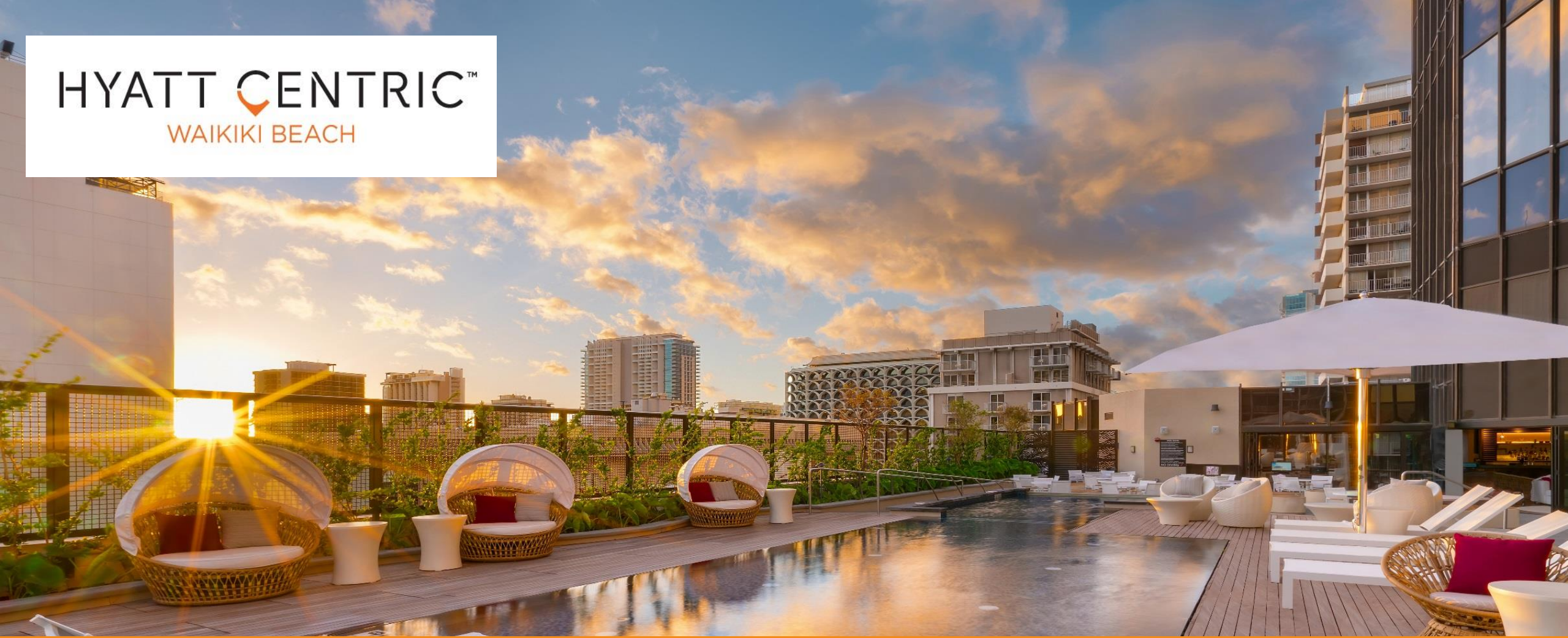


HYATT CENTRIC™
WAIKIKI BEACH



Hyatt Global Care & Cleanliness Commitment

HYGIENE & WELLBEING INITIATIVES



SAFETY FIRST, WELLBEING ALWAYS

I hope you, your family and loved ones are staying healthy and well.

Our priority for welcoming guests, customers, and colleagues back is doing it with your safety and wellbeing in mind.

Mark Hoplamazian
President and Chief Executive Officer
Hyatt Hotels Corporation

mark

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

Hyatt's Global Care & Cleanliness Commitment builds on our existing rigorous safety and cleanliness protocols and includes:



LESS CONTACT, MORE CARE

New and enhanced digital amenities in the World of Hyatt app can put you in control of how you connect with us.*

- Contactless check-in, checkout and hotel stay bill
- Mobile Entry
- Food and beverage mobile ordering
- Request items to your room
- In-room Chromecast

*Availability varies by hotel.



WELLBEING WHERE YOU ARE

Our commitment also focuses on a more holistic sense of wellbeing including digital experiences designed to help you feel, fuel and function from the comfort and convenience of your guestroom, home or transit in-between.

- Curated meditations from Headspace in the World of Hyatt app
- Workout in-room with Exhale on Demand
- Virtually connect with Hyatt colleagues until we can be together again. hyatt.com/together

HYGIENE & WELLBEING INITIATIVES

Hyatt Global Care & Cleanliness Commitment: Hyatt Centric Waikiki Beach received the Global Biorisk Advisory Council (GBAC) STAR certification.



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



HYGIENE & WELLBEING INITIATIVES

We have certified **Hygiene and Wellbeing Leaders** on staff to ensure commitment to upholding highest standards of cleanliness. Their responsibilities include, among other things, to oversee, train, support and re-enforce Hyatt's hygiene and wellbeing expectations in tandem with local ordinances.

Alex Watson,

Hygiene and Wellbeing Leader

Dan Katona

Hygiene Team Leader

Richard Elliott

Hygiene Team Leader

THIS REQUIRES ADJUSTING OUR PLAN

We seek to make Hyatt the safe, secure, and reliable brand of choice based on care and wellbeing.

BOOK WITH CONFIDENCE / STAY WITH PEACE OF MIND

OPERATE WITH CONFIDENCE / RECOVER RESPONSIBLY

CREATE A SENSE OF COMFORT, CONFIDENCE AND COMPETENCE

INCLUDING AN ENHANCED COMMITMENT TO CARE & CLEANLINESS

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



A key component of our plan is that colleagues remains at the heart of our business. Showcasing safety first, while caring for the wellbeing of everyone, is how we will deliver on our plan with our Purpose as our guide:

We will do this in three ways:

WHAT WE
VALUE

HOW WE ACT

THE
EXPERIENCES
WE DELIVER

WHAT WE VALUE

WE CARE FOR PEOPLE
SO THEY CAN BE THEIR
BEST



HOW WE ACT

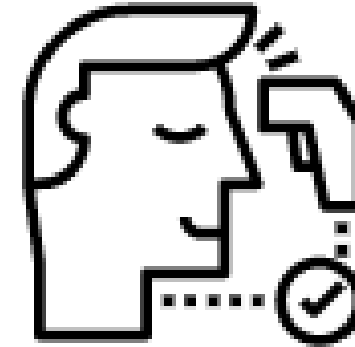
EMPATHY + ACTION = CARE



PROTECT YOURSELF & OTHERS BY MONITORING YOUR OWN HEALTH



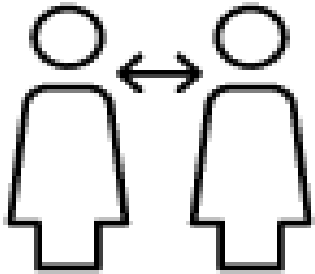
DAILY
WELLNESS
CHECKS
BEFORE COMING TO
WORK



DAILY TEMPERATURE
CHECKS BEFORE
STARTING YOUR SHIFT

Re-assess each day and stay at home if you feel unwell or have had recent possible exposure to COVID-19

PROTECT YOURSELF AND OTHERS THROUGH HYGIENE & PERSONAL PROTECTIVE EQUIPMENT



ROLE MODEL
SOCIAL
DISTANCING



KEEP YOUR
HANDS
CLEAN



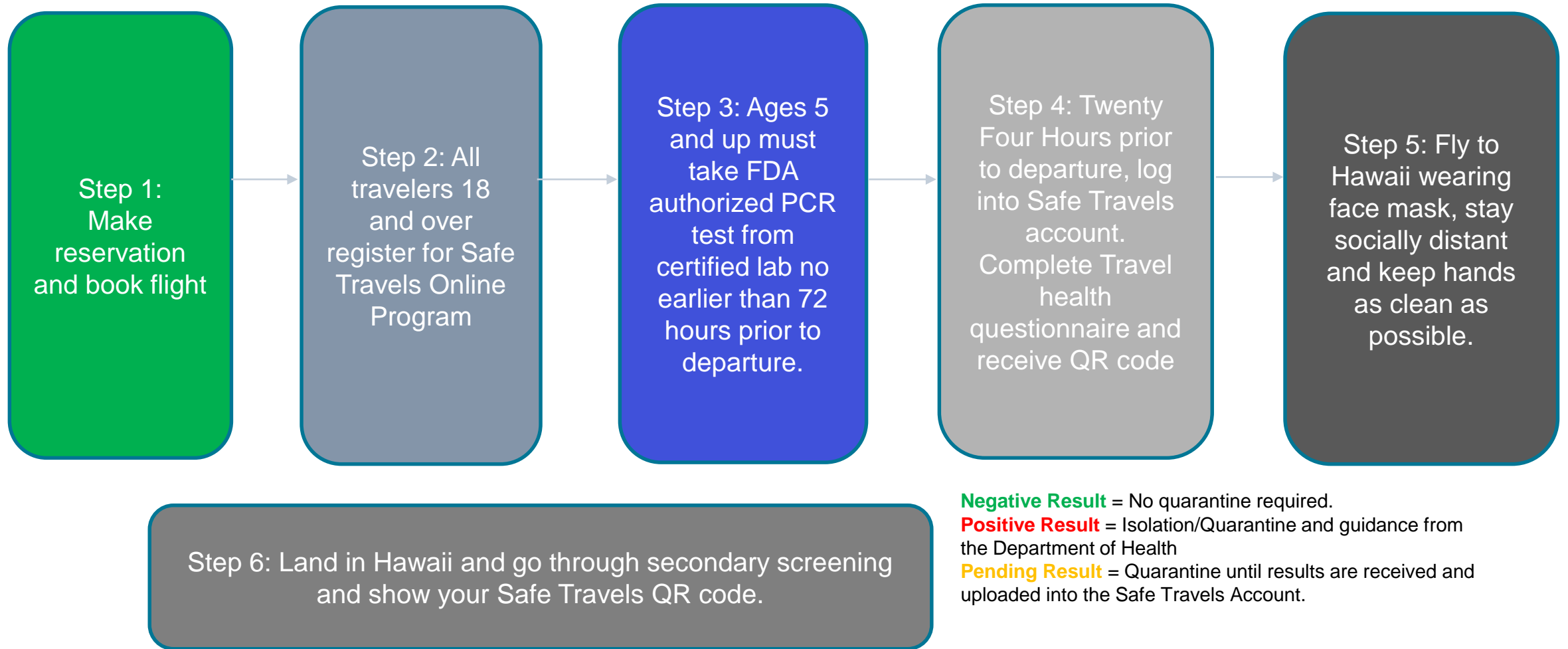
WEAR
PERSONAL
PROTECTIVE
EQUIPMENT

creating a safer environment through your behaviors

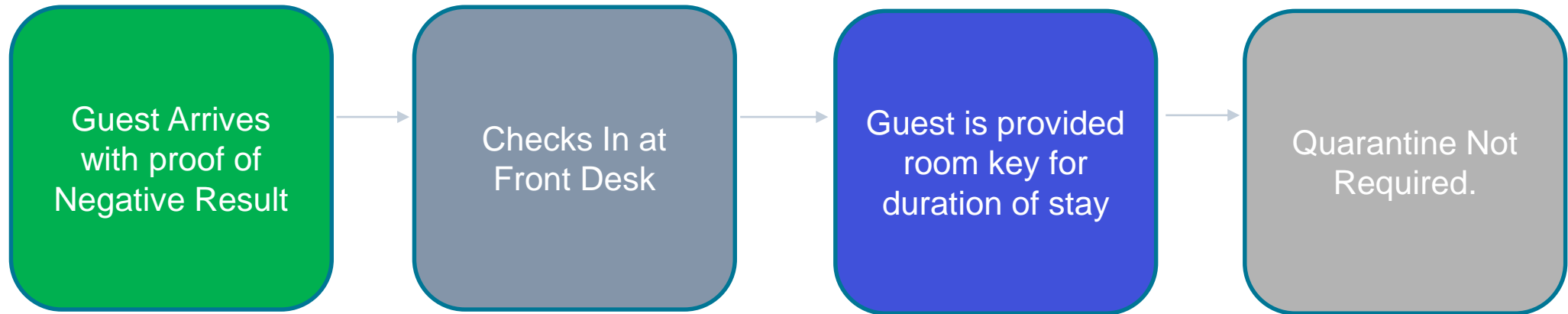


PRE-TRAVEL TESTING PROCEDURES

Flying to and staying at Hyatt Centric Waikiki Beach



Checking In-Negative Covid-19 Test



- Guest *uploads* results to Safe Travels Account
- Host will welcome guest and encourage use of hand sanitizer
- Resort host **must** verify that guest is exempt from quarantine and will request to see Safe Travels QR Code screen
 - <https://travel.Hawaii.gov>
- **SAFE special code is added to guest reservation**, indicating we have verified negative test result
- Guest is free to enjoy stay around the island
 - *Must socially distance*
 - *Wear mask covering nose and mouth*

What to look for

Negative Covid-19 Test Result

Trips

[+ Add Trip](#)

Orlando, FL - Honolulu (HNL) - 09-24-2020



Hawaii Arrival Date	09-24-2020
Traveling To	Honolulu (HNL)
Flight Number	2323
Airline	Hawaiian Airlines (HA)
Other Travel Party Members	
Screened	Yes
Hawaii Departure Date	
In Quarantine	No
Last Day of Quarantine	-NA-
Exempt	No
Exemptions	

[View](#)

Positive or Awaiting Results Covid-19 Test Result

Trips

[+ Add Trip](#)

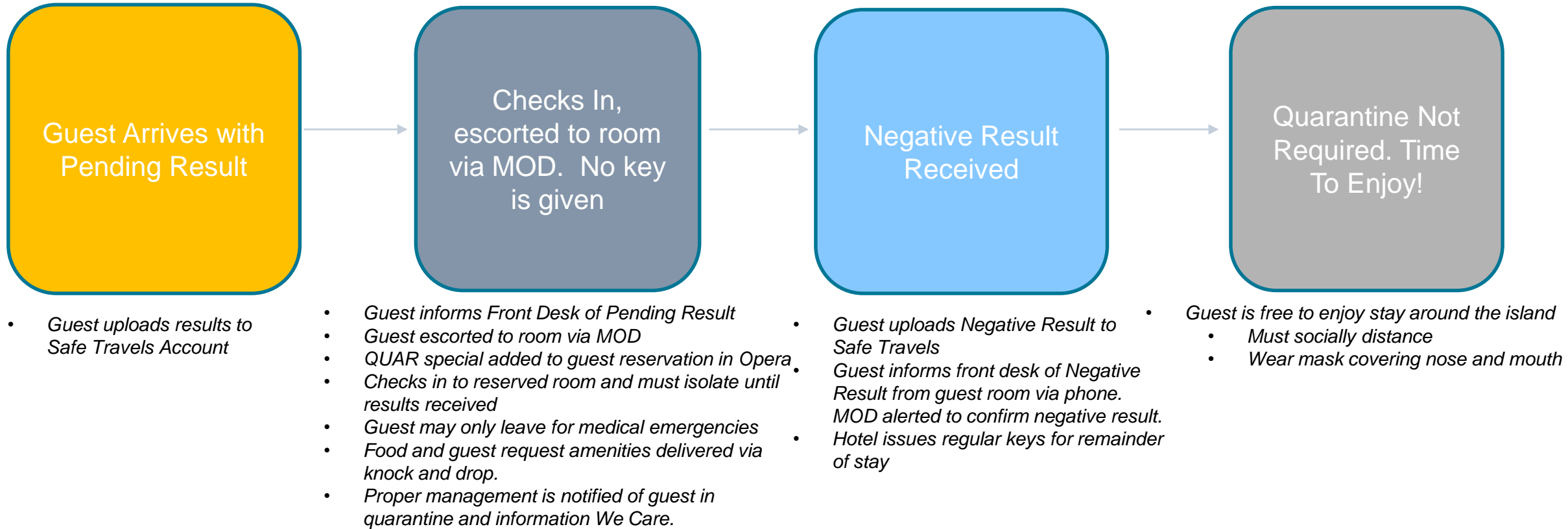
Orlando, FL - Honolulu (HNL) - 10-08-2020



Hawaii Arrival Date	10-08-2020
Traveling To	Honolulu (HNL)
Flight Number	2323
Airline	Hawaiian Airlines (HA)
Other Travel Party Members	
Screened	Yes
Hawaii Departure Date	
In Quarantine	Yes
Last Day of Quarantine	10-21-2020
Exempt	No
Exemptions	

[View](#)

Protect Checking in-Pending COVID Test/Negative

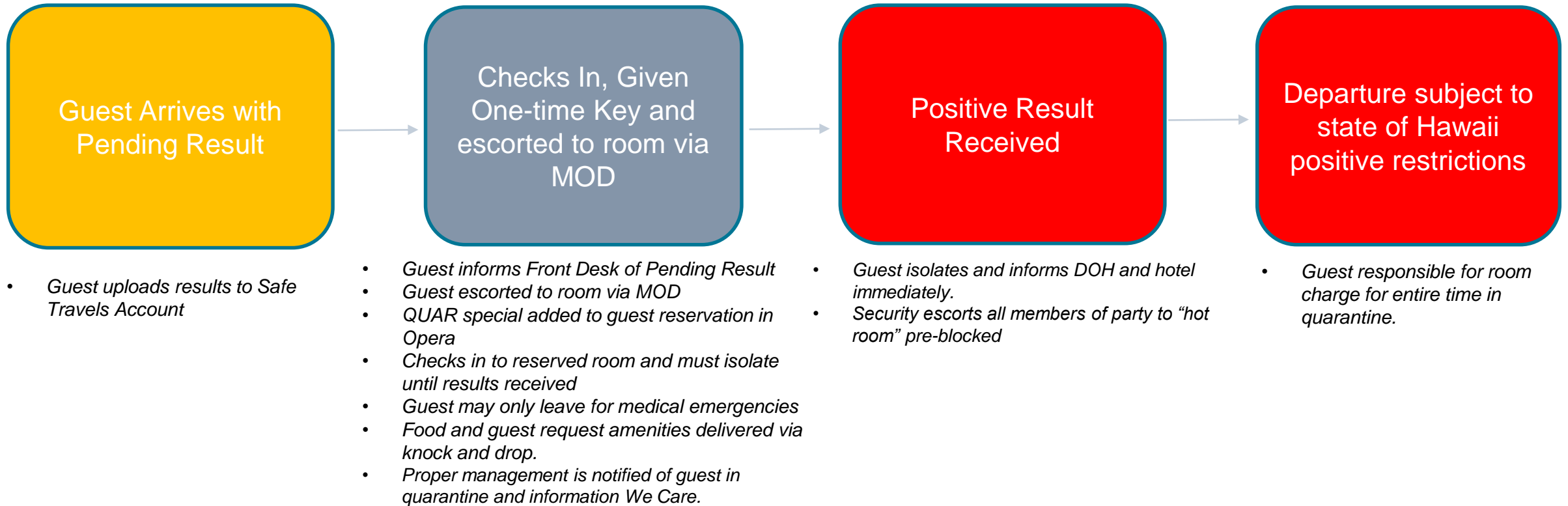


GUEST PENDING COVID TEST (TRAVELING WITH PARTY)

Entire party must remain in quarantine even if remainder of party has tested negative

Guests with proof of Negative test will have option to purchase additional room at their cost but still must quarantine until other guests results are confirmed

Checking in-Pending COVID Test/Positive



Positive COVID Test Stipulations



- *All members within the traveling party that test negative will still need to remain in quarantine for 14 days. Guests can purchase second room on same floor to isolate from positive person, but party will still need to quarantine.*
- *Guests will not be allowed to leave the room unless for medical emergencies*
- *If guest is unable to afford stay, guest/hotel will contact Hawaii Cares line (800-753-6879) who will refer them to a different accommodation*
- *Guest to inform Front Desk should food be delivered to the hotel. Food will be dropped off outside door by MOD*
- *Any hotel guests breaking quarantine will be reported immediately to Quarantine Hotline - 808-723-3900 or HPDcovidforce@honolulu.gov*
- *Guest will be allowed to depart pending health service guidance by the DoH*

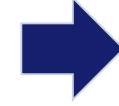
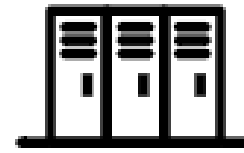
COLLEAGUES, GUESTS, AND VISITORS EXPERIENCES

COLLEAGUES EXPERIENCE

Heart of House

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none">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.)
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	<ul style="list-style-type: none">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)
Personal protective equipment (“PPE”) worn by colleagues and made available to guests, and other protective measures deployed	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Eliminate self-service buffet of all items:<ul style="list-style-type: none">Single-serve pre-packaged breakfast items (if breakfast items are offered.)Limited lunch/dinner menu with two entrée 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	<ul style="list-style-type: none">Strict separation to be followed without exception
Enhanced food safety and hygiene protocols for public spaces, restaurants, room service, group meetings, and events	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

WAYS OUR COLLEAGUES WILL EXPERIENCE HYATT DIFFERENTLY IN THE HEART OF HOUSE AROUND THE GLOBE



- Our Wellness Policy instructs colleagues to stay home from work if they are not feeling well, have been exposed or diagnosed

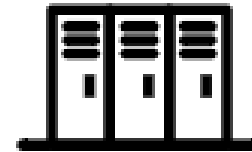
- Temperature check completed upon entering the building
- PPE materials readily available
- Entrance limited to one colleague at a time with proper distance between each while awaiting to enter

- Uniforms are picked up from an attendant in proper PPE

- Locker room facilities & amenities have been adjusted to adhere to hygiene & social distancing guidance
- Max use occupancy is defined; schedules staggered as needed to adhere
- Locker room facilities are maintained with high level of cleanliness throughout the day

- Day to day responsibilities completed while adhering to new cleanliness and social distancing guidance

- Tables & Chairs arranged according to social distancing guidance
- Meals are served pre-packaged or pre-plated
- Max dining occupancy is established and reinforced by staggering schedules and allowing colleagues in administrative roles to eat at their desks
- Any touching required to obtain meals / beverages and clean up after eating has been minimized.



- Exit limited to one colleague at a time with proper distance between each while awaiting to leave
- Reminder provided for return to home cleanliness after working a shift

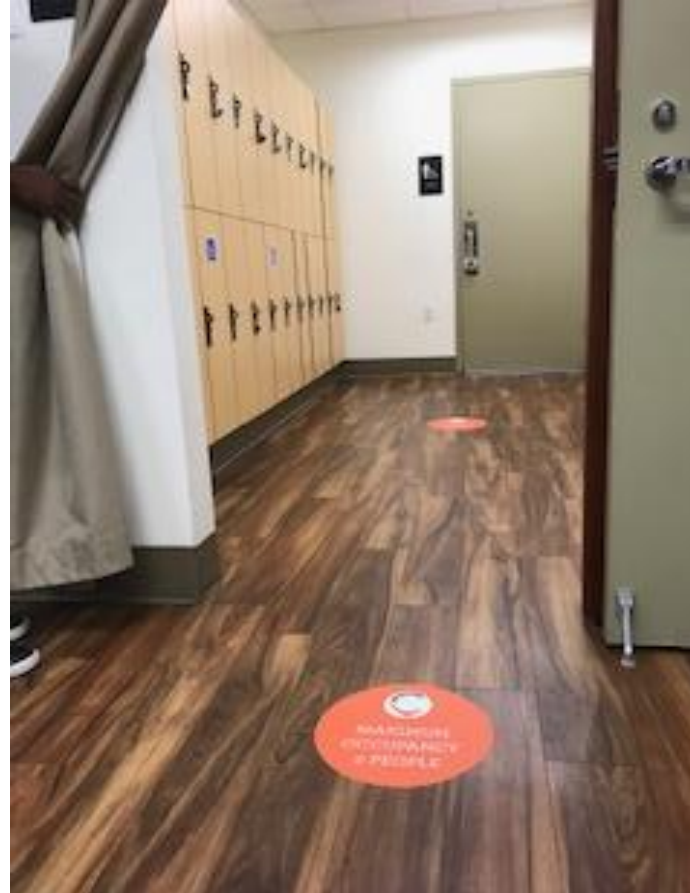
- Feedback given before leaving for the day – did you feel safe and supported?

- Uniform drop off is self service
- Colleagues can self-laundry if desired

- Locker room facilities & amenities adjusted to adhere to hygiene & social distancing guidance
- Max use occupancy is defined; schedules staggered as needed
- Locker room facilities are maintained with high level of cleanliness throughout the day

- After dining, self check on PPE requirements and return to work adhering to new cleanliness and social distancing guidance

COLLEAGUES EXPERIENCE



GUEST/VISITOR ARRIVAL & DEPARTURE

Check-In and Check-Out

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Suspend communal self-service water stations, food, snacks for guest during check in
Colleagues will be trained and certified on hygiene and cleanliness practices	<ul style="list-style-type: none">• Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

GUEST/VISITOR ARRIVAL & DEPARTURE



GUEST/VISITOR ARRIVAL & DEPARTURE



GUEST ROOMS

Guest Room

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• QR code compendium must be offered in addition to printed format
Strict separation between handling clean and dirty items and cleaning supplies	<ul style="list-style-type: none">• Cleaning will be performed in two phases:<ul style="list-style-type: none">○ 1. Remove at-risk items and clean:<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

GUEST ROOMS



HOTEL FACILITIES

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

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • <i>No additional guidance, at this time</i>
Strict separation between handling clean and dirty items and cleaning supplies	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

HOTEL FACILITIES



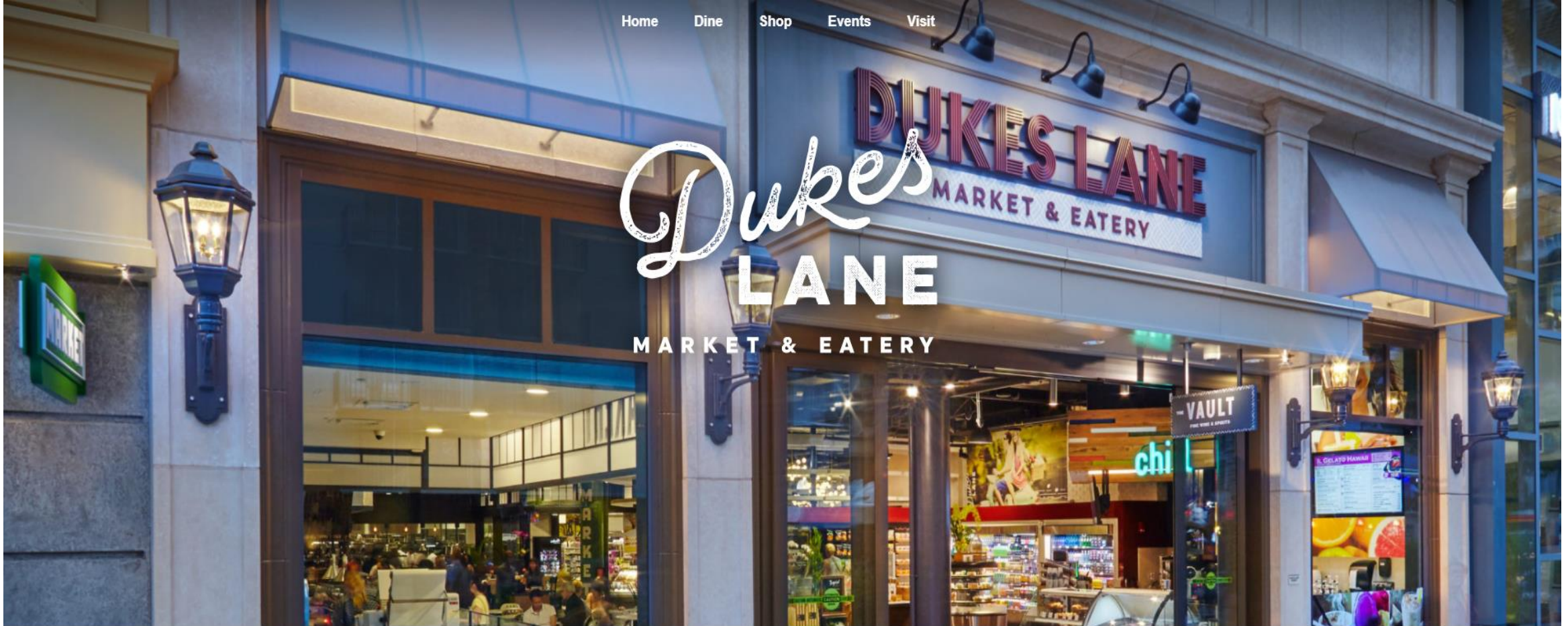
FOOD & BEVERAGE

Hotel restaurant temporarily. Other food and beverage establishment available in the hotel

Outlets, Dining, and Bars

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 clearing 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	<ul style="list-style-type: none">• 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<ul style="list-style-type: none">○ Sneeze guards used when possible○ Smaller portions of food to be placed on buffets and changed frequently○ Hand sanitizer available at the beginning of each buffet line○ 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• Menus must be either: Laminated and sanitized between each use, single use menus, QR codes, Website with menus, or large monitors / display screens

FOOD & BEVERAGE-ALTERNATIVES



FOOD & BEVERAGE-ALTERNATIVES

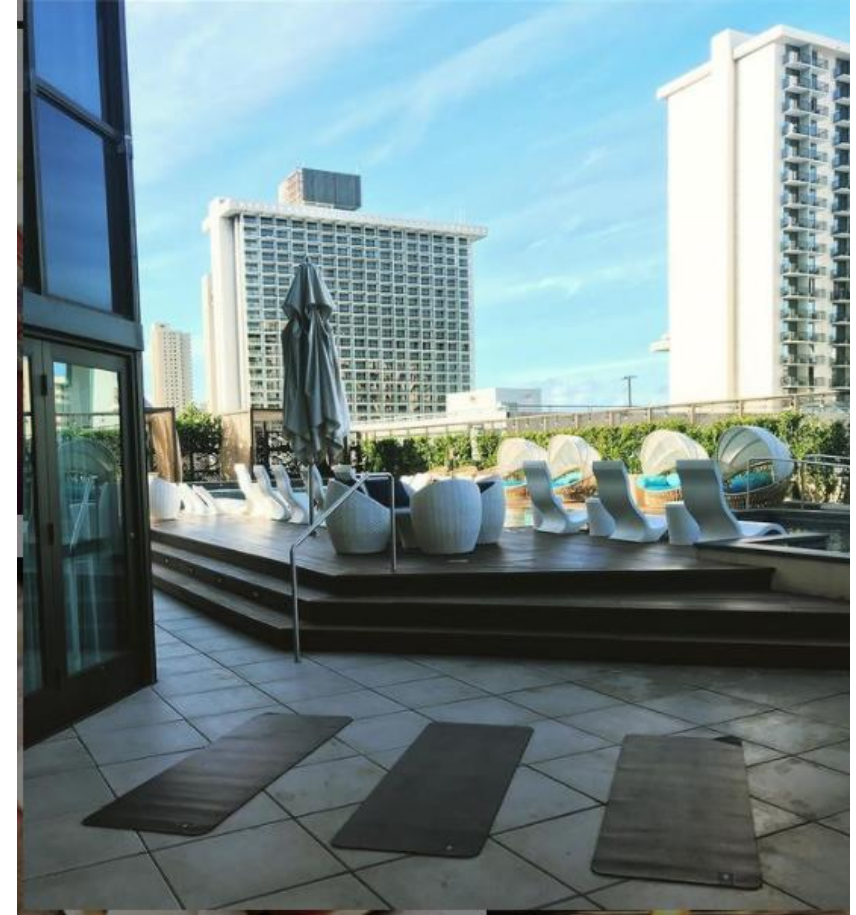


GUEST SERVICES

Fitness Center, Recreation, Towel, Pool, Jacuzzi

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> ○ 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. ○ 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. ○ 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. ○ If open, Jacuzzi/hot tub limited to capacity that allows social distancing.
Frequency of cleaning and sanitizing Guest and Colleague spaces will be increased	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 45 minutes maximum usage on cardio equipment due to availability of equipment.
Strict separation between handling clean and dirty items and cleaning supplies	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.
Colleagues will be trained and certified on hygiene and cleanliness practices	<ul style="list-style-type: none"> • Refer to GBAC Accreditation and Hygiene Leader Certification (Global)

GUEST SERVICES



EVENTS

Events

Global Directive	Guidance
Social distancing for Colleagues and Guests	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Event Public Areas <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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



HOW OUR ACTIONS WILL LOOK DIFFERENT FOR GUESTS & COLLEAGUES

For our Guests

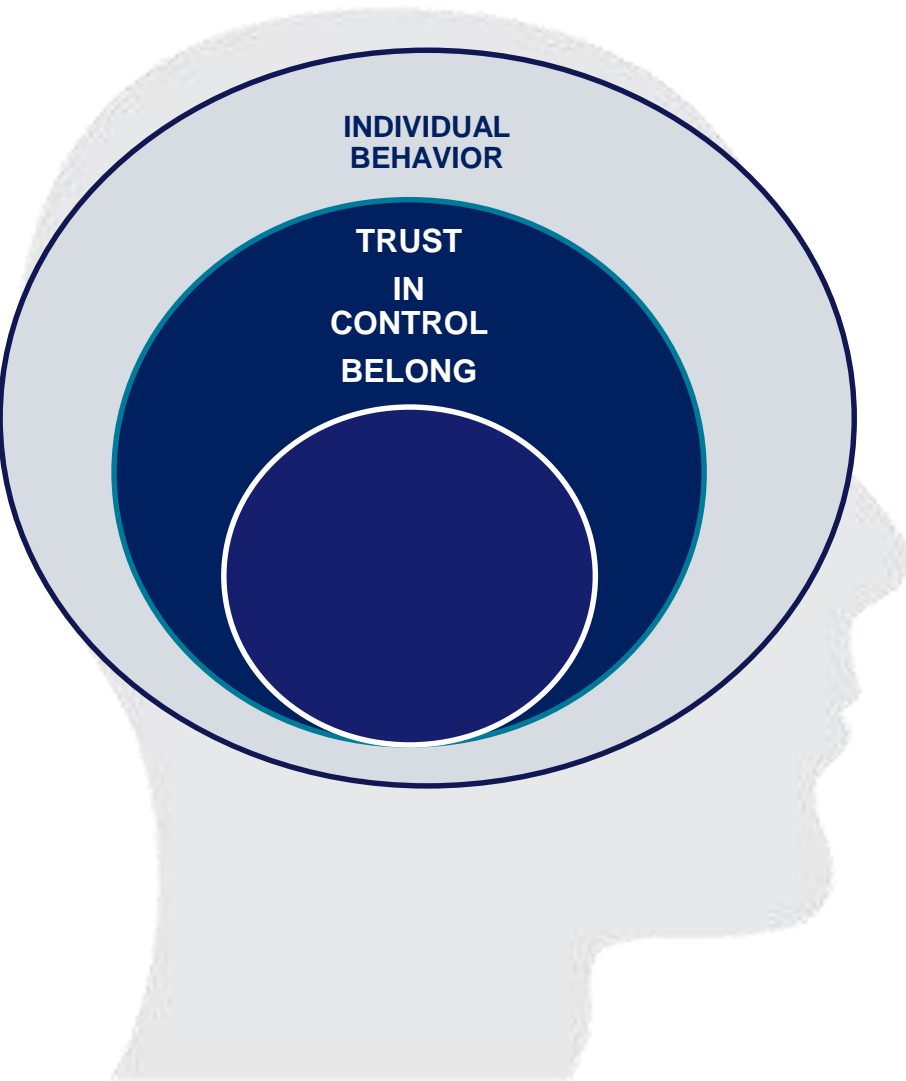
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Prominently placed hand sanitizer stations throughout hotel public and colleague areas and entrances
- Social distancing guidance in public areas across hotel properties
- Enhanced cleaning in the fitness center, public areas, and pool.
- Contactless transactions through World of Hyatt app, Zingle, touchless credit card readers

For our Colleagues

- Proper training, support and retraining on new processes and protocols
- Personal Protective Equipment available throughout the hotel
- Social distancing practiced and reinforced throughout the hotel
- 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



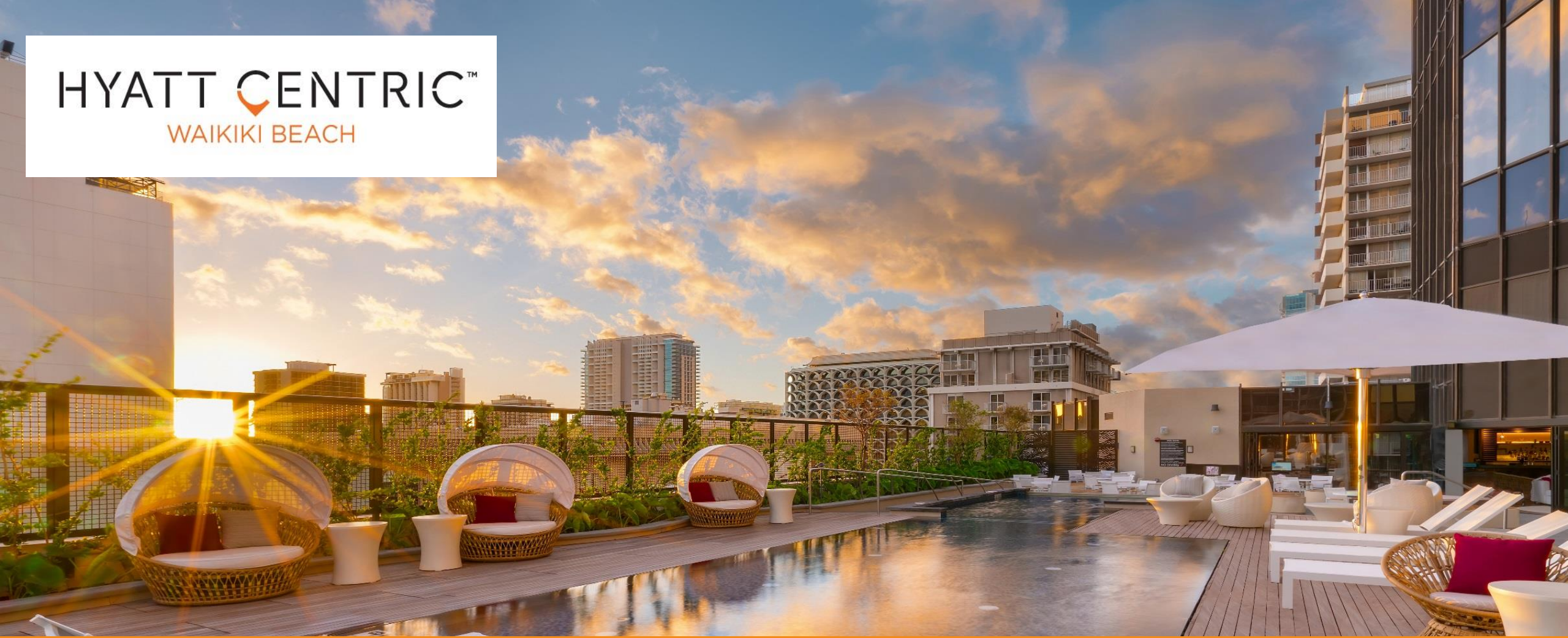
Simple Behaviors that Foster a Healthier Work Environment



- Wear a mask properly when you are not having your meal
- Avoid talking with each other in front of the food in the cafeteria
- Dispose of your mask or tissue in a closed waste bin
- Sanitize your work area daily(e.g. table, keyboard , telephone)
- Wash your hands with soap before having meals
- Cover your mouth with a tissue when you sneeze or cough
- Do not share your meal with others
- Avoid close contact with colleagues(e.g. shaking hands)
- Avoid touching your eyes, nose, mouth with unwashed hands
- Avoid touching the mouth of your water bottle with the water dispenser when refilling
- Avoid hanging your personal belongings outside your locker

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