SAN JOSE MARRIOTT
Commitment to Clean
OVERALL STANDARDS

• Compliance with State/County/Marriott guidelines and mandates

• Marriott Hotels are required to have a “Commitment to Clean Plan” on record that is auditable. Elements must include hand hygiene, cleanliness, social distancing, and PPE

• On-Property Cleanliness Champions

• Continuously updated training
HYGIENE & CLEANLINESS

• Hand sanitizer stations at high customer/employee touch points (entry/exit, elevators, escalators, Food & Beverage outlets, Meeting Space, Spa/Fitness, locker rooms, time clocks)

• Signage promoting social distancing, hand hygiene, and cleanliness in employee areas, Front Desk, and Public Spaces
LESS CONTACT
MORE CONNECTION

• Reduce employee room entry during guest stay (housekeeping, in-room dining)
CLEANING + DISINFECTION

• Utilization of EPA & CDC-approved cleaning & disinfecting protocols that are effective against COVID-19
• Hand sanitizing wipes and face masks in guest rooms
• Daily reinforcement of cleaning protocols
EMPLOYEE/GUEST PPE

• Face coverings required as part of uniforms for all employees. Hotel to follow state/local guidelines. Hotel is responsible for providing Personnel Protective Equipment (PPE) to employees based upon job need
• Temperature checks for employees prior to reporting to work
• Daily communication and education of employees on how to stay safe
• Daily communication and education of personal mental and physical wellbeing health tips
ELIMINATE SHARED REUSE

• Eliminate and offer alternative options for any shared use items that can’t be cleaned after guest use
MEETING AND EVENTS

• Meeting capacities to be aligned with social distancing guidelines

• Contactless Meeting Technology
  • Meeting Services App
  • Mobile Check-In/Key

• Updated guidelines for all restaurant and banquet operations/offerings
FRONT DOOR ORDINANCES
WHAT BUSINESS NEEDS NOW...

1. Confidence
   a. Build confidence in customers and employees that it is safe to travel and work
   b. Effective communication to constituents

2. Easing of travel restrictions

3. Ability to host larger gatherings

4. Area is very group/catering/convention reliant restaurants/bars currently not feasible to re-open due capacity constraints
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: San Jose Marriott
Industry/Sector: Hospitality
Date: 6/03/2020

1. Are you open or partially open? **YES**
   a. Are you an essential business? **NO**
   b. Are you open under an exception such as: **YES**
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? **YES**
   d. To your knowledge, have employees or customers become infected with COVID-19? **NO**

2. How many of your activities can be moved outdoors? **Food & Beverage Service could be moved outdoors potentially and minimually**

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

      Directional signage, credential verification at entrance, physical dividers to separate Front Desk from Guests

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

      Temp checks of associates and vendors, hand sanitizers stations, daily stand ups with reminders of sanitizing protocol PPE
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

All provided at entrance; no entry allowed without it. Signage posted at entrances

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

NO

e. Can customers make appointments to gain entry while inside capacity is restricted?

NO

f. How can social distancing be maintained inside your premises?

Signage throughout Front and back of House areas reminding both guests and associates to maintain Social distancing protocols.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

Temperature is taken prior to reporting to duty; PPE distributed at daily standup for each department at each shift.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

We can be very flexible with our meeting space. since we have various sizes of meeting rooms.
6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

Through our guest registration, meeting customer contacts and associates schedules/times cards.

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? We need clearer guidance on Pool and Fitness Center Operations
   b. Licensure? NA
   c. Childcare? NA
   d. Housing? NA
   e. Digital Inclusion? NA
   f. Commute-Free Working?

      All positions that are able to work from home do so.

8. If you have been opened or partially opened, what challenges have you experienced?

Challenges with enforcing face mask requirements; different/ever changing regulations between counties/states make it difficult/confusing for us to adhere to. No indication of expiration to ordinances make it difficult know when changes occur, and to book future business opportunities.

9. If you have been opened or partially opened, how has the community's adherence and response to the COVID health safety protocols been?

Been varied; some people take it more seriously than others.