

# Fort Lauderdale Harbor Beach Resort & Spa

Commitment to Clean



# OUR APPROACH

## A LONGSTANDING COMMITMENT

Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create

hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes.



## GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of which we are a part.

Our new protocols work for all 30 brands. While elements of these new practices may vary based on differing geographies, travelers should know that our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.

## A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high-traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us.

You can count on us, and we know we can count on you.



WE'RE IN THIS TOGETHER

# OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



*we'll be ready to welcome you.*



This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

### ✓ DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to disinfect every space, ongoing and especially during peak usage
- Consistently and frequently disinfecting all high-touch items like elevator buttons and escalator handrails
- Hand sanitation stations added throughout the hotel, especially in high-traffic areas

### ✓ YOUR SANCTUARY

- Deep cleaning each guest room between stays
- Removing nonessential high-touch items that can't be disinfected, and providing disinfecting wipes in every guest room
- Limit in-stay housekeeping frequency to reduce contact during each stay

### ✓ LESS CONTACT, MORE CONNECTION

- Using mobile technology: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and physical distancing practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- Supporting hybrid meetings via live-streaming capabilities

### ✓ NOURISHING THE 'NEW NORMAL'

- Replacing self-service buffets with a variety of 'grab and go' contactless food + beverage options
- Redesigning food + beverage station set-ups to include protective barriers; removing non-essential items
- Tailoring options for groups and enabling reserved spaces

# Creating Transmission Barriers

- **Less Contact, More Connection**
  - Touchless or low-touch solutions and adopt contactless technologies including
    - Mobile Key
    - Mobile Dining
    - Mobile Chat
    - Guest requests via Bonvoy App
    - Guest greetings modified with nod, wave or bow while continuing to insure guests' needs are met
- **Providing Personal Protective Equipment (PPE)**
  - All associates that wear a Marriott badge will wear a face mask covering as part of their uniform, for outdoor associates that are vaccinated masks are optional.
  - Guests that are not vaccinated should wear personal face masks or coverings and should abide by local regulations
  - Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, may be offered where available
- **Physical Distancing**
  - Guests and associates should practice distancing by standing at least 6' apart from others not travelling with them
  - Certain areas, such as arrival queues or gathering areas will be marked with signage, and if necessary, one-way guest flow will be indicated
  - Where applicable, lobby furniture, restaurant layouts and other public seating areas have been reconfigured
- **Installing Physical Barriers**
  - Transparent screens, Plexiglas shields or other physical barriers are installed in areas such as desks, booths, fitness centers or food stations



# Enhancing Sanitation



- **Emphasis on Hygiene & Cleanliness**
  - Each hotel is required to have a hygiene plan
  - Associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all federal, state and local public health guidelines
  - Hand sanitizing stations for guest use are in place in all high-traffic areas and public spaces
- **Deeper, More Frequent Cleaning**
  - Enhanced cleaning protocols are required for frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use
  - Focus on using the right chemicals and procedures to kill COVID-19
- **Cleanliness Training**
  - We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes
  - Each property is required to have a Cleanliness Champion to help lead the hotel in how it can ensure guest and associate safety
  - Associates are required to take training on COVID-19 and safety and sanitation protocols
- **Leveraging Technological Innovations**
  - We have rolled out enhanced technologies at our properties, including electrostatic sprayers and the highest classification of disinfectants recommended by the CDC and Prevention and WHO to sanitize surfaces throughout our hotel
  - While guests may not see these technologies, these sprayers can rapidly clean and disinfect entire areas and are used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas

- **Guest and Hotels: A Shared Responsibility**
  - Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, hotels will provide COVID-19 related signage and materials describing good health practices
  - Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces
- **Thermal Screening**
  - All associates and vendors entering the property will receive temperature checks.
  - Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will be denied entry and be directed to appropriate medical care
- **Associate & Guest Health Concerns**
  - Hotels will respond swiftly to associate and guest health concerns and follow all current public health guidelines
  - Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below
- **Guidance to Local Public Health Resources**
  - Hotels continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel
  - Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options

# Nourishing the 'New Normal'

- **Supplementing our Food Safety Protocols with ServSafe Guidelines**
  - When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable
  - Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards
- **Tailored Options for Meetings & Events**
  - Modifications to Food and Beverage service will aim to reduce person to person contact
  - Traditional self-service buffet service should be suspended, or when offered, be served by an associate wearing appropriate PPE, with physical protective barriers in place, as appropriate, for food displays
  - Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with physical distancing designed into every meeting set
- **Eliminate or Modifying Shared Use/Reuse Items**
  - In restaurants and bars, items such as condiments, silverware, glassware, napkins, etc. should not be pre-set on tables, to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware, disposable or digital menus may be offered as alternatives
  - Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, must be removed and replaced with alternative options, such as pre-packaged or associate-attended
  - Payment methods may be modified to reduce handling of guest personal property, including use of trays to pass items, QR codes, or offering self-service pay-at-table options where possible

# Marriott Fort Lauderdale Harbor Beach Resort & Spa Commitment to Clean



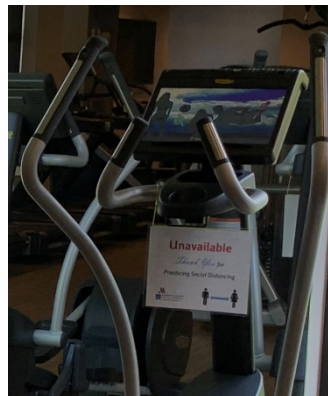
**Marriott**  
INTERNATIONAL

COMMITMENT  
TO CLEAN





# Social Distancing – Fitness Center





# Social Distancing - Outside

## Physical Distancing –Beach Area





# Social Distancing - Lobby





# Creating Transmission Barriers

Plexiglass barriers at our front desk area



# Personal Protective Equipment





# Sanitation Stations for Guests & Hosts

Guest hand sanitizer stations throughout Resort (free standing)



Hand sanitizer stations for Hosts (time clocks, cafeteria, etc.)



Hand sanitizer stations on elevator landing



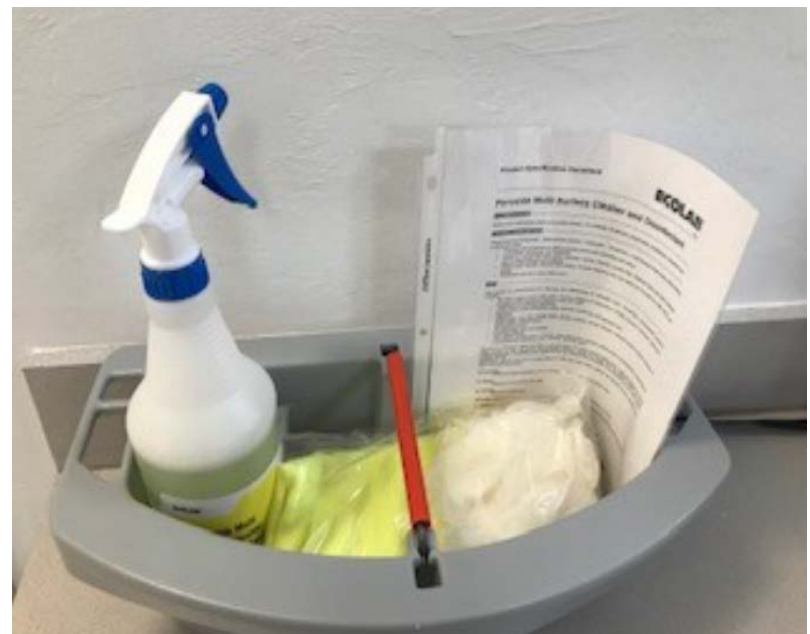
# Sanitation Clean Up Kits for Hosts

## ECOLAB – Peroxide Multi Surface Cleaner

- Effective with COVID-19
  - EPA Reg no. 1677-238
- Training provided to all associates on proper use
- Dedicated staff focused on public space high touch point sanitation – hourly sweeps
- Used to sanitize all pool and beach equipment / lounge chairs after each use
- Sanitation Stations located throughout the hotel for easy access to all hosts. Front and back of the house.



Sanitation kits provided to all departments



# Nourishing the 'New Normal'



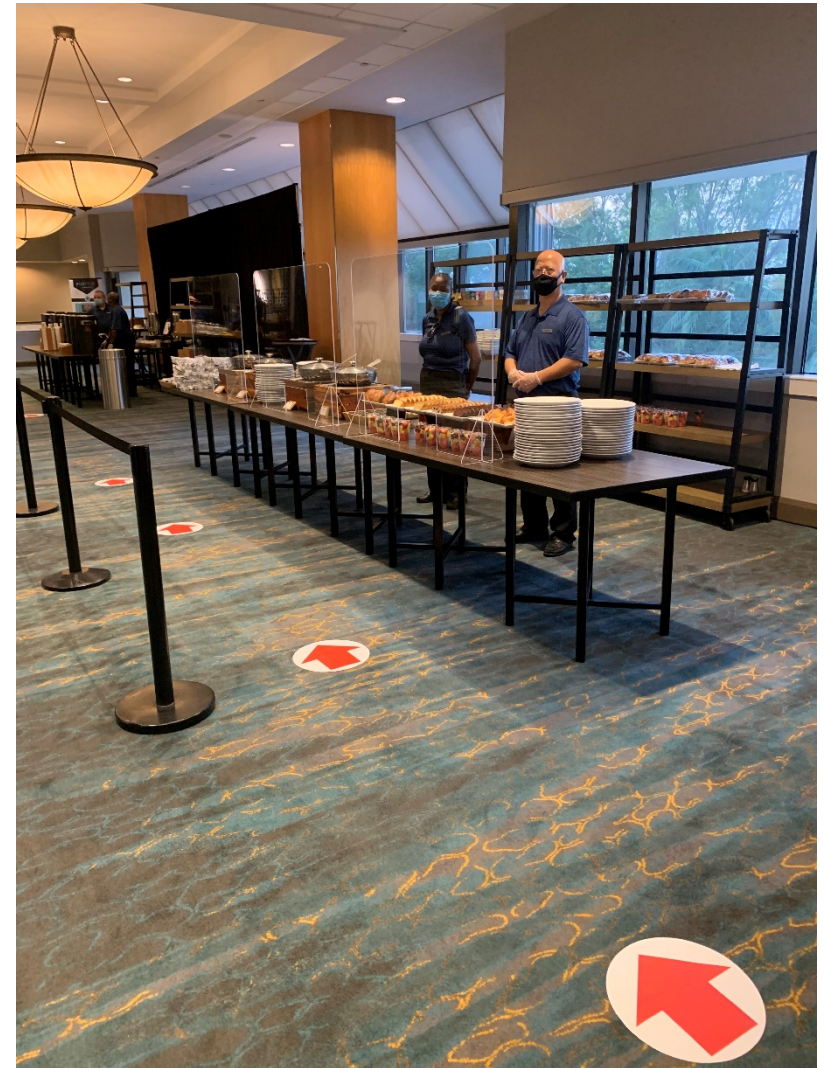
Restaurant Breakfast Buffet



- Plexiglas Guards
- Buffet food served to guests
- Only self serve items are individually packaged



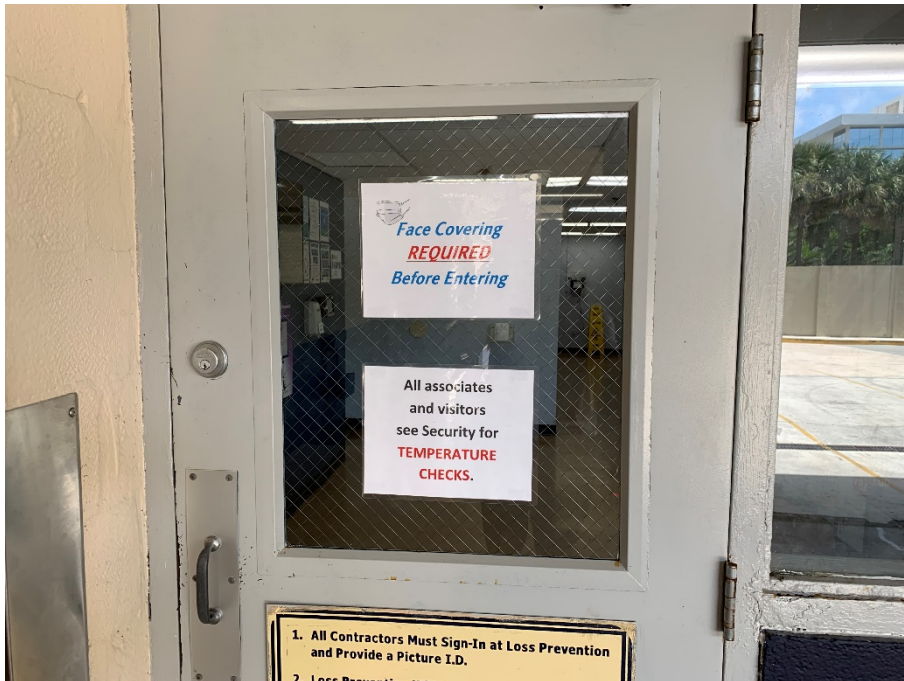
# Social Distancing Group Guests





# Host Temperature Checks

Pre Shift Temperature Checks for  
100% of all Associates



# Guest Communication

