

THE
COLONNADE
BOSTON

HEALTH & SAFETY COMMUNICATION

The Colonnade is closely monitoring the **City, State, local and CDC guidelines**, protocols and recommendations. We will continue to update our procedures and protocols as appropriate.

I. Employee & Guest Health

The health and safety of our **guests and employees** is our paramount concern.

Employee Health Checks: Every hotel employee enters the building via the employee entrance which is manned by a third-party security guard 24-7. All employees will be required to take a non-invasive temperature check via thermal camera. Anyone displaying a temperature over 100.3 degrees Fahrenheit will be asked to go to a secondary location for a temporal temperature screening. Employees with a second confirmed temperature more than 100 degrees Fahrenheit will not be allowed entry to the property and will be directed to seek appropriate medical care.

Guest Health Checks: Each hotel guest enters the building via the main hotel entrance. All guests will be required to take a non-invasive temperature check via thermal camera. Anyone displaying a temperature over 100.3 degrees Fahrenheit will be asked to go to a secondary location for a temporal temperature screening. Guests with a second confirmed temperature more than 100 degrees Fahrenheit will not be allowed entry to the property and will be directed to seek appropriate medical care.

Physical Distancing: Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using the hotel elevators, or moving around the property. Lobby furniture, Restaurant tables, Pool chaise lounge chairs and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. The restaurant and Roof Top Pool outlets will comply with, or exceed (by reduction), local or state mandated occupancy limits.

Hand Sanitizer: Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as entrance areas, reception areas, hotel lobby, restaurant entrances, meeting spaces, elevator landings, pools, each guest floor landing and exercise areas.

Guest Facing Signage: Health and hygiene reminders and CDC guidelines will be posted throughout the property including locations where guests are asked to wear masks.

Employee Facing Signage: Signage will be posted throughout the property reminding employees of the proper way to wear, handle, and dispose of masks, use gloves, wash their hands, sneeze, and to avoid touching their faces. CDC guidelines and protocol posters will be placed throughout all Back of House areas.

Employee & Guest Health Concerns: Our employees have attended webinars and formal training on how to respond swiftly and report all presumed cases of COVID-19 on property to local health officials. We are ready to provide support to our guests. All employees are instructed to stay home if they do not feel well and to contact a manager if they observe another employee or guest exhibiting a prolonged cough, shortness of breath or other known symptoms of COVID-19.

Employee's Responsibilities

Adherence to all standards, protocols and training is vital for an effective health and sanitation program.

Hand Washing: Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All Colonnade employees have been instructed to wash their hands with soap and water, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, after entering or exiting a guest room, entering and leaving the building, going on break, and before or after starting a shift.

COVID-19 Training: All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, and Guest Services.

Personal Protective Equipment (PPE): Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to effectively use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them, including housekeeping and public area attendants.

Daily Pre-Shift & Timekeeping: Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back-of-house areas. Hand sanitizer will be available at each time-clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

II. The Guest Experience

Guest Arrival: The Colonnade has revised our check-in time to 4:00 PM to allow additional time to properly complete our enhanced sanitation program in the guest room.

Visitors will be screened and asked to use hand sanitizer and to wear a mask (which will be provided by the hotel). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

Guest Arrival on the curb, Taxi or Ride Share: Guests will enter the hotel through doors that are either propped open, are automated or manually operated by an employee. **Employees will not open the doors of cars or taxis.**

Hotel Elevators: An employee will be present to sanitize the button panels at regular intervals, at least every 30 minutes. Guests will be provided with a new sanitized **"Safe Key"** to be used to open doors and press buttons. Signage will be posted to explain the current procedures. Only one party (a group of 4 or fewer who have socially distanced together prior to arrival) are permitted in the elevator at one time.



Guest Sanitation Amenities: Guests will be provided with a safety kit that includes a mask and hand sanitizer in their guest room and will have access to hand sanitizer throughout the property (at hotel entry, all elevator landings, all garage levels, all common areas, the Fitness Room, Hotel Restaurant and numerous spots at the Roof Top Pool. Wipes will be in all guest rooms, common areas, and additional resources are available upon request.

III. Cleaning Products and Protocols

Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, and stair handrails, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The Colonnade is employing both UV light and CDC approved hospital grade misting insta-dry sanitizers that ensure our guest rooms are completely sanitized. For guest safety and the safety of our staff, housekeeping services will be limited to cleaning and advanced sanitation measures *between* guest stays only. No staff will enter an occupied guest room unless there is an emergency. Fresh towels, additional amenities, or additional sheets or pillows will be delivered to the guest door in a sealed bag upon request.

Laundry. All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines by our third-party vendor. Used linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee locker rooms, employee entrances, employee restrooms, loading docks, offices, and kitchens.

Shared Equipment. Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers, and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the property. The use of shared food and beverage equipment in back of house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined for at least 72 hours in accordance with AHLA guidelines. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the Boston City Health Department.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized. Each guest room at The Colonnade features floor to ceiling windows that open in two locations allowing for fresh air.

IV. Location of Personal Protection Equipment

Guest Facing: At the hotel entrance, registration, concierge, fitness center, Roof Top Pool

Employee Facing: Employee entrances, Department locations, Kitchens, Security, Housekeeping and Closets, Employee Cafeteria and locker rooms, and Room attendant carts.

V. **Physical Distancing**

Throughout the hotel property, we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing: Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, concierge desk, Roof Top Pool and dining areas.

Hotel Front Desk: Front Desk Agents will utilize every other workstation to ensure separation between employees.

Restaurants and Bars: **The hotel restaurant is temporarily closed.** When it opens, the Restaurant and bar will have reduced seating capacities to allow for a minimum of six feet between each seated guest/group/party.

Meeting Spaces: Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC, State and City official requirements. Self-serve, buffet-style food service will be suspended and replaced by alternative service styles.

Pool: Pool seating will be configured to allow for at least six feet of separation between each seated guest/group/party

Back of the House: Physical distancing protocols will be used in the employee dining areas, kitchens, shared office spaces, and other high-density areas to ensure appropriate distancing between employees.

VI. **Guest Services and Considerations**

The hotel will discontinue offering print magazines and newspapers throughout the property. Guest packages will be delivered to guest rooms upon request and placed outside the guest room door. Coffee mugs will be exchanged for single use paper cups in the guest rooms and will be replaced for each new guest. The Self-service lobby coffee station will be suspended.

VII. **Roof Top Pool Operations**

Cleaning & Sanitizing Protocol: All Chairs/chaise lounge chairs and Cabana Furniture to be sanitized after each use. Each chaise lounge chair will have a laundered and sanitized terry chaise lounge cover replaced for each new guest. The pool has been converted from a Salt Chlorination to standard chlorine that is maintained by trained staff, along with the hotel's Certified Pool Operator who monitors the chemical levels and ensures sanitary protocol.

Physical Distancing Protocol: Chaise lounge chairs and tables will be set with appropriate physical distancing and the use of the pool will be limited to fewer guests at any one time to ensure proper social distancing.

VIII. **Public Areas Cleaning & Sanitizing Protocol**

Employees will sanitize the following areas at least once every 30 minutes.

- Hotel entry doors
- All handrails
- Employee break areas
- Trash bins
- All Front of the House (FOH) restrooms
- All public areas for guests, including any fitness equipment where available

IX. Front Desk Cleaning & Sanitizing Protocol

- Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens, and registration countertop.
- Room keys to be sanitized before stocking. In addition, the hotel has also moved to keyless/mobile entry.
- Offices to be deep cleaned and sanitized at each shift change.

Physical Distancing: The front desk queue will be configured with floor signage to provide for 6-foot intervals. Staff workstations will be configured to be every other. Peak period queuing will be managed by lobby staff to limit capacity and manage proper distancing between guests and there is green/red lighted signage notifying guests when they are encroaching within the 6' minimum. We will have reduced occupancy limits for all public spaces. Interior lobby entry doors will be propped open to minimize guest contact when appropriate and as much as possible.

X. Housekeeping Cleaning & Sanitizing Protocol

- Carts, trolleys, and equipment will be sanitized at the start and end of each shift
- Guest linens will be delivered and removed from guest rooms in sealed bags
- All items stored on shelves in the Housekeeping closet are placed in bags and not exposed to the open air when not in use
- Back of the house restrooms will be sanitized at least once every four hours
- House phones, in unsupervised/controlled areas, to be removed
- Hotel staff will not enter guest rooms until after check out. Hotel staff fulfilling guest requests will deliver and notify guest when the items have been left outside of their guest room door.
- All reusable collateral to be removed from rooms; critical information will be placed on single-use collateral and/or electronically shared with guests
- Single-use collateral will be disposed of and changed after each guest
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- All guest amenities will be packaged before being placed in guest room
- Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, countertops, tables, and chairs
 - Phones and remotes
 - Thermostats
 - Cabinetry pulls and hardware
 - Doors, doorknobs and doorbells
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities