

THE SANDMAN HOTEL GROUP

PURECLEAN PROGRAM

HYGIENE & CLEANLINESS PROTOCOLS



The health and safety of our guests and team members is our highest priority. We want you to **book and stay** with absolute confidence so we developed **Sandman Hotel PureClean program** to elevate our existing high standards of hygiene and cleanliness procedures.

Message from Robert Pratt, President & CEO, The Sandman Hotel Group.

Dear Valued Guest,

A little over two months ago, our world changed at lightning speed with an impact felt by almost every industry and everyone living and working around the globe. At The Sutton Place Hotel, we have continued to respond quickly and thoughtfully to meet our health and safety commitment to guests, team members, and communities.

As health restrictions begin to lift across Canada cautiously, we know many of you are starting to dream of future trips and may have questions about your health and safety while staying with us. Please know we are counting the days until your arrival, and with the utmost confidence, we can promise the health and safety of our guests and team members is our highest priority.

OUR COMMITMENT TO YOUR HEALTH AND SAFETY

To make sure you book and stay with absolute confidence, we have launched **Sandman PureClean**. A program **focused on** elevating our existing high standards of hygiene and cleanliness procedures for the health and safety of our guests and team members.

Starting with our public spaces and high-traffic areas and to reduce personal interaction, we have installed plexiglass shields at our front desk, placed social distancing indicators in all public space, and introduced a sanitized check-in and touchless check-out. We have increased the frequency of sanitizing and disinfecting surfaces and all high-traffic areas using recommended cleaning agents supplied by our partners at Ecolab, and have removed soft materials from guest rooms. As an extra safety measure following each check-out our guest rooms are left vacant for up to 72 hours.

We continue to provide a healthy and safe work environment for all of our hotel front line workers through enhanced training of our health and safety procedures and providing them with personal protective equipment so they can continue to feel safe while taking care of guests.

WE UNDERSTAND PLANS CHANGE

As a guest of a Sandman Hotel we want to thank you for your continued loyalty and the trust you have in us as a hotel partner. We understand the importance of being open-minded and flexible at this time, and would like to share with you our revised cancellation policy for all guests who may be reviewing their travel plans. For all pre-paid, non-refundable reservations up until June 30, 2020, we will be waiving the cancellation policy and providing full refunds. For all pre-paid, non-refundable reservations beyond July 1, 2020, we will be providing a full credit for a future booking until December 2021.

To adjust reservations made through the Sandman Hotel website, mobile app or by telephone, please contact our [Central Reservations Team](#) between 5:00 am to 11:00 pm (Pacific Standard Time). To amend bookings made through an Online Travel Agency, please contact them directly for assistance.

Thank you for your continued support. We look forward to having you stay with us soon.

Best regards,

Robert Pratt
President & CEO
SANDMAN HOTEL GROUP



GUEST AND EMPLOYEE HEALTH & SAFETY

The health and safety of our guests is our highest priority. To ensure our guests can book and stay with confidence we developed **Sandman PureClean**. Sandman Hotel Group has partnered with Ecolab, a global leader in water, hygiene, and infection prevention solutions and service. A partnership that will help to ensure their infection protocols are best-in-class, teams are trained to the highest standard, and they have the right solutions to help keep facilities cleaner, safer, and healthier.

FRONT DESK PLEXIGLASS BARRIERS. To reduce personal interaction guests will notice the installation of plexiglass barriers at our front desk.

PHYSICAL DISTANCING. To promote physical distancing, guests will notice social distance indicators at the primary entrance and in high traffic public spaces, such as our lobby and elevator areas. Team members have been trained to not touch their face and to practice social distancing by standing at least six feet away from guests and other team members.

SANITIZED CHECK-IN. Disinfectant of all front desk and payment equipment will be cleaned with approved disinfectant from Ecolab from between each guest check-in and does include the below items.

- ✓ Credit card terminals
- ✓ Front desk counter
- ✓ Key machines
- ✓ Pens
- ✓ Keyboards
- ✓ Lucky13 stamp ink pad
- ✓ Computer mouse

Any item exchanged from guests to team members (or vice versa) should be placed down and then picked up by the other party while maintaining social distancing.

HANDLING CASH. As part of **Sandman PureClean**, we have introduced new hygiene and cleanliness procedures at our front desk around the exchange of items between our team members and our guests, and the handling of cash. All front desk team members wear a set of new gloves or sanitize their hands between each guest interaction behind a plexiglass barrier, with gloves worn for every cash transaction. The exchange of items between a guest and a team member will no longer be handled directly. Any item to be exchanged from guests to team members (or vice versa) should be placed down and then picked up by the other party while maintaining social distancing.

HAND SANITIZATION STATIONS. Hand sanitizer dispensers are placed at key guest and employee entrances and contact areas such as front entrances, hotel lobbies, elevator areas, and in guest rooms. We have hand sanitization stations available for all team members throughout all areas of the hotel.

PERSONAL PROTECTION EQUIPMENT (PPE). All team members are equipped with masks and gloves. Our team members follow a safe and protective training procedure on the application and removal of PPE, and our housekeepers follow rigorous PPE procedures when cleaning, sanitizing, and disinfecting guest rooms.

FRONT OF HOUSE SIGNAGE. We have placed health and hygiene reminders throughout the property including the proper way to social distance, reduce personal interaction, and communication on where hand sanitizer stations can be found.

BACK OF HOUSE SIGNAGE. Signage will be posted throughout the property reminding team members of the proper way to wear, handle and dispose masks and face coverings, use gloves, wash hands, sneeze and to avoid touching their faces.

EMPLOYEE & GUEST HEALTH CONCERNS. Our team members have been trained on how to respond for all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Team members are instructed to stay home if they do not feel well.

TEAM MEMBER HEALTH & SAFETY

HYGIENE AND CLEANLINESS. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All team members at Sandman hotels have undergone enhanced training to wash their hands, or use sanitizer frequently throughout the day, and after any of the following activities: checking-in a guest, cleaning a room, refreshing a room, handling dirty linens with fresh gloves worn between the disinfection and refreshing of guest rooms.

ENHANCED HYGIENE AND CLEANLINESS TRAINING FOR VIRUSES LIKE COVID-19. All employees have undergone enhanced training on virus disinfection using recommended and effective disinfecting products and the safety protocols of using these products. Our team members have undergone training on proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, and the differences between cleaning, sanitizing and disinfecting.

DAILY CLEANING INSPECTIONS. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated as needed. Our team members have increased the frequency of cleaning, sanitizing and disinfecting of all public areas with inspections taking place at the end of each shift. All cleaning equipment is thoroughly disinfected at the end of each day.

OVERALL CLEANLINESS

CLEANING PROTOCOLS AND CLEANING AGENTS. Our hotel team members' use approved cleaning, sanitizing and disinfectant products supplied by our partners at Ecolab, a global leader in water, hygiene, and infection prevention solutions and services. A partnership that will help to ensure infection protocols are best-in-class, teams are trained to the highest standard, and the right solutions are in place to help keep facilities cleaner, safer and healthier. In addition to our high standard of industrial cleaning, sanitizing and disinfecting cleaning agents, we have added two new disinfectants that are both effective at killing viruses like COVID-19: **Peroxide Multi Surface Disinfectant and Cleaner** and **Scrub Free Bathroom Cleaning and Disinfecting System**.

PUBLIC SPACES. The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas. We have temporarily closed our pools, business centres, and gyms.

GUEST ROOMS

A. Cleaning Occupied Rooms. To ensure the safety of our team members and for the comfort of guests, we have enhanced the cleaning of our occupied guest room and have introduced new steps. To achieve social distancing, we ask guests to leave their room unoccupied, so our housekeepers feel safe while cleaning, sanitizing, and disinfecting the room. Upon entering the room, housekeepers will wear a mask and a new pair of gloves, and they will open all windows, doors and turn on air movers. All guest rooms will be cleaned and sanitized with an approved disinfectant from Ecolab, which will be left on the below high-touch points for a recommended period to effectively kill all germs and viruses:

- ✓ Door handles
- ✓ Locks and latches
- ✓ Light switches
- ✓ Desk and counter surfaces
- ✓ Coffee maker
- ✓ Telephones
- ✓ Televisions and remote controls
- ✓ Clock radios
- ✓ Drapery pulls
- ✓ Lamps
- ✓ Trash receptacle touchpoints
- ✓ Toilet flush handles
- ✓ Water faucet handles
- ✓ Toilets and toilet seats, and all flooring

We understand some of our guests do not wish for anyone to enter their room during their stay with us, and our front desk team is happy to coordinate these requests with our housekeeping teams when a guest communicates this request during check-in.

B. Cleaning Checked Out Rooms. After each check-out, the guest room is left vacant for up to 72 hours with windows left open. With personal protective equipment, our housekeepers follow rigorous cleaning procedures to ensure each guest room is cleaned, sanitized, with disinfectant left on all hard surfaces several minutes before being washed for a second time. All of the below high-touch point areas are disinfected

- ✓ Door handles locks and latches
- ✓ Light switches
- ✓ Desk and counter surfaces
- ✓ Coffee maker
- ✓ Telephones
- ✓ Remote controls
- ✓ Clock radios
- ✓ Drapery pulls
- ✓ Lamps
- ✓ Trash receptacles
- ✓ Toilet flush handles
- ✓ Water faucet handles
- ✓ Trash and recycle containers.

Once the room is cleaned and disinfected, our housekeepers put on fresh gloves to refresh the room with new linens and towels. Rags, cleaning cloths, and mop heads are disinfected before cleaning another guest room, with daily cleaning equipment sterilized at the end of each day. Any items found in a guest room are placed in sealed plastic bag and placed in Lost & Found.

PUBLIC SPACES. We are going above and beyond our standard protocols of cleanliness in all public spaces. We have increased the frequency of cleaning along with introducing new recommended cleaning agents to ensure public spaces remain safe and healthy. Starting with an awareness of our surroundings, our team members will diligently follow social distancing requirements when a guest is in the area, and when they are working with other team members, along with wearing masks and a set of new gloves while cleaning. All rug and carpet areas are vacuumed on a throughout the day, and floors, hard surfaces, and high touch-points effectively washed and a multi-purpose disinfectant applied and left for a recommended period to effectively kill germs and viruses like COVID-19 before it is washed. Some of the specific high-touch items we clean with a multi-purpose disinfectant are:

- ✓ Doorknobs/push plates,
- ✓ Elevator buttons
- ✓ Light switches
- ✓ Luggage carts
- ✓ Water fountain push plate
- ✓ Reception/concierge counters
- ✓ Bellhop stand
- ✓ Public phones and computers
- ✓ Chair armrests
- ✓ End tables

LAUNDRY. Each team member is equipped with personal protective equipment and will wear a mask and a fresh pair of gloves when handling dirty linen. We have dedicated laundry bins to place and transport dirty linen and rags, and these items are NOT transported in an elevator when a guest is present. If a housekeeper has handled dirty linen or transported dirty linen to the laundry room, they will remove gloves, wash and sanitize their hands before putting on a new pair of gloves before handling clean linens. All dirty linens are washed in hot water at temperatures exceeding 140 degrees with approved Ecolab disinfectant added in with the laundry detergent. There is no food or beverages allowed in our laundry room, and all hard surfaces and laundry equipment is disinfected at the end of each day. Disinfected equipment includes

- ✓ Laundry carts/bins
- ✓ Laundry baskets
- ✓ Washers
- ✓ Dryers
- ✓ Sinks
- ✓ Folding tables
- ✓ Linen and terry shelving
- ✓ Floors

All clean linen and terry towels is stored in one place, distributed daily to our housekeepers, and immediately placed inside a guest room.

BACK OF HOUSE CLEANING. The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the team member eating areas, team member entrances, uniform control rooms, team members' restrooms, front desk areas, equipment, and office areas.

OUR ENHANCED GUEST JOURNEY

GUEST ARRIVAL. Appropriate signage will also be prominently displayed communicating our commitment to the health and safety of our guests and team members. Each guest will go through a sanitized check-in with front desk team members effectively disinfecting the front desk between each check-in. Proper face covering usage and current physical distancing practices are in use throughout the hotel.

On the way to guest rooms please be ensured our lobby, elevator, and elevator buttons have been disinfected frequently and on a regular basis with signage posted inside each elevator communicating **Sandman PureClean**.

GUEST ROOM. Guests will be assigned a room that has been thoroughly cleaned, disinfected and left vacant up to 72 hours prior to check-in. Each guest will receive a guest card outlining **Sandman PureClean**. We have removed all soft materials from the room and have moved all guest information online at www.sandmanhotels.com. An individual bottle of hand sanitizer is included in each guest room.

GUEST DEPARTURE. With the launch of **Sandman PureClean** we have introduced touchless check-out. Aside from convenience, this service will allow for guests to pay for their rooms with minimal to no personal interaction.

- ✓ If a guest has left a valid credit card during the sanitized check-in process, they simply need to drop their key in our **Sandman PureClean** sanitization bucket at the front counter and leave, knowing we will email them their receipt.
- ✓ If a guest prefers to pay for their room with cash, debit, or different credit card than they used for check-in, they will simply need follow the steps as our sanitized check-in process.

Thank you for choosing Sandman Hotels

We look forward to your visit.