

Novotel COVID Best Practices

SANITARY PRACTICES- What are you using for disinfection right now, what is the schedule looking like and the frequency of areas disinfected?

- ◆ We use EcoLab Peroxide Multi Surface Disinfectant and Cleaner on all hard surfaces in the guest rooms and high touch points (remote controls, thermostats, door handles, locks, phones, light switches etc.) We are also using it on all common areas including elevator buttons (every 15-30min), luggage carts, front desk area surfaces, credit card reader, pens, and guest room keys.
- ◆ Key cards are cleaned and disinfected whenever they are returned from a previous guest prior to reusing.

What do you have available to Guests?

- ◆ We have made hand sanitizer available at all high touch points.
- ◆ New soap, shampoo and conditioners are placed in the room daily, along with coffee amenities when a guest has checked out.

What do we expect from our valued Guests?

- ◆ Guests are not permitted to linger in common areas including the hotel lobby.
- ◆ Guests will be required to provide photo ID to confirm their identity as a valid hotel guest. Visitors are not permitted in either guest rooms or hotel lobby.
- ◆ All communication with Front Desk Guest Service Agents will be conducted via telephone.

What measures have you guys put in place to ensure physical/social distancing?

- ◆ We have plexi-glass shields at each front desk counter.
- ◆ Signage has been placed at entrances to encourage physical distancing
- ◆ Barriers have been placed at front desk to keep guests back, still while being able to assist them
- ◆ X's are marked on the floor, 2 meters apart to indicate where guests should be standing while waiting
- ◆ Encourage guests at check in, that they don't have to visit the desk at check out and receipt will be emailed to them.
- ◆ Signage at each elevator to remind guests to ride solo or with only their family members
- ◆ Offer the same self-isolation measures for all guests.
- ◆ Remove coffee station from the lobby
- ◆ Practicing touchless check in/out as much as possible

What is the practice for changing/laundrying/cleaning sheets and towels?

- ◆ We use industrial grade washing detergent, with disinfection taking place through the alkalinity and temperature changes.
- ◆ Guests who are self-isolating, there are procedures in place, providing them with a handout that outlines that our staff will not be entering their rooms and that we will provide any disinfectant and linen as needed to be placed in bags outside their rooms and will be replaced with clean linen and towels. This outline will also provide info about hotel public spaces and encourage them to stay in their room.

Novotel COVID-19 Mitigation Procedures

August 6, 2020

In response to the COVID-19 pandemic, and in partnership with The MEARIE Group, Novotel Vaughan / Accor has implemented additional health and safety procedures at its location.

Accor (the parent company of Novotel) has launched an enhanced global health and safety program which Novotel Vaughan is following based on the journey of each guest (see attached). Additional cleaning procedures have been implemented for all guest contact areas identified in this journey. With these implemented processes, Novotel has provided a safe training environment for both participants and instructors.

At a high level, these procedures include the following:

- Enhanced cleaning of all high touch point areas
- Meeting room delegate seating distance of 6 feet
- Meals will be provided in individual boxes with limited contact
- Buffet meals are no longer available
- Designated group bathroom (not available to the public)

In addition, traffic areas have clear markings. Social gathering areas have been closed. All guests receive both a letter and additional explanations of the additional cleaning procedures implemented to ensure their safety, placed at reception and in each guest room. Hotel staff has been trained in these additional procedures.

Attached is a link Novotel has provided promoting a special service to front line workers and guests who voluntarily chose to self-isolate. This program was launched in June.

<https://www.facebook.com/novotel.v Vaughan/videos/vb.184780398195/619938835533220/?type=2&theater>

The fall schedule has been modified to maximize the courses MEARIE will be offering and is available on our website. Below is a recent example of the set up for MEARIE Training programs at the Novotel Vaughan (Sept. 2020).





TO OUR VALUED GUESTS

As a destination for travelers, we understand the importance and peace of mind each of our guests need to feel comfortable during the COVID-19 public health emergency. We can promise you as a valued guest, your safety and security is our highest priority.

We already clean and disinfect each room approved by the Center of Biocide Chemistries as food safe and effective of killing viruses like the COVID-19. We clean all hard surfaces such as tables, chairs, remote controls, lamps, and bedside tables with a liquid sanitizer. Our linens, towels and duvet covers are cleaned after each checkout or as requested by the guest. We use industrial grade washing detergent, with disinfection taking place through the process of alkalinity changes and temperature changes. New soap, shampoo and conditioners are placed in each room daily, and every member of our hotel has been trained on using disinfectants safely and correctly.

In addition to our standard cleaning procedures, we have in place the following extra measures to continue providing you with a clean, safe and healthy room.

- ◆ We have COVID-19 guidance plans in place at all Novotel Hotels, detailing how to protect against transmission.
- ◆ We have procedures in place in the event of a confirmed case amongst our guests or employees.
- ◆ We have made hand sanitizer available at high-touch areas.
- ◆ We have a cross-functional response team in place to regularly monitor and communicate the COVID-19 updates from the World Health Organization (WHO), Centre for Disease and Prevention (CDC), Health Canada to provide guidance to Hotels.

If you have any questions about your room, we encourage you to reach out to our front desk team.

Sincerely,

Jan Iftikhar, General Manager

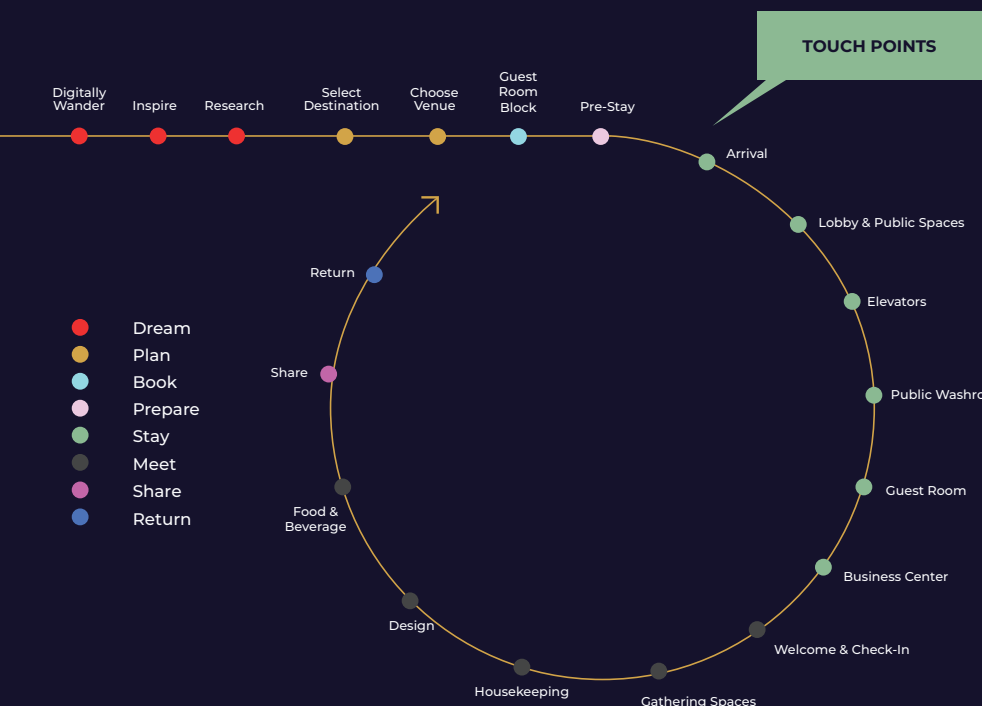


ALL Meet Well.

Our commitment to keeping you safe and well,
for the gatherings of today and tomorrow

Since opening the doors of our first hotel, more than 130 years ago, we have set the stage for tens of thousands of unforgettable meetings and events, from history-making moments such as the signing of the United Nations charter at Fairmont San Francisco and John Lennon and Yoko Ono's Bed-In for Peace at Fairmont The Queen Elizabeth, to iconic events like Truman Capote's Black and White Ball at The Plaza. We have a long-standing tradition of setting new benchmarks for excellence in our industry and today is no different. Our loyal planners, delegates, attendees and guests across North & Central America entrust us with their care and safety, and we remain deeply committed to the wellbeing of our Accor family. As we navigate through this unprecedented moment in our history, this means ensuring that you are safe when you gather in our hotels – partnering with top experts, investing in research, new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued planners, delegates, attendees and guests, will always be looked after with the highest degree of care and comfort. Meet well with ALL.

Attendee Journey



Meet our Expert Advisors

Dr. Amesh Adalja

Senior Scholar at the Johns Hopkins University Center for Health Security & spokesman for the Infectious Diseases Society of America

Ruth Petran Ph.D., CFS,
Senior Corporate Scientist,
Food Safety and Public Health,
Ecolab

Ben Conway MSTM,
Principal Technical Account Specialist,
Research Development & Engineering,
Ecolab

Andrea Torrance
Senior Vice President,
Guest Experience,
Accor North & Central America

Brett Patterson
Senior Vice President,
Food & Beverage,
Accor North & Central America

Jeff Doane
Senior Vice President,
Sales & Marketing,
Accor North & Central America

Marc Cassier CMP,
Vice President,
Event Sales & Services,
Accor North & Central America

At each touchpoint along a guest's journey attending a meeting or event at an Accor property, extensive measures are being taken to protect our planners, delegates, attendees, guests and employees, and aid in preventing the spread of COVID-19. All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy.



Hands-on training for all employees, a dedicated on-property rollout committee and a formal audit program, validated under the global ALLSAFE Cleanliness label, ensure initial and continued compliance. The ALLSAFE label represents some of the most stringent cleaning standards & operational procedures in the hospitality industry. All hotels must apply Accor's global and regional cleanliness & prevention standards and be audited either by the Group's operational experts or third-party auditors to achieve the new ALLSAFE label.

For an interactive view of the guest journey, detailing the stringent new health & safety standards being implemented at more than 20 key touchpoints throughout a stay or visit [ALLStayWell.com](https://www.allstaywell.com).

Guest Room Block

Flexible cancellation for all Meeting & Event related room reservations in 2020

Customized website for each Group, with the ability to add in tailored instructions or copy specific to the Meeting or Event

Pre-Stay

Pre-arrival communication sent to each attendee with a room reservation, which includes:

- Request for guest to self-identify if they belong to a risk group for COVID-19 – if yes, we ask that they postpone their travels until the risk period has passed, in order to help us ensure the wellbeing of all our guests and employees
 - Additional information on arrival process, online check-in, hotel services & amenities, fast checkout, and more
- Guests encouraged to use pre-arrival communications to reduce contact upon arrival

Arrival

Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival

Welcome greeter manages queues to promote physical distancing

Mandatory screening for all attendees, which may include a temperature check

Lobby & Public Spaces

Hand sanitizer stations in key areas throughout hotel

Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points

Cleaning time sheets displayed

Gathering spaces rearranged to facilitate physical distancing

Signage and markers communicating physical distancing protocols in public spaces

Elevators

Signage to indicate maximum occupancy to promote physical distancing

Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points

Hand sanitizer stations available in elevator foyers

Public Washrooms

Antibacterial soap year-round

Hand sanitizer stations located outside washrooms

High touch disinfecting every hour with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Cleaning time sheets displayed

Guest Room

"Wellness kits" provided in each room (masks, gloves, hand sanitizer, disinfecting wipes, etc.)

Removal of: tea / coffee maker, minibar items, pens & stationery, hotel collateral, print magazines, alarm clock, etc.; items available upon request, and disinfected between each use – new items provided where possible

48 hour "resting period" between guest stays

Enhanced focus on disinfection of all guest room touchpoints, using EPA-registered disinfecting chemicals proven effective in preventing the transmission of COVID-19

Stayover housekeeping service every third day while guest is out of room and wellness checks daily

Business Center

Hand sanitizer stations

Set-up of computer and equipment to promote physical distancing

Business amenities (i.e. stapler, hole punch, etc.) available upon request, ensuring disinfecting between each use

Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Meetings & Events: Welcome & Check-In

Gloved & masked welcome greeter offers hand sanitizer and mask upon arrival

Welcome greeter manages queues to promote physical distancing

Mandatory screening for all attendees, which may include a temperature check

Set-up of check-in to promote physical distancing

Meetings & Events: Gathering Spaces

Gathering spaces rearranged to facilitate physical distancing

Signage and markers communicating physical distancing protocols in gathering spaces

Hand sanitizer stations in key areas throughout gathering spaces

Masks & gloves for all Meeting & Event staff, front and back of house

Meetings & Events: Housekeeping

All furniture and equipment inside room sanitized before and after every Meeting or Event

Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points

Meetings & Events: Design

Signage and markers communicating physical distancing protocols in all spaces

Larger aisles and directional signage for one-way aisles

All setups will allow 6' between chairs

Increased outdoor and private spaces available for Meetings & Events

Eliminate all preset items on tables (except single serve bottled water)

Promote "hybrid" AV technology options to support all delegates, regardless of location

Onsite PSAV teams will follow their "MeetSAFE" guidelines and protocols

Meetings & Events: Food & Beverage

All F&B equipment in room sanitized before and after every Meeting or Event

Larger aisles and directional signage for one-way aisles

All setups will allow 6' between chairs

Increased outdoor and private spaces available for meals and breakouts

Shift to disposable accompaniments (salt and pepper, etc.)

Eliminate all buffets and self-serve options

Provide options that include self-contained vessels for service, or all items either wrapped individually or served individually with a cover on each plate

Masks & gloves for all Meeting & Event staff, front and back of house

Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

Employees

Mandatory screening for all employees upon arrival, which may include a temperature check

Masks worn by all employees

Gloves worn as needed by department

Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas

Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions

Adjusted shift start times to promote physical distancing of employees

No self-service or buffet in employee dining areas

Increased frequency of cleaning and disinfection in all common areas, i.e. cafeteria, locker room, washrooms, etc. with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

COVID-19 related training and retooling provided to all employees

Signage and markers communicating physical distancing protocols throughout employee areas

The above represents a sampling of the new health & safety measures being implemented at Accor luxury properties across North & Central America. This list is not intended to be all-inclusive, but to offer an overview of how Accor is working to safeguard the health and wellbeing of its guests and employees. All standards will be reviewed and re-evaluated regularly to ensure relevance and maximum efficacy, and are subject to change based on the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities.



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