



# GRADUATE CARES COVID-19 RESPONSE PROGRAM



We could not be more excited to open our doors once again and welcome back guests, students and associates to Graduate Hotels.

In preparation for safely rejoining our communities, we are introducing Graduate Cares – our commitment to putting the health and safety of our customers and associates at the very forefront of your experience. Created in partnership with the country’s top medical professionals at the **Cleveland Clinic**, and leading consumer products company, **Procter & Gamble**, our guests and customers can be confident that our procedures have been developed in collaboration with the most trusted experts.

We are truly privileged to operate in the most dynamic cities and towns in the country and are committed to continuing to create emotionally-charged and memorable experiences with an enhanced focus on health and safety.

Please continue reading to learn more about Graduate’s efforts around health, safety and security.

## GRADUATE CARES PROGRAM COMPONENTS

### OUR COMMITMENT TO THE HEALTH & SAFETY OF OUR COMMUNITIES

**GRADUATE CARES®, OUR COVID-19 RESPONSE PROGRAM** rethinks our end-to-end cleaning and guest interaction standards to ensure we reopen as an exceptionally safe environment for our communities. Each hotel will have a local Health and Safety Awareness Committee responsible for implementing Graduate Cares components and ensuring its adherence and efficacy.

#### GUEST EXPERIENCE & SERVICES



**ARRIVAL EXPERIENCE & COMMON AREAS**



**GUEST ROOMS**



**FOOD & BEVERAGE**



**MEETINGS & CATERING**



**HEALTH SAFETY**



**TRAINING & COMMUNICATION**

#### ASSOCIATES SAFETY & TRAINING

### GRADUATE CARES HEALTH EXPERT PARTNERS

Graduate Cares was architected with expert advice from our partner health experts, **Cleveland Clinic** and **Procter & Gamble**. As we learn more about the COVID-19 virus, our experts will work alongside our Team to continue to evolve Graduate Cares and adopt the latest techniques and processes to address associated risks.



For additional information, please visit our website at [graduatehotels.com/graduatecares](https://graduatehotels.com/graduatecares) or email [info@graduatehotels.com](mailto:info@graduatehotels.com)

# GRADUATE CARES PROGRAM | GUEST & ASSOCIATE JOURNEY

All associates will be required to wear the proper Personal Protective Equipment (PPE) at all times and receive training on the importance, proper use, and fit.



## ARRIVAL & DEPARTURE:

- Contact free check-in protocols will be put in place. Guests will be asked to swipe their own credit card. Credit card terminals will be wiped down frequently with sanitizing wipes. Guests will only need to show their ID upon arrival.
- Floor markers will be added at the front desk to help maintain the recommended safe distance. Signs are posted at the entrance asking all patrons to maintain proper distancing and not to gather in groups of more than four people.
- Valet service will be suspended in markets where self-parking is readily available. In Graduate locations where valet service will continue, associates will ask drivers to leave their key in the vehicle or within a UV-light sanitizing box. Guests will be asked to text our Graduate Service Number to request car delivery, and will receive a notification text once their vehicle is waiting for them at the hotel entry.
- Hand sanitizer is available at each desk position.
- Guest room keys, bell carts, countertops, bicycles will be sanitized after every use.
- We have implemented a paperless guest folio policy whereas your receipt will be automatically emailed to you upon checkout.

## DURING YOUR STAY:

### Lobby & Common Areas

- Capacities for our lobbies and public space, meeting rooms, food and beverage outlets and elevators have been modified to practice safe social distancing.
- High-touch surfaces such as doorknobs and elevator panels will be wiped down frequently using disinfectant chemicals approved to combat COVID-19.
- Hand sanitizer stations will be located at various locations throughout the restaurant, meeting space, lobby and public areas. Sanitation wipes will also be located in the elevators.
- Limited capacities in the elevators, public space, and restaurants have been modified to accommodate.
- Buffet and self-service options will no longer be offered as an option. All food & beverage items will be individually plated and served.

### Food & Beverage Outlets

- Our kitchen associates will increase the frequency of surface cleaning and use hospital-grade sanitizing solution approved for food service areas.
- Outlet hours will be reduced during the week to allow daily deep cleaning of kitchen and service areas utilizing sanitizing solution.
- Kitchens will keep less inventory on hand to avoid exposure over time.
- All vendors will be instructed on new receiving protocols to ensure that all product is stored immediately in sanitized conditions.
- Access to food storage rooms will be limited to approved personnel wearing correct Personal Protective Equipment (PPE).

### Meetings & Catering

- High-touch surfaces, such as conference room doors, light switches, and other areas will be sanitized after each group use using disinfectant chemicals approved to combat COVID-19.
- For meetings, amenities such as pens and notepads will be eliminated.
- As restrictions ease, and in-person group meetings are allowed to resume, our sales teams will be prepared to deliver safe functions. Each hotel's sales team will manage the scope of permissible meetings based on local restrictions.
- Seating capacities will be reviewed and adjusted for each function and ensure proper social distancing and gathering capacities as recommended by local/state mandates.
- Chairs, tables, and other conference room equipment will be sanitized after each use using disinfectant chemicals approved to combat COVID-19.

### Guest Rooms

- Requests for guest amenities and other supplies such as linens will be delivered with little or no contact. Items can be requested via our hotel texting app. Items will be left outside the room in a disinfected container and guests will be texted once the item is safely outside their door.
- Cleaning services for stayover guests will be completed only upon request and only when the guest is not in the room. Guests requesting a change of towels during their stay can text Guest Services and will be exchanged using our no-contact protocol.
- Wellness kits, which include face masks, sanitizing wipes, and hand sanitizer, will be available for guests upon request.
- Guest room television remotes will be sanitized after each use and placed in a disposable sealed bag.
- Guest requests for ice will be delivered in a sealed bag along with a sanitized bucket. Ice machines on guestroom floors will be deactivated.
- Bulk amenities will be discontinued in favor of individually sealed containers (shampoos, soaps, etc).
- Once a room is clean, sanitized and ready for the next guest, a note will be left in the guest room to indicate the room has been cleaned and sanitized to Graduate Cares Program standards.
- Used guest room linens will be removed from guest rooms and transported to laundry in separate laundry bags. Clean linens will be stored on designated sanitized and covered shelves. Linens will be transported to guest rooms in covered containers to minimize exposure.
- To achieve hospital-grade levels of cleanliness in guest rooms, Graduate uses EPA approved disinfectant chemicals approved to combat COVID-19.



## OUR ASSOCIATES:

Our associates are our number one asset. They are part of our community, our friends and our family. Providing a safe and healthy work environment for them to thrive is a critical component of our reopening efforts.

### Training

- All associates will be required to undergo advanced Health Awareness training. This includes practicing safe distancing, proper sanitary practices including handwashing, utilizing proper Personal Protective Equipment (PPE), and proper cleaning protocols.
- Associates with frequent guest contact including Housekeeping, Guest Services and Food and Beverage, will receive additional COVID-19 Response Program training aimed at delivering high levels of service while maintaining program safety protocols.
- Associates will receive regular training updates on Graduate Hotels COVID-19 Response Program and health standard operating procedures (SOPs).

### Employee Health

- Associates who do not feel well, or are exhibiting the symptoms of COVID-19, will be instructed to stay home and follow local health protocols for seeking medical attention.
- For the protection of all guests and other associates, associates will be required to have their temperature monitored via a forehead scanner prior to each shift.
- Each hotel will have a local Health and Safety Awareness Committee responsible for implementing Graduate Cares Program components and ensuring its adherence and efficacy. This team will work with our Graduate Cares National Team to stay abreast of changes in procedures and recommendations from the CDC and provide updated communication and training to our associates.