

## **34<sup>th</sup> Floor Hospitality Commitment**

- 34<sup>th</sup> Floor Hospitality is committed to creating new *Habits* in order to keep all our guests and Team Members safe during this unprecedented time. As all Habits take time to form, we are committed to the continued education, training, and the practice of our Habits to ensure safety for everyone.

## **Our 34<sup>th</sup> Floor Hospitality Protocol Overview**

- To minimize risk and enhance safety for Guests and Team Members, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other airborne and blood-borne pathogens.
- We have increased our routine cleaning (both back and front of house) and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants.
- Industry standard solutions and disinfectants are applied during cleaning of our guest tables, outlet public spaces, meeting rooms, and other “high-touch” areas. Our third party partners are also adhering to the protocols set forth.

## **Food Safety and Training**

- 34<sup>th</sup> Floor Hospitality meets or exceeds guidelines from the FDA Food Code, National Restaurant Association (NRA), State and Local mandates. We follow enhanced sanitation guidelines and utilize training aides backed by FDA, and National Restaurant Association. This includes ServSafe Food Manager Certified Training for all beverage, banquet, IRD, chefs, and sous chefs on the Management Team.
- Additional training for appropriate Team Members in food, beverage, events, and banquets covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness. Chefs and managers are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by internal audits.
- In response to the current situation, menus for events, buffets, bar, and banquet presentations have been modified to minimize risk. Technology is implemented where appropriate to limit risk, and Team Members in appropriate areas, have received further training regarding personal symptoms and awareness for reporting purposes, precautions for guest protection, and property procedures for handling guest episodes of COVID-19.
  - Technology to be provided by 34<sup>th</sup> Floor Technical Solutions

## Meetings and Banquets

- We believe in the power of coming together, and have implemented several new protocols to ensure all activities, gatherings and group activities follow our *34<sup>th</sup> Floor Habits* at our locations. Full procedures and recommendations will be provided in a new expanded Meetings Services Guide for meeting professionals. Although these guidelines will continue to evolve, interim changes include the following highlights:

## Meeting Set Ups & Services

- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as Fire Department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table vs the 10 in our previous guidelines.
- Hand sanitizer dispensers will be placed at each meeting room in use. Additional dispensers will be deployed throughout exhibit hall and other front-of-house areas.
- During peak meeting periods, attendants will be stationed near high traffic locations to sanitize handrails and door knobs.
- Sprayers (including electrostatic sprayers) will be used to disinfect many meeting services spaces including business center, coat check, sidewalks and drop-off/pick-up waiting areas.
- New third-party vendor and contractor guidelines will require new protocols and procedures be followed, including full body and/or hear thermal scanning of all Team members.
- Internal site inspections will be conducted in compliance with all established protocols.

## Banquet Services

- Banquet service standards have been revised, including operational and sanitation procedures for items like linen and silverware.
- All food will be served individually plated.
- Beverages (including coffee) and snack items will be provided by an attendant
- Self-serve buffet-style banquet service has been suspended, with new menus available to showcase items currently available and additional styles of service.
- Menu tastings will be conducted in compliance with all established protocols.

## **Our Team Member Initiatives**

- To ensure the health and safety of our Team Members, we have implemented the following *Habits* throughout our outlets:

### **Additional Training.**

- All Team Members will receive additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact. Our Team Members have clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests addressing any health concerns. Team Members are reminded to stay home if they do not feel well. Team Members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.

### **Hand Washing.**

- Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All 34<sup>th</sup> Floor Hospitality Team Members have been instructed to wash their hands, 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, entering and leaving the gaming floor, going on break and before or after starting a shift.

### **Temperature Checks.**

- Thermal scanners are in place at every Team Member entrance, allowing non-invasive 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 undergo further medical assessment and be directed to appropriate medical care.

### **Personal Protective Equipment (PPE).**

- Appropriate PPE will be provided to and worn by all Team Members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves will be provided to Team Members whose responsibilities require them, including housekeeping and public area attendants and security officers in direct contact with guests. Mandatory additional training on use and disposal of all PPE will be provided.

### **Shared Equipment.**

- Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the outlet and back of house.

### **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, waiting for elevators or moving around the property. Restaurant tables, and other physical layouts will be arranged to ensure appropriate distancing. Team Members will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other Team Members whenever possible. All outlets will comply with, or exceed, local or state mandated occupancy limits.

### **Back of the 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, how to use disposable gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

### **Case Notification.**

- If we are alerted to a presumptive case of COVID-19 at the property, we will work with the CDC to follow its recommended protocols.

### **Detailed Down 34<sup>th</sup> Floor Hospitality Habit Protocols**

- Restaurants & Bars
- **Team Members PPE & Hygiene**
  - Team Members are to practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar
  - Team Member are to wear face masks and gloves (gloves when appropriate) in back of house and front of house areas
  - Plexi Glass to be installed on Host stand(s) and kitchen pass through

- **Cleaning & Disinfecting Protocol**

- Host Podiums including all associated equipment to be disinfected at least once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays to be disinfected at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
- Dining tables, bar tops, stools and chairs to be disinfected after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votive, pens and all other reusable guest contact items to be either disinfected after each use or single use
- Menus to be single use, disposable or laminated to allow for disinfection between uses
  - 34<sup>th</sup> Floor Technical Solutions to eliminate menus and check presenters by creating apps for Guest service
- Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and disinfected after each use
- Disinfect trays (all types) and tray stands disinfected after each use
- Storage containers to be disinfected before and after each use
- Food preparation stations to be disinfected at least once per hour
- Kitchens to be deep cleaned and disinfected at least once per day
- Food and beverage items being prepared to be transferred to other Team members using contactless methods

- **Physical Distancing Protocol**

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- Groups of guests traveling together may be sat at tables up to 10 guests each (or pending revised guidelines from state authorities)
- Employees dining in restaurants may dine in groups no larger than four
- Reduce bar stool count to provide appropriate physical distancing
- Manage the line flow at quick serve outlets (grab and go stations) to ensure coffee and food pick up areas remain appropriately distanced
- Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar during Guest Happy Hour, or Coffee during AM service)

- **Guest Considerations**
  - Restaurant and bar guests to be provided a mask bag for use when enjoying a F&B outlet. Guests are to place their masks in the bag and may take the bag with them upon finishing their experience
  - All self-serve condiments and utensils to be removed and available from cashiers or servers
  - All straws to be wrapped and provided upon request
  - Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
  - Tableside cooking to be suspended until further notice
  - Remove grab and go offerings; available from fountain workers only
  - Bar snacks will be served per individual guest and not shared by the table
  - All food and beverage items to be placed on the table, counter, side board table or other surface instead of being handed directly to a guest
- **Additional Team Member Break Room and Office Protocols**
  - Team members to follow all social distancing requirements
  - No more than 3 Team members in any office at any time, including Managers in the office
  - No more than 3 team members in locker rooms or changing spaces at any time

## **IN ROOM DINING (IRD)**

- **Cleaning & Disinfecting Protocol**
  - All equipment will be disinfected prior to assigning for the shift
  - Employees assigned to individual stations (including Sales Agents) will disinfect their stations and all equipment at least once per hour and at each change of shift
  - Team Members will disinfect all doors, handles and high contact surfaces at least once per hour
- **Physical Distancing Protocol**
  - Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table or tray
  - Request that guests notify IRD when finished with their meal and place their trolley or tray in the hallway outside of their room
- **Guest Considerations**
  - Printed IRD menus to be removed from rooms
    - explore menu delivery options: 34<sup>th</sup> Floor Hospitality solutions through APPs and technology for IRD service

## **CATERING AND BANQUETS**

- **Cleaning & Disinfecting Protocol**
  - a) All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
  - b) Continuing the practice of cleaning all linen, including underlays, and to be replaced after each use
  - c) Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- **Physical Distancing Protocol**
  - a) All self-serve buffet style events to be suspended until further notice
  - b) All food and beverage items to be individually plated and served
  - c) Coffee and other break items to be attended and served by a server
  - d) Flatware to be provided as a roll-up
  - e) Condiments to be served in individual PCs or disinfected individual containers
  - f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Local Fire Department and CDC guidelines (in coordination with Hotel Sales)
- **Guest Considerations**
  - a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
  - b) Develop examples of physically distanced floor plans for Hotel Sales
  - c) Create modified menus to showcase styles of service and items currently available

Our Habits are what make us safe and keep us competitive in an ever changing industry. Thank you for your understanding and consideration, here's to new Habits and a successful opportunity with 34<sup>th</sup> Floor Hospitality.