SUMMARY OF ENHANCED HEALTH & SAFETY GUIDELINES

Take comfort in knowing the Boston Harbor Hotel's highest priority remains the health and safety of our associates, guests, neighbors, family & friends. Whether you have an existing reservation with us, or are considering a future visit to our hotel, please know that we have escalated our health & safety precautions to ensure that everything we do meets or exceeds the guidelines set by both the Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO). We will continue to elevate our standards as best practices evolve.

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I. **A MESSAGE FROM STEPHEN JOHNSTON**

The Boston Harbor Hotel suspended operations on March 21, 2020 due to the COVID-19 pandemic. Since then, we have been working hard as we prepare to reopen the hotel this summer.

As we welcome you back to the hotel, we are committed to providing you with a safe environment so that you can enjoy your visit to Boston, knowing that we have comprehensively studied every aspect of our business to ensure that we are following the best advice offered by city, state and federal agencies.

Where necessary, we have modified our operation to enhance cleanliness and promote appropriate social distancing. For those of you who visit us regularly, you will find changes both subtle and significant, and there are a handful of services that have been temporarily suspended pending future guidance. This guide summarizes what you should expect when you visit us.

You have always trusted the team at the Boston Harbor Hotel to do the right things for our guests, and we are confident that your trust in us will continue as we navigate this new normal. We will actively monitor and amend our operation to ensure a continued focus on the health and safety of our guests and associates. On behalf of our entire team at the Boston Harbor Hotel, we cannot thank you enough for your continued trust and loyalty.

When you're ready, we look forward to delivering the same great *Beyond Compare* hospitality you've come to know and love at our waterfront hotel – an iconic beacon of hope for the city of Boston.

Sincerely,

Stephen Johnston
General Manager & Managing Director
II. **HEALTH & SAFETY**

The health and safety of our guests and employees is the Boston Harbor Hotel's top priority.

- **Employee Personal Protective Equipment:** PPE will be worn by all employees based on their role and responsibilities and in adherence to state and/or local regulations, whichever is the more rigorous standard. Every employee entering the hotel will be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them.

- **Guest Personal Protective Equipment:** Guests will be required to wear masks in all public spaces, including restaurants and bars and during all interactions with hotel associates. Masks will be available upon request.

- **Physical Distancing:** Our public spaces will be structured and managed in a manner to ensure proper physical distancing guidelines are in place. Employees will be reminded to not touch their face, wash hands frequently and maintain distance from each other and from guests whenever possible. Larger departments will stagger employee arrival times to protect against crowding.

- **Sanitization:** Hand sanitizer stations will be placed throughout the hotel; all public areas, lobby, elevator landings, meeting rooms, restaurant and reception areas.

- **Signage:** Proper signage will be placed throughout the hotel reminding guests and employees of the proper way to wear, handle and dispose of masks, use of gloves, the importance of keeping hands away from their faces and correct hand washing procedures.

- **Employee & Guest Health Awareness:** Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify hotel management.

- **Employee Training:** Our employees have received the proper training regarding sensitivity to needs and concerns of guests, in addition on how to respond and report all presumed cases of COVID-19 on property to City of Boston Department of Health.

- **Case Tracing:** If the Boston Harbor Hotel is notified of a potential case of COVID-19, we will follow the recommendations of the City of Boston Department of Health.

III. **CLEANING GUIDELINES**

Boston Harbor Hotel uses Ecolab cleaning products and protocols which meet all EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne & bloodborne pathogens.

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

- **Guest Rooms:** BHH will continue to use industry leading cleaning and sanitizing protocols to clean guest rooms, with particular attention paid to high-touch items such as 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. All Cleaning Supplies meet CDC and Boston Health Department COVID-19 Guidelines.

- **Laundry:** Unless a guest chooses not to receive daily housekeeping service, all bed linen and laundry will be changed daily and will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

- **Heart of the House:** The frequency of cleaning and sanitizing will also increase in high traffic, heart of the house areas, with an emphasis on the employee cafeteria, employee entrances, uniform rooms, restrooms, loading dock, offices, kitchens, security stations and employee training rooms. Shared materials and equipment will be sanitized before, during and after each shift or anytime equipment is transferred to a new employee.

- **COVID-19 Room Recovery:** In the event that a potential case of COVID-19 is reported, the guest’s room will be removed from service and quarantined. 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 be returned to service after undergoing sanitization protocol by a third-party expert approved by the City of Boston Department of Health.

- **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. The filters at Rowes Wharf meet the ASHRAE standard.

### IV. GUEST EXPERIENCE

Health and safety precautions related to the containment of potential exposure to the COVID-19 virus will alter some aspects of the traditional guest experience at The Boston Harbor Hotel.

- **Guest Arrival** –
  - Doormen will not open the doors of cars or taxis
  - All doors will either be manually opened for guests by hotel staff or propped open to ensure contact with the surface is not necessary
If bell service is requested, the bell cart will be sanitized after each guest is assisted.

Valet services will be suspended until further notice. Guests will be directed to self-park at the Rowes Wharf Garage within the hotel's complex.

BHH car service has been suspended until further notice.

Queues will be formed to reflect 6’ Social Distancing.

Guest will be asked if they would like to opt out of Housekeeping Daily Service.

Turndown Service has been suspended until further notice.

Guest will be encouraged to utilize remote checkout and receive guest folio via email to limit traffic at the front desk.

- **Guest Elevators** –
  - An employee will be present to sanitize the button panels at regular intervals
  - No more than two guests in an elevator at a time
  - Signage will be posted to explain the current procedures

- **Guest Sanitation Amenities** –
  - Sanitation kits are provided in each room for guest use and include hand sanitizer, alcohol wipes and disposable masks
  - Sanitizer Wipes will be provided in each Guest Room Key Packet at check-in

- **Guest Room/Amenities** –
  - Housekeepers will make a concerted effort to minimize contact with guests while cleaning hotel rooms. Will offer to return at an alternate time for occupied rooms.
  - All reusable collateral to be removed from rooms. Critical information to be placed on in-room iPad.
  - Newspapers and magazines will electronically be offered through press-reader only on the in-room iPad. No physical papers or magazines will be placed in-room.
  - Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request.
  - All guest amenities to be packaged before being placed in room.
  - Bathrobes to be folded and placed in individual containers within the closet for guest use.
  - Bathroom glassware will be replaced by single-use, wrapped products.

- **Gift Shop/Business Center** –
  - All sales are final until further notice.
  - Staff will monitor business and gift shop occupancy to ensure physical distancing.

- **Health Club/Spa** –
  - The Rowes Wharf Health Club & Spa will remain closed until further notice. The status of health
clubs, spas and gyms is pending at time of writing, and will be updated once State/City guidelines are published.

- **Restaurants and Bars –**
  - Restaurant and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests
  - Host and managers will manage physical distance at entries, waiting areas and queues in addition to stanchions and signage
  - All servers will be trained to keep a comfortable distance from guests while still being able to maintain a proper conversation
  - All self-serve food & beverage i.e. complimentary coffee station and weekend breakfast buffet will be discontinued until further notice
  - All straws to be wrapped
  - Restaurants will only serve single serve condiments to be discarded after each use
  - All menus will be presented on single use, card stock paper
  - Single use paper napkins and plastic silverware will be available upon request
  - The server will encourage the guest to allow them to pour bottled beverage rather than pour for themselves. If the guest is comfortable pouring their own beverages they are welcome to however to limit potential spread of bacteria we encourage our guests to allow our servers to pour all bottled beverages.
  - Check holders will no longer be presented. Instead, bills will be printed by the servers and presented to the guest face down with a clean, sanitized pen. Team members will be required to place all used pens in a designated box after every use to have the pens properly sanitized after use.

- **In Room Dining –**
  - All servers will be required to wear masks and gloves when entering guest room
  - Guests can request for server not to enter room, at which point food will be left on tables in hallway and guest will be notified when table is outside
  - All meals have the option to be served with single use paper napkin, plastic containers and plastic utensils
  - All condiments will be single use, to be discarded after service
  - Minibar and refreshment center products will be thoroughly sanitized prior to check in and replenishment. In-room glassware and coffee cups will be replaced by single-use, wrapped products.

- **Sales and Catering –**
- Conference room doors, tables, chairs, light switches and other equipment will be sanitized after each group.
- Hand Sanitization products will be available in all meeting rooms
- Masks will be available for guests upon request
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows City of Boston Department of Health and CDC guidelines
- Site inspections and meetings will be done virtually and/or with appropriate physical distance requirements
- Physically distanced floor plans will be recommended with seating being 6ft apart depending on floor plan preference
- Signage will be displayed outside of all meetings and events reminding guests of appropriate physical distancing guidelines

- Meeting and Event Spaces –
  - Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on City of Boston Department of Health and CDC recommendations
  - Buffet style food and beverage service will be replaced with food stations set with individually portioned menu items
  - Bar service will be managed to ensure appropriate physical distancing. Passed beverage service will be recommended.
  - Individual bottled water will be provided in lieu of shared bottles or pitchers
  - Single use disposable flatware and food containers are available for service upon request
  - Banquets will only serve single use condiments to be discarded after every use
  - All banquet seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing