GLOBAL CARE & CLEANLINESS COMMITMENT

MEETINGS & EVENTS
For more than 60 years, Hyatt has rooted its purpose in caring for people so they can be their best.

Today, amid COVID 19, this purpose takes on an even deeper meaning. As we look forward to welcoming your attendees we want to provide timely and relevant changes that have been made to best care for the health and safety of our guests and colleagues.

Andrea Kasnic
Director of Sales & Marketing
HYATT'S GLOBAL CARE & CLEANLINESS COMMITMENT

The safety and wellbeing of colleagues, guests and clients remains a top priority. Hyatt's multilayered commitment provides insight on policies and procedures that have been put in place at Hyatt Regency Chicago, including:

- **Hotel achieved GBAC STAR™ accreditation**
  GBAC STAR™ is a division of ISSA, worldwide cleaning association. The accreditation highlights our commitment to protect our guests and employees from infectious diseases through enhanced cleaning, disinfection and infectious disease prevention protocols. This standard will expand our already thorough cleaning protocols to establish a safe, sanitary and healthy environment, all monitored by regular internal and third party auditing.

- **New colleague training and support resources, including a dedicated onsite Hygiene Manager**
  This role is responsible for ensuring adherence to the latest cleanliness guidance and protocols both in guestrooms and meeting and event space.

- **A cross functional working group of medical experts and industry professionals will contribute to various aspects of the hotel experience**

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The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Contactless arrival and departure experience** features available through World of Hyatt mobile app, including:
  - Online check-in and check-out
  - Remote/touchless guestroom key
  - Digital retrieval of guestroom bill

- **Colleagues are required to wear face coverings and gloves**
  Gloves will be changed after each delivery or service
The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Housekeeping colleagues are required to wear face coverings and disposable gloves**
  While in guestrooms and when coming within six feet of other colleagues

- **Disposable gloves changed, hands washed and new gloves worn after completing service of each room**

- **Housekeeping service schedules adjusted**
  Guest rooms will be serviced every five days, unless otherwise requested, to limit contact points with others in a guests’ personal space

- **Allow check-out rooms to rest 24 hours prior to being assigned for service, occupancy permitting**

- **Contactless delivery of all requested housekeeping items**

- **Strict separation between handling clean and dirty items and cleaning supplies**
  At-risk items removed or sanitized prior to introducing new, sanitized items

- **Enhanced cleaning and sanitation of common contact surfaces in guestrooms**
  Including door handles, remote control units, cords, guestroom telephone and bathroom counters, tubs and toilets
The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- **Enact social distancing** in all common spaces
- **Increased frequent sanitation of high touch areas** (doors, elevator buttons, restrooms, etc.)
- **Guest partitions installed at the Front desk**
- **Adjusted elevator and escalator passenger capacity limits**
  With social distancing signage placed for guidance
- **Hand sanitizing stations available in key areas** throughout the hotel and meeting space
- **Face coverings are required for attendees in common areas and meeting spaces**
- **Doors will be propped open when appropriate**
- **Continued enhanced deep cleaning of restrooms**, with an added focus on high touch areas (door handles, towel dispensers, faucets, toilets, toilet paper dispensers)
- **We ask all guests, colleagues, and vendors to complete a self-wellness check prior to arrival**
  We will be conducting temperature checks on all colleagues and vendors prior to entering the hotel
MEETING & EVENT CLEANLINESS COMMITMENT

MEETING & EVENT SPACES

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- All tablecloths and linen laundered daily
- Linen less tables disinfected daily
- Podiums, speaker tables and AV equipment sanitized between sessions
- Frequent sanitation of high touch items including tables, chairs, door knobs and handles
- Hand sanitizing stations near all entrances
- Merv-13 filters used for air ventilation
  - Approved by the CDC and utilize electrostatic charge to trap and block 98% of airborne particles - even particles that carry viruses
- Designated walkways within meeting and clearly marked doors for entrance and exit, propped open when possible and clearly labeled
- Hotel and Group to work together in customizing entrance and egress plans

  *For example:*
  - Staggering event start/ end times to limit interaction
  - Designating routes between meetings, meals and breakouts
  - For events with multiple sessions, plan for speakers to rotate between rooms while attendees remain in one room
MEETING & EVENT CLEANLINESS COMMITMENT

ROOM SET UP

- The following items will no longer be provided or set up in meeting rooms or foyer areas:
  Pens, pads of paper, table candy, water glasses and vessels, pitchers or containers of water

- Customized hybrid meeting solutions

- Hotel and Group will work together on determining modified meeting room setups to enable safe social distancing
  
  *For example:*
  - Theatre - equivalent of one empty chair in between every chair
  - Classroom / U-Shape / Conference - maximum of 1-2 guests per six foot table
  - Conference - maximum of 1-2 guests per six foot table
  - Banquet - maximum of 4-6 guests per six foot round
  - Crescent - maximum of 4 guests per round
  - Reception - tables set to a minimum of six feet apart

*Please note social distancing guidelines will continue to change and evolve based on direction from the CDC and State of Illinois
FOOD & BEVERAGE CLEANLINESS COMMITMENT

FOOD & BEVERAGE PREPARATION

The following procedures have been put into place to ensure a safe and healthy environment for guests and colleagues:

- Continued enhanced cleaning and sanitization of kitchens over and above state health code
- Culinary colleagues required to wear face coverings and disposable gloves
- Eliminate shared items (platters and trays) to reduce the number of touch points by individuals
- Food to remain covered when presented to guest whenever possible
- Condiments will be served in personal containers whenever possible (cream, sugar, ketchup, mustard, hot sauce, butter, salt and pepper)
FOOD & BEVERAGE CLEANLINESS COMMITMENT
BANQUET SERVICE

- Servers required to wear face coverings and disposable gloves
- Modified banquet menus in place to meet new standards and minimize potential contact
  Including “Market-style” with food provided in disposable containers
- Buffet concepts will be reimagined to meet new standards
  Plated service will be the preferred service style. When buffets are required, they will be setup to enable safe social distancing and servers will be present.
- Food and drink will not be preset on tables
  Including beverages, desserts, salads, appetizers and bread
- Hot beverage stations will be serviced by an attendant
- Cold beverages and condiments will be served in single-use portions
- All flatware will be rolled in a cloth napkin in advance
- Break stations will have disposable utensils available
OUR COMMITMENT TO YOU

These new standards, guided by our purpose of care, will provide guests and colleagues with confidence and peace of mind when visiting Hyatt Regency Chicago.

We look forward to the opportunity to welcome you as we navigate this new era of travel together.