

OMNI HOTELS & RESORTS®

March 12, 2020,

Dear Kelly,

At Omni Hotels & Resorts, our first priority is the health and safety of our guests and associates, and I am writing in connection with your upcoming arrival for the UTC 2020 Annual Conference.

We understand you are paying close attention to COVID-19 and its increasing spread globally. Please know we are currently following the direction of the leading authorities, Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), which has made it clear that the risk is low, and travel remains safe in North America. We continue to educate our teams at Omni Providence on strategies to assist in preventing the spread of coronavirus. These best practices are shared at daily meetings, department trainings, and posted throughout our "Heart of the House" areas. Additionally, all cleaning products meet or exceed industry standards and we continue to follow Ecolab's detailed information for correct chemical purchasing. Other steps we are taking to minimize risk include:

- Emphasizing the need to stay home when sick, respiratory etiquette, and hand hygiene by all associates.
- Increased use of proper cleaning and disinfectant products and providing associates with personal protective equipment.
- Increased routine public space cleaning:
 - Cleaning and disinfecting all frequently touched surfaces in the workplace, including but not limited to workstations, countertops, elevator buttons, doorknobs, etc.
 - Providing disposable wipes so that commonly used surfaces (i.e., doorknobs, keyboards, remote controls, decks, etc.) can be wiped down by associates before each use.
 - Upon availability, providing hand sanitizer stations at the front desk, meeting-room levels and restaurants.
- Reminding housekeepers to clean/disinfect commonly used guest room items (i.e., remote controls, phone, chair arms/backs, irons, alarm clocks, etc.).
- Implementing additional measures to clean guest rooms including spraying disinfectant throughout each room and additional sanitizing of counters, doorknobs and surfaces within each guest room.

The focus on cleanliness and sanitation is imperative to our daily operation and has always been a top priority for our properties. These additional measures will help provide a safe environment for our guests, clients and associates as we stay up to date with communication from local authorities in the cities and communities where our hotels operate.

Please do not hesitate to reach out if we can be of further assistance.

Best regards,



Mr. Bunnell Goldman
General Manager
OMNI Providence