



**HYATT  
REGENCY®**

PORTLAND  
AT THE OREGON  
CONVENTION CENTER

# Health & Safety

At Hyatt Regency Portland at the Oregon Convention Center, we are committed to providing guests and colleagues with a safe and clean environment. Hyatt's Global Care & Cleanliness Commitment is an important expression of our purpose to care for people so they can be their best now and in the future. While we continue to evolve and enhance our safety and cleanliness protocols, we are committed to doing so in a way that protects our colleagues, guests, contractors, visitors, community and environment alike.

## Global Cleanliness Accreditation

Hyatt has introduced a GBAC STAR accreditation through a performance-based cleaning, disinfection and infectious disease prevention program that focuses on establishing hotel environments that are sanitary, safe, and healthy. The GBAC STAR accreditation includes detailed training and third party auditing. GBAC is a division of ISSA, the worldwide cleaning industry association, and is composed of leaders in the area of microbial-pathogenic threat analysis and mitigation, designed specifically to deal with biological threats and real-time crises like the COVID-19 pandemic.

## Hyatt Regency Portland's Hygiene Committee

As a part of Hyatt's Global Care & Cleanliness Commitment, Hyatt Regency Portland has created the Hygiene Committee. The individuals who make up this committee have been specially trained to ensure laser focused efforts around the hotel's safety and cleanliness initiatives. All colleagues have been trained on proper personal protective equipment, how to don and doff masks and gloves, as well as the hotel's sanitation processes and procedures. Additionally, the entire leadership committee is GBAC certified.

## Cleanliness & Safety, With You in Mind

Additional measures are being taken in an effort to ensure guest safety, such as touch-free options, and more frequent sanitization with hospital-grade disinfectants.

- Sanitizer stations prominently placed throughout the hotel
- More frequent cleaning of public spaces and guest room surfaces
- GBAC STARTM accreditation, inclusive of detailed cleanliness training
- Enhanced food safety & hygiene protocols
- Wellness and temperature checks of all colleagues and vendors
- Removal of high touch items in guest rooms

## Distance Can't Stop Us From Caring

Our new social distancing measures help show care for the wellbeing of our colleagues and guests, as we have revised capacity guidelines, implemented the use of masks and protective shields.

- Social distancing signage placed throughout the hotel and public spaces
- Personal protective equipment, worn in accordance with Oregon State guidance
- Revised capacities in meeting space and restaurants
- Elevator social distancing signage placed in elevator lobby and elevators with limited capacity restrictions
- Knock-and-go guest request deliveries
- Protective barriers installed in fitness center

## Less Contact, More Care

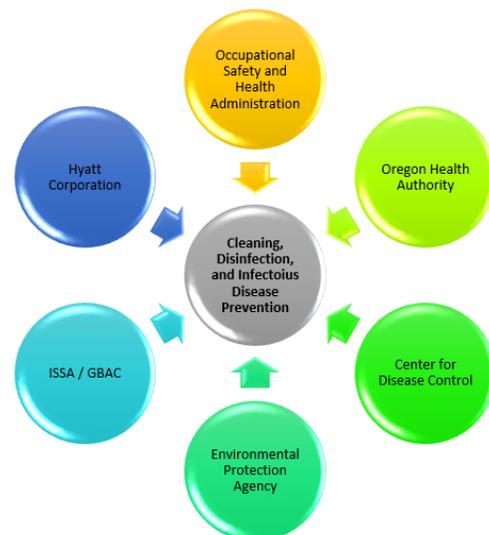
New and enhanced digital amenities in the World of Hyatt app allow for contactless care.

- Pre-arrival communication to ensure a seamless and contactless arrival experience
- Mobile check-in and checkout
- Mobile Entry
- In-room Chromecast
- Curated meditations from Headspace
- Hotel stay bill

## Conformity & Compliance

The Hyatt Regency Portland at the Oregon Convention Center is compliant with all federal, state and local legislation, regulatory guidelines, permits, and licenses along with all Hyatt Standard Operating Procedures and best practices.

- Pre-arrival communication to ensure a seamless and contactless arrival experience
- Mobile check-in and checkout
- Mobile Entry
- In-room Chromecast
- Curated meditations from Headspace
- Hotel stay bill



## Public Areas

In an effort to ensure the proper cleaning and sanitizing of our public areas, we have implemented an hourly cleaning of the areas below. A specific public areas checklist has been developed on which the colleagues will sign off each of these tasks. At the end of the shift, the colleague will hand the checklist in for approval from their manager. Twice during each shift, a housekeeping manager will perform inspections of the public areas. Each evening, the overnight cleaning team will perform deep cleaning and sanitizing of all public area space.

Lobby furniture has been moved to ensure social distancing.

- Public Restrooms (Front and Back of House)
- Elevators (Front and Back of House)
- Main Lobby: Tables, Stairwell Railings, Entry Doors
- Fitness Center
- Locker Rooms
- Door Handles
- Escalator Railings

## Front Drive and Hotel Entrances

- Signage has been placed on all exterior entrances and exits detailing that masks are required in hotel
- Hand sanitizer has been placed at each entrance point
- Main Entrance has automatic door limiting guest contact
- Hourly cleaning and disinfecting of all door handles using Ecolab's Multi-Surface Peroxide Cleaner
- Valet operation has been suspended with only self parking available

## Front Desk

Protective plexiglass shields have been installed at the front desk. Additionally, hand sanitizer has been placed at each pod. As one of our highest touch point areas, the front desk will be ensuring the following:

- Front desk agent handling keys will be wearing gloves and changing them after each interaction
- Used keys will be placed into a specified container to be disinfected ensuring no cross-contamination
- Credit card machine has been moved to allow guests to utilize without front desk agent's assistance and is disinfected after each use
- Social distancing indicators have been placed at front desk queue
- All colleagues will be wearing masks and asking all guests to do so as well
- Surfaces will be disinfected using Ecolab's Multi-Surface Peroxide cleaner after each guest interaction

## Elevators

The following measures have been implemented as it relates to elevator use:

- Signages has been placed in all elevator landings and inside each elevator car, indicating capacity limits for social distancing
- Hand sanitizer has been placed on each elevator landing and guests are encouraged to use sanitizer before stepping into elevator
- Hourly cleaning of elevators and elevator buttons with Ecolab's Multi-Surface Peroxide Cleaner

## Fitness Center

- Fitness Center rules have been placed prominently at entrance reminding guests to adhere to social distancing guidelines, wear a mask, wipe down equipment before and after use and limit cardio equipment use to 45 minutes
- Hand sanitizer station located inside fitness center
- Plexiglass barriers separate each piece of cardio equipment
- Disinfectant wipes have been placed in fitness center for guests to wipe down equipment before and after use
- Hourly cleaning by hotel team utilizing Ecolab's Multi-Surface Peroxide Cleaner
- Separate area for soiled workout mats to be placed after use

## Restaurants & Food Safety

- Vigorous cleaning protocols have been established in the kitchen
- All staff have been trained and certified in food handling, safety, and sanitation
- Frequent cleaning of all restaurant surfaces using Ecolab's Multi-Surface Peroxide Cleaner
- Tables and Seating in restaurants have been changed to ensure social distancing
- Social distancing indicators have been placed in all queues
- Plexiglass barriers installed in Market and bartop
- Buffets have been eliminated
- All menus have been converted to digital QR

## Restaurants & Food Safety

- Established protocol of server only interacting with clean plates, silverware, etc and busser responsible for dirty items to avoid cross contamination
- Restaurants are only accepting credit card or room charge payment
- Tables are not pre set with any items
- Condiments will be served as single use
- Self Service coffee station has been removed from Market
- All food items are arriving to the hotel in sealed food grade containers or bags. Upon arrival to the hotel, they are sanitized before being transferred to hotel storage boxes and brought into the kitchen to avoid potential cross contamination

## Guest Room

- High touch items have been removed from guest room
- Glasses have been replaced with one time use, individually wrapped plastic cups
- Individually wrapped disinfecting wipes have been placed in all guest rooms
- Rigorous training and cleaning protocols have been implemented
- Use of black light technology to ensure rooms are sanitized and cleaned
- All surfaces are cleaned with Ecolab's Multi-Surface Peroxide Cleaner
- Use of appropriate Personal Protective Equipment including masks and gloves

## Guest Room

- Seal placed on door following cleaning and disinfection of room following a checkout
- No contact guests request delivery protocol in place
- Enhanced cleaning inspection program developed
- Hotel information including cleaning protocols is available digitally in each room via a QR code

## Event Space/Banquet Operation

- Social distancing floor indicators installed to promote social distancing
- Foyer furniture has been removed
- Event space capacities have been revised to reflect social distancing
- Hand sanitizer stations have been placed throughout event space
- Mask Required and Prevent COVID-19 Spread informational signage has been placed in each meeting space
- Self serve food stations have been eliminated
- All food items are served individually packaged and handed out by trained service staff behind plexiglass barrier
- Plexiglass barriers installed on all food and beverage service stations