

Health and Sanitation Guidelines



MAIN STREET HOSPITALITY

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Overview

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

This plan presents what we will do to keep our guests, employees, and our community safe.

Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and but necessary to keep guests, employees, and our community safe.

Employee & Guest Health

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

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, using elevators or moving around the property. Restaurant tables, lobby furniture and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All property outlets will comply with, , local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, restaurant entrances, meeting spaces, elevator landings, pools, and exercise areas.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Massachusetts or RI Department of Health. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or manager on duty (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the property we will work with the Massachusetts or RI Department of Health to follow the appropriate actions recommended by it.

Employee Responsibilities



Employee Responsibilities

Main Street Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All MSH employees 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, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Employee Responsibilities

MSH Employees are vital for an effective sanitation and health program.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance. Written communication to substitute shift hand-over meetings.

The Guest Experience



The Guest Experience

Arrival

Visitors will be screened asked to use hand sanitizer and to wear a mask (which will be provided by the property). Appropriate signage will also be prominently displayed, entering the hotel, outlining proper mask usage and current physical distancing practices in use throughout the hotel.

Guest Entry:	Points of Entry Limited Doors automated or propped open where possible <i>(If the door is not automated or cannot be propped will be sanitized hourly)</i>
Bell Service*:	Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted
Valet Services*:	Suspended until further notice
Elevators*:	Sanitized hourly at minimum Signage posted explaining current procedures Limit of (4) guests per elevator ride Hand sanitation available for guests at elevator entrances

**where applicable*

**RLI antique elevator closed until further notice*

Cleaning Products and Protocols



Cleaning Product and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas, outdoor seating.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including 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.

Cleaning Product and Protocols

Laundry. Bed linen to included pillow protectors be changed and continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Cleaning Product and Protocols

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, *the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the health department.*



Physical Distancing



Physical Distancing

Throughout the hotel we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies and Restaurant Podium.

Hotel Front Desk. Agents will work on only one workstation and use the same phone through their shift and will sanitize workstation when leaving for extended period of time.

Restaurants and Bars. Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

Meeting Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Physical Distancing

Retail Spaces. Guest occupancy limits will be enforced to allow for appropriate distancing.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee break room and other high-density areas in order to ensure appropriate distancing between employees.