

February 8, 2021



COVID-19 CLEANLINESS PLAN

In accordance with the Hotel Association of Canada and the Alberta Hotel and Lodging Association

Areas of focus:

- HALO Bar|Bistro
- Reception
- Events & Banquets
- Style (Housekeeping)
- Public Areas
- Fitness Centre & Pool

Advantages of a Cleanliness Plan

We have always prided ourselves in providing a safe and clean environment for our associates and guests alike to take comfort in. Being the top 5 of all Renaissance worldwide for cleanliness; according to guest surveys, since opening; we only had to slightly adjust our high standards to comply with the new COVID-19 expectations. This cleanliness plan outlines the changes and procedures in each area of the hotel to show our efforts in reducing the spread of the COVID-19 virus and keeping our associates and guests safe.

HALO Bar|Bistro

As per social distance guidelines we have implemented the following policies:

- ⇒ Dining parties must be 6 or less. Diners must be from the same household, or the 2 close contacts for a person living alone
- ⇒ Diners will be given forms to complete for contact tracing upon arrival. In house guests can be traced through room reservations
- ⇒ Dining parties must be 2m from one another, our furniture has been re-organized to accommodate this
- ⇒ All guests, visitors, vendors and associates must wear masks or face coverings within indoor public spaces. Guests are not required to wear face coverings while eating or drinking
- ⇒ Menus are disposed after use
- ⇒ All food leaving the kitchen will be covered
- ⇒ All In Room Dining orders will be delivered in Ding, Dong, Ditch fashion—delivery fees are waived
- ⇒ Signage present to inform guests of cleanliness, social distancing, and hand hygiene
- ◇ IRD: 24 Hours
Breakfast: 6am-11am
- ◇ Bar Hours: Mon to Sun 11am-10pm.
Take-out is available.
- ◇ Bistro Hours: Fri & Sat 5pm-10pm for
Dinner (effective Feb 19)

*“It always
seems
impossible until
it’s done.*

*-Nelson
Mandela*



Comfortable seating, with parties distanced 2m apart

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Reception

As per social distance guidelines we have implemented the following policies:

- ⇒ Tempered glass barriers are installed at each pod
- ⇒ Distancing in line-ups is guided by floor decals 2m apart
- ⇒ Keys and luggage carts are sanitized between uses
- ⇒ Hard surfaces and card machines are disinfected every 2 hours or between guests and shifts
- ⇒ All guests, visitors, vendors and associates must wear face coverings within indoor public spaces
- ⇒ Everyone entering the airport terminal must wear face coverings
- ⇒ Gloves are encouraged when handling cash and assisting with luggage
- ⇒ Mobile services including check-in, check-out, dining and chat are encouraged to limit contact
- ⇒ Signage is present to inform guests of cleanliness, social distancing, and hand hygiene

The cleaning products we use are approved by Health Canada and include:

- * Peroxide Multi Surface Cleaner and Disinfectant
- * Mikro Quat Sanitizer
- * Asepticare Disinfectant Spray

“We are what we repeatedly do, excellence, therefore, is not an act but a habit.”

-Aristotle



Lobby seating

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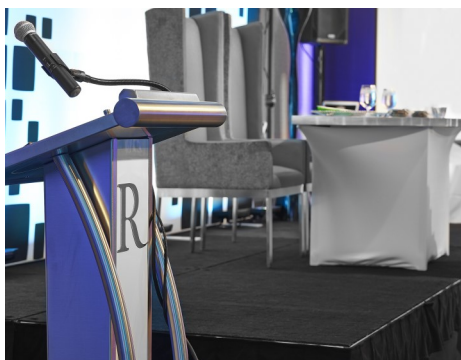


COVID-19 CLEANLINESS PLAN– PAGE 3

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Events and Banquets

ALL INDOOR EVENTS ARE RESTRICTED DUE TO PROVINCIAL GUIDELINES



Conference Staging

*“Do or do not.
There is no try.”*

-Yoda

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RENAISSANCE®
EDMONTON AIRPORT HOTEL

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Style—Rooms and Public Areas

As per social distance guidelines we have implemented the following policies:

- ⇒ All guests, visitors, vendors and associates must wear face coverings or masks within indoor public spaces
- ⇒ All hard surfaces are disinfected between guests
- ⇒ Electrostatic spraying will take place throughout public areas of the hotel daily
- ⇒ Reusable paper products (menus, notepads, signage) has been removed from the rooms
- ⇒ Stayover cleaning service is available only upon request, to a vacant room. This service is not available to self-isolating guests. All hard surfaces are disinfected during this service.
 - * Self-isolating guests will be required to move rooms every 5 nights. Luggage assistance will not be provided at this time.
- ⇒ Single use amenities are provided to guests, including sanitizing wipes placed in guest rooms
- ⇒ Any additional amenities requested during a guest's stay will be delivered outside the guest room door in Ding, Dong, Ditch fashion
 - * If emergent service is needed while a guest is occupying the space, the associate will wear a face shield, face covering and gloves to enter the room
 - * Associates will not enter an occupied space unless there is an emergency
- ⇒ High contact public areas including elevator buttons, stair handrails, ATMs, and bathroom doors will be disinfected every 2 hours or more often depending on traffic

If a guest shows symptoms related to COVID-19 that are not related to a pre-existing condition:

- ◆ They are to inform reception that they are exhibiting symptoms and follow AHS instruction for self-testing
- ◆ They are to self-isolate in their room for 10 days, or longer if symptoms persist, based on provincial guidance. All services and amenities to their room will be delivered outside their door.
- ◆ Any associates that came into contact with that guest, or serviced the room, will be observed and asked to report if symptoms occur
- ◆ The room will remain vacant for 3 days prior to adding an ozone machine for up to 4 hours. Deep cleaning including carpet care and electrostatic spraying will take place following the removal of the ozone machine.

“One of the only ways to get out of a tight box is to invent your way out.”

-Jeff Bezos

If an employee shows symptoms related to COVID-19 that are not related to a pre-existing condition:

- ◆ The employee will advise their manager of symptoms and follow AHS instruction for self-testing
- ◆ The employee will remain or return home and self-isolate for 10 days, or longer if symptoms persist, based on provincial guidance.
- ◆ The General Manager will report confirmed COVID-19 symptoms to AHS



Standard 2 queen guest room

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COVID-19 CLEANLINESS PLAN– PAGE 5

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Fitness Centre and Pools

POOLS, SPAS AND FITNESS CENTERS ARE CLOSED DUE TO PROVINCIAL GUIDELINES UNTIL FURTHER NOTICE.



Fitness Centre

“Great things never came from comfort zones.”

-Ben Francia