GRADUATE CARES
COVID-19 Response Program

June 2020
We could not be more excited to open our doors once again and welcome back guests, students and associates to Graduate Hotels.

In preparation for safely rejoining our communities, we are introducing Graduate Cares – our commitment to putting the health and safety of our customers and associates at the very forefront of our experience. Created in partnership with the country’s top medical professionals at the Cleveland Clinic, and leading consumer products company, Procter & Gamble, our guests and customers can be confident that our procedures have been developed in collaboration with the most trusted experts.

We are truly privileged to operate in the most dynamic cities and towns in the country and are committed to continuing to create emotionally-charged and memorable experiences with an enhanced focus on health and safety.

Please continue reading to learn more about Graduate’s efforts around health, safety and security.

We have sincerely missed our communities and look forward to welcoming you back.

David Rochefort
President, Graduate Hotels
Graduate Cares Introduction

GRADUATE CARES®, OUR COVID-19 RESPONSE PROGRAM rethinks our end-to-end cleaning and guest interaction standards to ensure we reopen as an exceptionally safe environment for our communities. Each hotel will have a local Health and Safety Awareness Committee responsible for implementing Graduate Cares components and ensuring its adherence and efficacy. As we learn more about the COVID-19 virus, this plan will continually evolve and adopt the latest best techniques to address the associated risk.

GRADUATE CARES PROGRAM COMPONENTS

GUEST EXPERIENCE & SERVICES

ARRIVAL EXPERIENCE & COMMON AREAS

GUEST ROOMS

FOOD & BEVERAGE

MEETINGS & CATERING

ASSOCIATE SAFETY & TRAINING

HEALTH SAFETY

TRAINING & COMMUNICATION

GRADUATE CARES HEALTH EXPERT PARTNERS

Cleveland Clinic

CLEVELAND CLINIC

Procter & Gamble

PROCTER & GAMBLE
We want to make sure that each guest arrival is not only friendly and engaging, but safe as well. Our hotels will be following new arrival protocols that integrate safe distancing steps across the guest welcome experience.

**SOCIAL DISTANCING STANDARDS**

- **CHECK IN:** Contact free check-in protocols will be put in place. Guests will be asked to swipe their own credit card. Credit card terminals will be wiped down frequently with sanitizing wipes. Guest will only need to show their ID upon arrival.
- **LOBBY:** Floor markers will be added at the front desk to help maintain the recommended safe distance. Signs are posted at the entrance asking all patrons to maintain proper distancing and not to gather in groups of more than four people.
- **VALET:** Valet service will be suspended in markets where self-parking is readily available. In Graduate locations where valet service will continue, associates will ask drivers to leave their key in the vehicle or within a UV-light sanitizing box. Guests will be asked to text our Graduate Service Number to request car delivery, and will receive a notification text once their vehicle is waiting for them at the hotel entry.
- **BICYCLES:** Graduate bicycles will now only be available through advance reservations. Bicycles will be thoroughly sanitized after each use.
- **GUEST DEPARTURE:** We have implemented a paperless guest folio policy whereas your receipt will be automatically emailed to you upon checkout.

**CLEANING STANDARDS**

- All guest service associates will be required to wear appropriate personal protective equipment (PPE) which include disposable gloves and face masks, in addition to practicing frequent hand washing and the use of hand sanitizer after each guest interaction.
- Wellness kits, which include face masks, sanitizing wipes, and hand sanitizer, will be available for guests upon request.
- Guest room keys will be sanitized after each use. Guests can deposit keys in a drop box located in the lobby or at each elevator landing. These will then be removed, sanitized and stored in a separate container at the front desk for the next use.
- All lobby counters, including the front desk, will be cleaned frequently throughout the day with disinfectants approved to combat COVID-19.
- Bell carts will be available by request only and will be sanitized after each use.
- Hand sanitizer is available at each desk position.

**VAN SERVICE**

- Hotel van service and shared transportation options will be suspended for the short term.
Our lobbies and common areas are designed to be inviting places of community. As we reopen our doors, these spaces will be modified to provide additional health security for guests, students and associates.

SOCIAL DISTANCING STANDARDS

- New capacity standards will be set for lobby and common areas. Hotel Managers will act as monitors to ensure the public areas do not exceed recommended capacity levels.
- The number of seats at communal tables will be reduced and staggered so no two seats face across each other. Other lobby seating will be reduced or spread out for proper distancing.
- Signs will be added in lobby and common areas to encourage visitors to practice safe distancing.
- At elevators, signs will be posted to limit capacity depending on the elevator size.
- Occupancy of public restrooms will be limited to half of the number of toilets.

CLEANING STANDARDS

- Hand sanitizer stations will be located at various locations throughout the lobby and public areas.
- Sanitizing wipes will be available in each elevator cab.
- High-touch surfaces such as doorknobs and elevator panels will be wiped down frequently using disinfectant chemicals approved to combat COVID-19.
- Public restrooms will be outfitted with touch-less flush devices, faucets and soap dispensers. In addition, these restrooms will also be equipped with foot operated handles to open doors from the inside reducing the need to sanitize hands again.
- Sanitizing wipe dispensers and trash receptacles will be placed at each elevator landing to allow guests to wipe control buttons.
- All public restrooms will be thoroughly cleaned and disinfected with increased frequency using disinfectant chemicals approved to combat COVID-19.

FITNESS CENTERS

- Until further notice our fitness centers will remain closed – each hotel will help connect guests to some form of fitness alternative.
To help guests rest easy and enjoy a comfortable experience, we have heightened guest room cleaning processes and adjusted some of our in-room offerings.

**SOCIAL DISTANCING STANDARDS**

- Requests for guest amenities and other supplies such as linens will be delivered with little or no contact. Items will be left outside of the room in a disinfected container and guests will receive a text once the items are safely outside of their door.
- Cleaning services for stayover guests will be completed only upon request and only when the guest is not in the room. Guests requesting a change of towels during their stay can text Guest Services and will be exchanged using our no-contact protocol.

**CLEANING STANDARDS**

- Our room attendants and other cleaning associates will be required to wear proper personal protective equipment (PPE) which include disposable gloves, face masks and face shields to minimize risk.
- To achieve hospital-grade levels of cleanliness in guest rooms, Graduate uses EPA approved disinfectant chemicals approved to combat COVID-19.
- We are incorporating the use of sanitizing sprayers to treat each room and add a level of protection.
- Used guest room linens will be removed from guest rooms and transported to laundry in separate laundry bags. Clean linens will be stored on designated sanitized and covered shelves. Linens will be transported to guest rooms in covered containers to minimize exposure. All hard surfaces in touch with dirty linen will be disinfected using a product approved to combat COVID-19.
- Thorough cleaning of surfaces will include using disinfectant chemicals approved to combat COVID-19 on all touch-point surfaces.
- Guest room television remotes will be sanitized after each use and placed in a disposable sealed bag.
- To minimize risk, certain items will be removed from the guest room:
  - Pens and Notepads
  - Alarm Clocks
  - Guest Guides will be available online through our Wi-Fi portal
- Ice buckets will no longer be available in guest rooms and ice machines in guest hallways will be deactivated. Guest requests for ice will be delivered in a sealed bag along with a sanitized bucket.
- Additional bed linens will be removed from guest rooms.
- Bulk amenities will be discontinued in favor of individually sealed containers (shampoos, soaps, etc).
- Once a room is clean, sanitized and ready for the next guest, a note will be left in the guest room to indicate the room has been cleaned and sanitized to Graduate Cares Program standards.
All food and beverage outlets will be creatively reconfigured to allow for proper distancing – including the reduction of seating capacities and elimination of bar seating. Associates will follow strict PPE adherence guidelines.

**SOCIAL DISTANCING STANDARDS**

- The seating capacities of our outlets will be reduced to provide proper social distancing. Seating at bars will be eliminated to avoid unnecessary contact.
- Our “Grab and Go” outlets will have signage to instruct guests on proper distancing measures. “To Go” and “Grab and Go” order placement will also be available through our Graduate Hotels app.
- Buffets will no longer be served in our outlets.

**CLEANING STANDARDS**

- All food and beverage associates will be required to wear proper personal protective equipment (PPE) including disposable gloves and face masks at all times to minimize risk.
- Hand sanitizer stations will be located at several points within each outlet for guest and associate use.
- At outlets with guest seating, diners will only be seated after a table and chairs have been treated and been cleaned using disinfectant chemicals approved to combat COVID-19.
- All servers will wear single use, disposable gloves when bringing orders.
- All menus will be single use and disposable.
- Condiments will be single serve containers, straws individually wrapped, and single use individually wrapped cutlery.
- All “Grab and Go” items will be individually wrapped or placed in disposable containers with a seal placed on the lid.
- Our kitchen associates will increase the frequency of surface cleaning and use hospital-grade sanitizing solution approved for food service areas.
- Outlet hours will be reduced during the week to allow daily deep cleaning of kitchen and service areas utilizing sanitizing solution approved for food service areas.
- Kitchens will keep less inventory on hand to avoid exposure over time.
- All vendors will be instructed on new receiving protocols to ensure that all product is stored immediately in sanitized conditions.
- Access to food storage rooms will be limited to approved personnel wearing correct Personal Protective Equipment (PPE).
Meetings & Catering

As restrictions ease, and in-person group meetings are allowed to resume, our sales teams will be prepared to deliver safe functions. Each hotel’s sales team will manage the scope of permissible meetings based on local restrictions.

SOCIAL DISTANCING STANDARDS

- Seating capacities will be reviewed and adjusted for each function and ensure proper social distancing and gathering capacities as recommended by local/state mandates.
- Buffet and self-service options will no longer be offered as an option. All food & beverage items will be individually plated and served.

CLEANING STANDARDS

- All meetings and catering associates will be required to always wear proper personal protective equipment (PPE).
- Hand sanitizer dispensers will be available in each meeting room for guest use.
- For meetings, amenities such as pens or notepads will be eliminated.
- Chairs, tables, and other conference room equipment will be sanitized after each use using disinfectant chemicals approved to combat COVID-19.
- Linens will be transported to laundry in sealed plastic bags after their use. Clean linens will be stored in sanitized and sealed container after laundering.
- High-touch surfaces, such as conference room doors, light switches, and other areas will be sanitized after each group use using disinfectant chemicals approved to combat COVID-19.
Our associates are our number one asset. They are part of our community, our friends and our family. Providing a safe and healthy work environment for them to thrive is a critical component of our reopening efforts.

ASSOCIATE TRAINING REQUIREMENTS

- All associates will be required to undergo advanced Health Awareness training. This includes practicing safe distancing, proper sanitary practices including hand washing, proper fit, change out and importance of Personal Protective Equipment (PPE), proper cleaning protocols and chemical usage and handling.
- Associates with frequent guest contact including Housekeeping, Guest Services and Food and Beverage, will receive additional Graduate Cares Program training aimed at delivering high levels of service while maintaining program safety protocols.
- Associates will receive regular training updates on Graduate Cares Program and health standard operating procedures (SOPs).

HEALTH SCREENING PRECAUTIONS

- Associates who do not feel well, or are exhibiting the symptoms of COVID-19, will be instructed to stay home and follow local health protocols for seeking medical attention.
- For the protection of all guests and other associates, associates will be required to have their temperature monitored via a forehead scanner prior to each shift.
- In addition to the temperature scan, associates will also be asked a series of questions to determine if they may have been exposed to COVID-19 or exhibit symptoms. Associates who show an elevated temperature, show other symptoms or answer questions indicating they may have been exposed or not feel well will be instructed to go home and follow local health protocols for seeking medical attention.

ASSOCIATE & BACK OF HOUSE AREAS

- Our associate areas, including break rooms, will be reconfigured to enable safe distancing. For example, only one person per four seat table is allowed.
- Additional hand sanitizing stations will be added to each associate area and at hand washing stations.
- Associate lockers will only be utilized by associates currently on shifts. Associates will not be able to leave any belongings behind at the end of their shift.
- Associates must use sanitizing wipes at the end of the shift to wipe down high-touch areas of their locker after each use. Lockers will be sanitized using a disinfecting sprayer with sanitizing solution each night.
Each hotel will have a local Health and Safety Awareness Committee responsible for implementing Graduate Cares Program components and ensuring its adherence and efficacy. This team will work with our Graduate Cares National Team to stay abreast of changes in procedures and recommendations from the CDC and provide updated communication and training to our associates.

The Committee will be comprised of several key property individuals with the following responsibilities:

- Implementing Graduate Cares’ across their associates base – including training all hotel associates on the Program’s heightened health and safety protocols.
- Communicating Program protocol and procedure updates to hotel leadership team and associates.
- Equipping all associates with correct PPE, approved cleaning chemicals and other tools required for successful program execution.
- Informing Graduate Cares’ National Health and Environmental Team of any health and safety concerns, including responding swiftly to report any presumed cases of COVID-19.
- Collaborating with Graduate Cares’ National Health and Environmental Team on evaluating new equipment and technology related to health and safety.

As we learn more about the COVID-19 virus, this plan will continually evolve and adopt the latest best techniques to address the associated risk.

Both our national and local Graduate Cares’ teams will be responsible for monitoring changes to CDC guidelines, as well as the expert advice from our Graduate Cares’ advisors, Cleveland Clinic and Procter & Gamble, to revise and train associates on updated Graduate Cares procedures and processes.