



GRADUATE CARES PROGRAM



To ensure the ongoing health and safety of our guests and associates, we're continuing our pledge, Graduate Cares. Created in partnership with the country's top medical professionals at the **Cleveland Clinic** and leading consumer products company **Procter & Gamble**, our guests and associates can feel confident in procedures developed with trusted experts.

We're privileged to operate in dynamic cities and towns around the globe, and committed to creating memorable experiences in healthy and safe environments.

Please read on to learn more about Graduate's ongoing health and safety efforts.

OUR COMMITMENT TO THE HEALTH & SAFETY OF OUR COMMUNITIES

DURING YOUR STAY:

Lobby & Common Areas

- High-touch surfaces such as doorknobs and elevator panels will be wiped down frequently using disinfectant chemicals approved to combat viruses such as COVID-19.
- Hand sanitizer stations will be located at various locations throughout the restaurant, meeting space, lobby and public areas.

Meetings & Catering

- 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 viruses such as COVID-19.
- 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.
- Chairs, tables and other conference room equipment will be sanitized after each use using disinfectant chemicals approved to combat COVID-19.

Guest Rooms

- To achieve hospital-grade levels of cleanliness in guest rooms, Graduate uses EPA approved disinfectant chemicals approved to combat viruses such as COVID-19.



OUR ASSOCIATES:

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.

Training

- All associates will be required to undergo advanced Health Awareness training. This includes practicing safe distancing, proper sanitary practices including hand washing, utilizing proper Personal Protective Equipment (PPE) and proper cleaning protocols.
- Associates will receive regular training updates on Graduate Cares Health and Safety standard operating procedures (SOPs).

Employee Health

- Associates who do not feel well, or are exhibiting the symptoms of COVID-19, are instructed to stay home and follow local health protocols for seeking medical attention.
- Each hotel has 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 national team to stay abreast of changes in procedures and recommendations from the CDC, OSHA and other agencies to provide updated communication and training to our associates.

GRADUATE CARES HEALTH EXPERT PARTNERS

Graduate Cares was built on advice from our partner health experts, **Cleveland Clinic** and **Procter & Gamble**. These partners will work alongside our team to continue to evolve Graduate Cares and adopt the latest techniques and processes to address any associated risks.



For additional information, please visit our website at graduatehotels.com/graduatecares or email info@graduatehotels.com