

APEX COVID-19

Business Recovery Task Force

Health and safety for hotels

Accepted Practices Guide | August 2020

About the Events Industry Council



Our mission: EIC is the global voice of the business events industry on advocacy, research, professional recognition and standards.



Our vision: Enriching lives and driving economic growth through the power of events worldwide.



Our values: Ethical, Transparent, Inclusive, Innovative, Responsible.



Our members: The Events Industry Council's 30+ member organisations represent more than 103,500 individuals and 19,500 firms and properties involved in the events industry globally.



EIC Signature Programmes:

apex

cmp
certified meeting professional

**Centre for
sustainability &
social impact**

knowledge

leadership



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Contents

Foreword from Amy Calvert, CEO, Events Industry Council	2
Foreword from Task Force Working Group	3
Events Industry Council Principles for Recovery	5
Accepted Practices Areas of Focus	7
Transmission barriers	7
Enhanced sanitisation.....	7
Promote health screening.....	7
Food and beverage guidelines	7
Phases of Recovery for Hotels	7
Service Blueprinting and Changing the Line of Visibility.....	8
The Line of Visibility.....	8
Partnerships Grounded in Trust: Key Questions for Hotels/Venues and Event Organisers.....	9
Questions for Hotels/Venues to ask Event Organisers.....	9
Questions for Event Organisers to ask Hotels/Venues.....	10
Existing Protocols	11
American Hotel & Lodging Association Stay Safe	11
Global Biorisk Advisory Council (GBAC) STAR Facility Accreditation.....	11
IACC Critical Pathway to Re-Opening Meeting, Conference and Training Spaces.....	12
International Labour Organization: COVID-19 and the Tourism Sector	12
World Travel and Tourism Council 'Safe Travels': Global Protocols and Stamp for the New Normal	12
Additional Accepted Practices	13
Cleaning Products and Protocols	13
Disinfecting Wipes and Hand Sanitisers.....	13
Housekeeping: Guest Rooms.....	14
Laundry and other Back of House (BOH) Areas.....	14
Physical Distancing.....	15
Room Sets	15
Food and Beverage (Banquets/Catered Events).....	16
In-Room Dining.....	16
Restaurants	17
Bars/Lounges.....	18
Operations – Pool, Spa, Golf and Recreational Facilities.....	18
Entertainment Venues	19
Casinos.....	20
Overarching Employee Strategies and Enhanced Employee Training on COVID-19	21
World Health Organization (WHO) Resources for the Hotel Sector	22
Resource Guide.....	22
Hotel and Lodging.....	22
Additional Resources.....	24
A Look Inside Hotel Practices.....	25
EIC On-Demand Education about COVID-19.....	27
COVID-19 Resource Sites from Global, Multi-National and National Public Health Agencies	28
COVID-19 Resource Sites from EIC Member Organisations	30

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Foreword from Events Industry Council



In mid-February 2020, the World Health Organization named the current coronavirus “COVID-19.” Since that time, our industry has continued to weather this storm of knowns and unknowns. As with any test, we need to listen to our teachers and mentors, investigate for facts and ask for help when needed.

The APEX COVID-19 Business Recovery Task Force was convened to serve the industry at one of, if not the most, trying times in our history. Representing the global and diverse cross section of industry sectors and regions, this team committed to this collaboration and to serving the industry and their peers by aggregating and curating essential insights to provide support in the near and long term. This work is grounded in our values of trust, equity, community and innovations, seeking to focus our efforts on health and safety, risk mitigation, workforce, innovations, adaptations and transformation, wellness and advocacy. Our values are firmly rooted in the common belief that our industry drives economic growth, builds communities, educates, and advocates for sustainable and socially just practices in support of our global economy.

We approach the moment with humility and empathy, and with confidence in knowing that we have done our due diligence as professionals committed to excellence in performance and care for those we serve globally, and that we all have a collective role to play and responsibilities to be good stewards of our industry and society to ensure our future relevance.

We have an opportunity to use this time to reflect on our own intentions, live our values, and commit to this journey to come out of this crisis more connected and with an impact that is better understood globally. The pandemic has shown us in the most powerful way that we indeed have more in common than not, and it is with love and commitment to this common humanity that this work is being put forth.

On behalf of the Events Industry Council and our board of directors, I thank all the volunteers who contributed time, insights and experience to developing guidance for our industry. We consider this to be a living work stream of resources. As we continue to learn more about the pandemic, we will issue updates to this guidance.

Amy Calvert

CEO, Events Industry Council



Foreword from Task Force Working Group

24 August 2020

The hotel industry entered 2020 well positioned to continue the record growth that had blessed our economic engine over the past decade. In March 2020, that growth, our industry, and the global economic machine came to a simultaneous halt – something neither our global economy nor our industry have ever experienced.

Hospitality colleagues and organisers from a global community want to understand how we bring business events (in-person meetings, events and trade and consumer shows) back in a responsible and safe way. They believe that while virtual solutions are a necessary option, nothing will replace the need for people to gather, connect and move society forward. These events are an important part of our everyday work and personal growth.

Restarting that economic engine in a COVID-19 world has presented a unique set of challenges that the entire hospitality community has united to address so that in-person gatherings can take place once again.

The new set of challenges requires innovation, communication, and protocols to remove risk and create safer meeting and event environments.

Although there is a clear understanding that we have a shared responsibility, the common starting point is creating a travel, hotel and venue environment that is conducive to gathering safely with a common set of protocols. The following workflow tackles one piece of this travel ecosystem and addresses the accepted practices for hotels in creating these new environments.

The Events Industry Council hopes that the following aggregation and curation will help you in building confidence and an understanding of what to expect as you begin to plan your future meetings and events in 2020 and beyond.

Please Note:

The starting point for the hotel work group was the AHLA Stay Safe program as a base of hotel cleaning protocols. There are changes that go beyond these guidelines that are highlighted in the work and are driven by unique local guidance.

This workflow is designed to highlight the change in cleaning/process protocols and gather in a single resource the nuances that exist by country, region, county, state, etc. These accepted practices are based on what we know today and there will be a need to update as we know the COVID-19 pandemic remains ever fluid.

The Events Industry Council is grateful to the following hotel brands whose practices and policies were reviewed and summarised as part of our curation process and were the primary sources for the development of the accepted practices section of this guidebook: Associated Luxury Hotels International, Disney Meeting and Events, Hilton Hotels, Marriott Hotels and MGM Resorts International. Additional hotel protocols were reviewed in the development process and are listed at the end of this guide.

APEX COVID-19 Business Recovery Task Force Hotel Working Group Members:

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Introduction

The hotel and lodging industry has changed with unprecedented velocity considering the spread of the novel coronavirus (COVID-19), as travel brings contact with new people and spaces that may have potentially been exposed to the virus. Concerns from the world's leading health organisations describe categories of transmission that include person to person, air quality, and surface contamination. The industry has responded with a multitude of initiatives to continue the convergence of the building sciences and the health sciences. This includes input from ownership groups, flags, operators, industry organisations and other stakeholders. One of the primary missions of the APEX COVID-19 Business Recovery Task Force is to provide a centralised source of accepted practices, insights, and pathways that leverage the collective body of resources available to inspire confidence that responsible measures have been taken as the industry reopens for business.

Accepted Practices | Pathways | Resources

The COVID-19 pandemic has prompted a renewed commitment in the travel industry to the health and wellness of guests, employees, and other visitors and to actively communicate this commitment.

Principles that can drive a successful outcome for industry stakeholders centre around a collective effort to implement measures grounded in scientific validation, which present an opportunity to provide increasing focus on health, safety and well-being. Over the past six months, the world has increased its awareness that what we breathe and what we touch affects health, and how we convene in public settings has a tremendous influence on our well-being as a community.

We have also learned that innovations to drive future growth are at their highest during periods of crisis.

As we consider policies, protocols, and other strategies that have emerged from this period, it is important to leverage the guidance from organisations such as the World Health Organisation and the health authorities in the destination where an event is being held, as well as from other leading academic and research institutions, and the great work from global industry organisations to help make this information both available and implementable. It is also important to look for ways to validate the efforts made by hotels, and to ensure that these practices have been mapped correctly to principles with a scientific foundation and appropriate consumer awareness of such efforts and applications.

The response by the lodging community has been rapid, fluid and most importantly, a collaborative endeavor.

The goal of the APEX COVID-19 Business Recovery Task Force is to be able to offer the accepted practices that have been put in place in an organised and methodical format that will remain a living workstream.



Events Industry Council Principles for Recovery

SUSTAINABLE DEVELOPMENT GOALS

We are approaching the aggregation and development of the tools, resources and guidance for the APEX COVID-19 Business Recovery Task Force guided by key principles to support our industry's recovery. Global business events support the recovery of all industries and organisations worldwide by fostering human connections and building communities. The principles that we have identified align to the [Sustainable Development Goals](#) and are as follows:



1 Recovery will require a **global citizenship mindset and open coordination** between all stakeholders.

17 PARTNERSHIPS FOR THE GOALS



2 A successful event experience requires that the participating communities have a strong **sense of well-being**.

3 GOOD HEALTH AND WELL-BEING



3 Recognition that health is prioritised, and that access to **safe livelihoods** is deeply intertwined with physical, mental and economic health.

8 DECENT WORK AND ECONOMIC GROWTH



4 Global **protocols, training and communication** are needed to secure the health of workers and event participants.

4 QUALITY EDUCATION



5 Support is needed to **upskill our workforce** to leverage and optimise the use of safety, design and technology practices.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



6 An intentional commitment to **sustainability, equity and social impact** is essential for an effective recovery.

10 REDUCED INEQUALITIES



This resource guide supports the principles in the following ways:

1	Global citizenship mindset and open coordination: Key questions for event organisers and hotels have been developed to facilitate dialogue and collaboration.
2	Sense of well-being: Recognising that uncertainty around COVID-19 leads to stress, we have included recommendations on communication. <i>Note that this will be the primary focus of upcoming guidance.</i>
3	Safe livelihoods: Throughout the guidance, you will find attention to training, communication, screening and personal protective equipment for the safety of team members.
4	Protocols, training and communication: We have included links to resources made available by American Hotel & Lodging Association (AHLA), Global Biorisk Advisory Council (GBAC), IACC, International Labour Organization (ILO) and World Travel and Tourism Council (WTTC), and have supplemented this information with additional accepted practices.
5	Upskilling and reskilling our workforce: The additional accepted practices area of the guidance includes a focus on overarching employee strategies, enhanced training and professional development. <i>Note that this will be the primary focus of upcoming guidance.</i>
6	Sustainability, equity and social impact: The guidance has been reviewed to include recommendations to improve sustainability, equity and social impact, including designing for accessibility.



Accepted Practices Areas of Focus

There are four overarching areas that serve as the “umbrella” for the necessary processes and protocols that have been implemented: transmission barriers, enhanced sanitisation, promote health screening and food and beverage guidelines. The goal is for this to be globally comprehensive and will address in future updates guidelines that are regionally specific.



Transmission barriers

Physical distancing, reducing crowd density and creating/installing physical barriers.



Enhanced sanitisation

As the hotel industry has always been anchored in a necessary focus on cleaning protocols, the current COVID-19 environment requires an added focus aimed at viral transmission.



Promote health screening

There is a need for continued education, signage to educate, and focus on maintaining a healthy workforce and environment.



Food and beverage guidelines

Food and beverage safety guidelines are established practices in the hospitality sector. Just as with hotels, there is an added focus on changes addressing viral transmission.



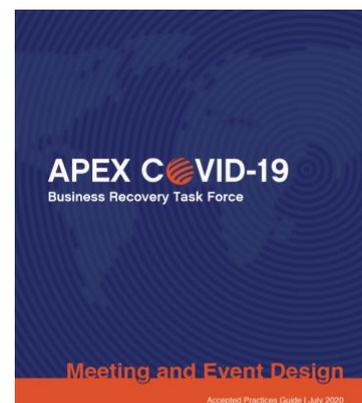
Phases of Recovery for Hotels

It is important to note that hotels will have phases (or stages) of recovery that will vary regionally and will change over time. Hotels will need to monitor each destination’s restrictions and regulations. Depending on the destination, the reopening phases may be determined locally, at a provincial/state level, or at a national level. Examples of national phase plans include:

- [Singapore Disease Outbreak Response System Condition \(DORSCON\)](#)
- [U.S. Centers for Disease Control Opening America](#)

In July 2020, the EIC APEX COVID-19 Business Recovery Task Force released a meeting and event design guide that includes four risk levels.

[Access Meeting and Event Design Guidance](#)

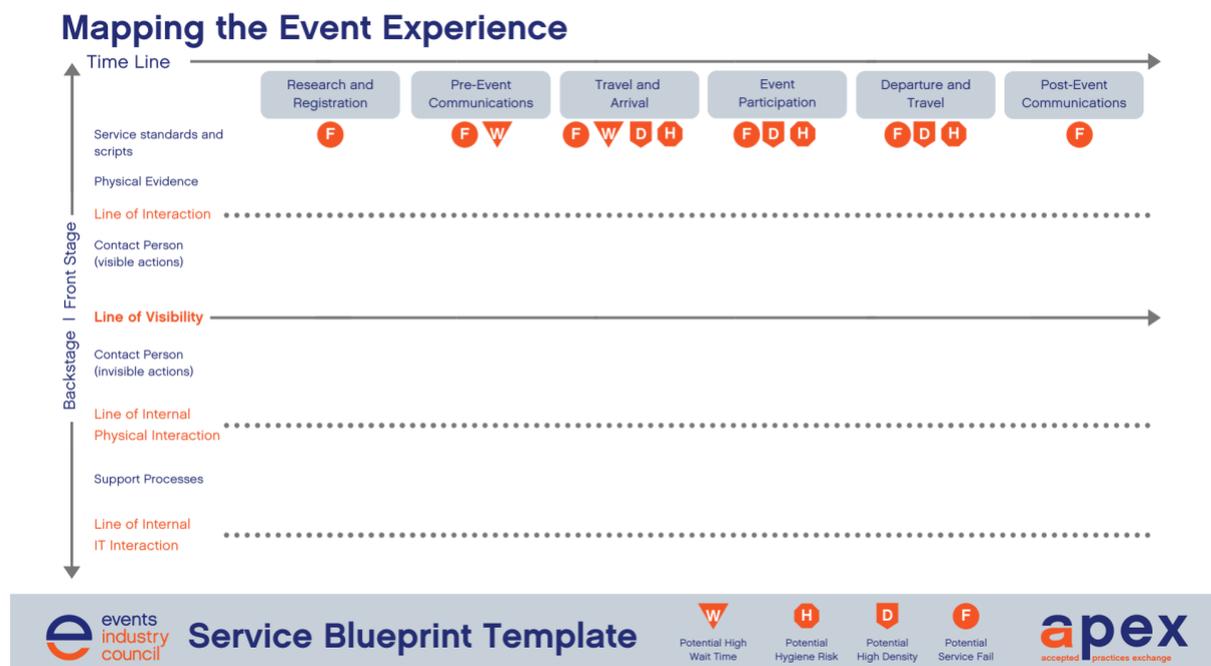




Service Blueprinting and Changing the Line of Visibility

Service blueprinting is an established process that was first published in an article, [“Designing Services That Deliver”](#) in Harvard Business Review in 1984 by G. Lynn Shostack.

The template below has been adapted from the concepts presented in the article as well as from [Services Marketing, People, Technology Strategy, Canadian Edition](#), by Christopher Lovelock, Jochen Wirtz and Harvir Singh Bansal, and can be used to map the guest or attendee experience. When using the template keep in mind where there may be opportunities to earn trust and build confidence through anticipating the needs of the guest or attendee.



Use the template to consider areas with the potential to affect the guest experience, including:

- Potential high wait times: e.g., check-in or check-out
- Potential hygiene risk: e.g., buffet lines
- Potential high-density areas: e.g., trade show entrance
- Potential service fails: e.g., missing information about hotel's precautions

The Line of Visibility

Prior to the COVID-19 pandemic, many cleaning and sanitation practices by hotels were completed *below the line of visibility*, meaning that they were done at times when guests were not in the area. Having guests and attendees be able to see these actions, moving them *above the line of visibility*, can be valuable for helping increase trust and confidence. The videos at the end of this guidance show the changes to the line of visibility, with hotel brands around the world actively sharing the actions they're taking to create safer environments.



Partnerships Grounded in Trust: Key Questions for Hotels/Venues and Event Organisers

A key success factor for mitigating risks associated with COVID-19 is open communication between hotels, stakeholders/partners, and event organisers. This dialogue can inform the pre-event communications with attendees for the event and help build their trust in the measures in place to reduce transmission risks. Below is a list of questions to begin the conversation:

Questions for Hotels/Venues to ask Event Organisers



Business Strategy

1. What is the strategic purpose of your event?
 2. What is the role of events for your organisational strategy?
-



Attendee expectations

3. Does your event have a code of conduct, and how will it be implemented?
 4. How will you communicate with the event attendees regarding expectations for behaviour?
-



Communications

5. Can you share your crisis response and communication plan?
 6. Are the event organisers implementing a contact tracing protocol? How will notification occur?
 7. Can we collaborate on a pre- and post-event pulse survey to evaluate the hotel and the event's protocols?
 8. Can we schedule a daily check-in during the event to review protocols?
 9. Do you have an app or an event webpage where you can upload all the safety protocols that the hotel will be implementing during the participant's stay, from arrival to departure times?
-



Health and safety

10. Will the event organisers be providing health screening?
 11. Have the event organisers surveyed attendees to better understand their attendance decision process, travel protocols and needs?
 12. Can the programme be adjusted to account for additional cleaning time between sessions?
 13. Is there information about the event's COVID-19 practices that can be shared with attendees?
 14. Where are the attendees travelling from and to, and what methods of transportation will they be using?
 15. Can you share the event agenda, including off-site events and transportation plans?
-



Technology

16. Are you planning on streaming part of your event (hybrid components)?
 17. Will the event organisers be bringing their own technology and/or AV equipment? If so, what sanitization measures will you have in place for such items?
 18. What sharable technologies (such as microphones, remote presenters etc.) will be present in your event?
 19. If incorporating webcasting/hybrid or other streaming, what cybersecurity measures do you have in place?
-



Sustainability and social impact

20. Does the event have a sustainability plan that we should review?

Questions for Event Organisers to ask Hotels/Venues



Health and safety

1. What can we expect to see as health and safety protocols at each stage of the attendee's journey?
 2. What health and safety practices are in place for hotel/venue workers?
 3. Will the hotel be providing health screening?
 4. What protocols are in place to limit cross-contact between attendees of different events?
 5. What accessibility protocols are in place to meet the needs of people with disabilities?
 6. Are there wayfinding considerations for directing attendees to the meeting rooms to support social distancing, and are accessible routes clearly indicated?
 7. Is the hotel complying with any existing protocols, and how is this being monitored for quality and performance?
 8. If a guest or attendee tests positive for COVID-19, what is the protocol for the individual, and what meeting space and guest room recovery policies will the hotel implement?
 9. If a hotel employee tests positive for COVID-19, what measures are in place to protect other workers, the group and how will you initiate contact tracing?
 10. For larger events, have you designated separate entrance and exit points for all your ballrooms/meeting space, and is this also established for staff accessing back-of-house areas?
 11. What room set up options do you have in order to keep the group physically distanced?
 12. Do you offer linen-less tables and how are your chairs being disinfected?
 13. What food and beverage safety protocols has the hotel implemented?
 14. Can we do a safety-related site inspection of the hotel, and is there an option to do this virtually?
 15. Where possible, can you share an experience where you already implemented all of these health and safety measures?
-



Communications

16. Can you share your crisis response and communication plan?
 17. Is there online information about the hotel's practices that can be shared with guests and attendees?
 18. What information, and in what formats (e.g. digital, print, large print, braille), can the hotel provide regarding health and safety protocols that will be in place during the event?
-



Technology

19. What is the technology infrastructure to support a hybrid meeting model?
 20. What are the digital capabilities (bandwidth, etc.) for hybrid events? Can we use some of your meeting rooms as studios?
 21. Is the audio-visual equipment built into the meeting room, or portable and installed for the event?
 22. What sanitization protocols are in place for cleaning high-touch AV including controllers between sessions and overnight?
 23. Are paperless flipcharts available?
-



Sustainability and social impact

24. What measures will the hotel implement to reduce landfill waste due to increased use of single-use items?
25. What other CSR actions is the hotel/venue taking during these times, and how can the event participants be part of these?



Existing Protocols

Several organisations have developed protocols for the hotel and lodging industry. These are summarised below:

American Hotel & Lodging Association Stay Safe



The Safe Stay Guidelines were created by an advisory council comprised of leaders from all segments of the hotel industry in accordance with U.S. Centers for Disease Control best practices.

This resource includes online training modules (available in English and Spanish), and focuses on the following areas:

- **Employee and guest health:** Includes protocols for washing hands and hand sanitiser, front of the house and back of the house signage, employee and guest health concerns, case notification.
- **Employee responsibilities:** Includes hand cleaning, COVID-19 training, face coverings and other protective steps.
- **Cleaning and disinfecting products and protocols:** Includes considerations for public spaces and communal areas, guest rooms, laundry, back of the house, hotel guest elevators, shared equipment, room recovery protocol, food and beverage, and ventilation and water system checks.
- **Physical distancing:** Includes physical distancing and queueing, guest rooms, meeting and convention spaces, hotel front desk, concierge and parking services, pools and beaches, and back of the house recommendations.

[Access the AHLA Stay Safe Guidelines](#)

Global Biorisk Advisory Council (GBAC) STAR Facility Accreditation



The GBAC STAR Accreditation Programme is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for their staff and their building. The program relies on GBAC's comprehensive training, which teaches the proper protocols, correct disinfection techniques, and cleaning best practices for biohazard situations like the novel coronavirus.

Successful GBAC STAR facilities are able to demonstrate that correct work practices, procedures and systems are in place to prepare, respond, and recover from outbreaks and pandemics. The programme includes:

- 20 GBAC STAR programme elements, each with specific performance and guidance criteria.
- Readiness Assessment Checklist.
- Recommendations for successful accreditation.

[Access the GBAC Facility Accreditation Programme](#) or view the list of [GBAC STAR accredited facilities](#)

IACC Critical Pathway to Re-Opening Meeting, Conference and Training Spaces



This guidance has been developed after engaging with experts running IACC venues globally, sharing return-to-operating strategies. IACC has sought industry expert and supplier opinion in the changes to operational practices for groups of under 200 people attending small conferences, meetings and training. Sanitation is at the heart of each and every change to venues operations and country by country, procedures differ as they follow regulations as set out by government and health authorities. In the guide, IACC focuses on approaches venues can consider in hosting meetings. This guide focuses on three critical elements to preparing your venue for the new normal:

- **Re-designing the meeting attendee experience:** Includes considerations for pre-arrival, on-arrival, during the meeting and leaving the meeting.
- **Re-designing the space:** Includes meeting room protocols, meeting room layouts, technology, outside the meeting room and dining considerations.
- **Re-designing the product:** Considerations include showing up with empathy and heart, meeting differently, space utilisation and pricing models.

[Access the IACC Critical Pathway to Re-Opening Meeting, Conference and Training Spaces](#)

International Labour Organization: COVID-19 and the Tourism Sector



**International
Labour
Organization**

The sectoral brief, released in May 2020, outlines the impact of COVID-19 on the tourism sector. Areas of focus include:

1. The impact of COVID-19
2. Policy responses by constituents and partners
3. ILO tools and responses

[Access the ILO guidance](#)

World Travel and Tourism Council 'Safe Travels': Global Protocols and Stamp for the New Normal



WTTC alongside their members, governments, health experts and other industry associations, has developed protocol guidance for the following sectors: hospitality, outdoor shopping, aviation, airports, tour operators, convention centres, meetings and events, attractions, short-term rentals, car rental and insurance. The hospitality guidance includes:

1. Operational and staff preparedness
2. Ensuring a safe experience
3. Rebuilding trust and confidence
4. Implementing enabling policies

[Access the WTTC protocols](#)



Additional Accepted Practices

Below you will find recommendations for specific protocols to enhance health and safety measures in different hotel operation areas.

Cleaning Products and Protocols



All public areas in the hotel to be kept clean with the use of **commercial-grade cleaning** and disinfecting products. The following high-touch areas will be cleaned and disinfected with accelerated frequency throughout the day:

- **Lobby** – Furniture/tabletops, hand railings, water fountains, entrance/exit doors handles, luggage carts.
- **Front desk and welcome areas** – Desk surfaces, computer workstations, payment devices.
- **Elevators** – Exterior up/down call buttons, interior floor buttons, control panel, interior handrails.
- **Public restrooms** – Vanity counters, faucet handles, hand dryers/towel dispensers, entrance/stall handles, soap/wipe/sanitiser dispensers, toilets/urinals handles and seats.
- **Business** – Hard surfaces, business equipment.
- **Shared guest areas** – Vending machines, ATM machines, ice machines, retail areas.
- **Parking facilities** – Self-parking payment kiosks and gate keypad controls.
- **Fitness** – All equipment, water fountains/coolers, towel shelving, changing areas, floors, door handles/knobs, TV/music system remotes, phone.

Disinfecting Wipes and Hand Sanitisers



Disinfecting wipe dispensers to be installed in the hotel, placed near the arrival doors, and placed in other high-traffic areas selected by the hotel. Hand sanitiser should contain the minimum alcohol content as recommended by the applicable health authority and is to be provided the areas noted below:

- **Hotel entrances** – Placed inside and outside of all entrance doors.
- **Front desk** – Size of the front desk area to be considered when determining the appropriate number of units.
- **Public restrooms** – Placed inside or outside of each restroom.
- **Food and beverage** – Placed at or near the entrance of each food and beverage area.
- **Meeting and pre-function areas** – Placed in highly visible locations throughout the meeting and pre-function space.

Housekeeping: Guest Rooms



Creating a welcoming, clean and safe space for hotel guests has always been at the heart of hospitality. At this time, it is important to enhance existing protocols and communicate what is being done to sanitise guest rooms.

- **Guest room contents** – Downsize contents of guest rooms to minimise opportunities for contamination and to facilitate room sanitisation plan.
- **Coffee and minibar** – Minibar and coffee station to be removed or sanitation protocols to be implemented.
- **Communication** – Guest communication for room cleaning options to minimise contact and details of enhanced cleaning and sanitisation protocols.
- **Linen bags** – Provide linen bags for guests to leave dirty linens outside of the room.
- **Supplies** – New protocols for delivering supplies to guest rooms.
- **Sanitisers** – Availability of hand sanitiser and sanitising wipe supplies and other personal protection equipment necessary in guest room.
- **Check-out time guidelines** – Minimum time guideline options for room to be cleaned by housekeeping after guest check out.
- **Check-in time guidelines** – Minimum time guideline options between room cleaning and new guest check-in.

Laundry and other Back of House (BOH) Areas



Employee work areas are the heart of house. Care and attention need to be dedicated to ensuring safe and healthy working conditions for all hotel employees and service providers.

- **Contents** – Downsize contents of back of the house areas to minimise opportunities for contamination and to facilitate sanitisation plan and waste removal and to support employee physical distancing.
- **Sanitiser** – Availability of hand sanitiser and sanitising wipe supplies and other personal protection equipment necessary in BOH areas.
- **High-touch points** – Housekeeping will implement enhanced cleaning, sanitising high-touch point areas in all the back of the house areas.

Physical Distancing



Special attention should be given to enable physical distancing in areas of the hotel where queuing is likely to occur, such as check-in areas, and entryways to the building and meeting spaces, as well as small, enclosed areas, such as elevators.

- **Arrival areas** – Review current arrival spaces (e.g., covered entrances, front desk, etc.) and adjust to enable physical distancing.
- **Guest signage and messaging** – Use of signage to ensure measures are clearly identified for guests throughout all public areas of the hotel – including but not limited to: shuttle bus physical distancing signage, hotel entrance signage, lobby physical distancing signage, check-in signage and floor decals.
- **Queues and stanchions** – Queuing through floor decals and stanchions; signage to remind guests of physical distancing requests.
- **Physical barriers** – May be used, where applicable between guests and team members (front desk and other service areas).
- **Furniture** – Review current public area seating arrangements and adjust to enable physical distancing.
- **Fitness equipment** – Spaced with modified floor plans to allow for social distancing.
- **Fitness alternatives** – Promotion of in-room and outdoor fitness alternatives.

Room Sets



Room sets should follow the guidance from the local health authority regarding physical distancing. In addition, consideration should be given to ensure that accessible routes remain available in the meeting spaces.

- **Seating** – Reduced to respect distancing guidelines from the local health authority.
- **Room sets** – Meeting room sets will be reviewed for each meeting to ensure they meet local/state/provincial/national guidelines.
- **Water** – Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations. Bottles to be cleaned or recycled after use.
- **Water pitchers** – No water pitchers and glasses on tables or side stations; replaced by individual water bottles. Bottles to be cleaned or recycled after use.
- **Linens** – Preference of no linen on tables; if used, must be replaced after each use (including underlays).
- **Amenities** – Remove all meeting amenities (pens, pads, candy, etc.).
- **Audio visual (AV)** – Enhanced AV requirements to support virtual component, such as individually packaged and sanitised speaker kits (microphone and slide advancer) and recommendations for presentation management that eliminate or reduce contact.
- **Sanitisation** – Enhanced sanitisation practices between speakers, such as changing microphones and cleaning shared equipment in speaker-ready rooms between users.
- **Pre-function space** – Remove extra seating from pre-function space to respect local distancing guidelines and create protocol to prevent congregating in this space.
- **Meeting rooms** – Rooms to be sanitised at every break and during each reset in all high touch areas.
- **Cleaning** – Overnight cleaning will ensure all spaces are cleaned.
- **Guest sanitiser** – Guest hand sanitiser stations available.

Food and Beverage (Banquets/Catered Events)



Hotels and event organisers should anticipate that food service will require additional space, time, training and protocols.

- **Buffets and breaks** – No self-service buffets or coffee breaks.
- **Plated meals** – Plated or pre-packaged food is the preferred service method.
- **Presets** – For plated meals, nothing should be preset or must be covered.
- **Flatware** – Flatware/cutlery to be provided as a roll up.
- **Servers** – All servers will wear masks and gloves.
- **Buffets** – If a hotel allows buffets, they will have enhanced cleanliness protocol (e.g. – transmission barriers) including mandatory servers and queueing protocols to respect social distancing.
- **Coffee breaks** – Coffee breaks will have servers; condiments will be prepackaged and cups/glasses will be disposable (with a preference for compostable options if the venue/destination offer local composting options). Care should be taken to avoid the need for guests to handle extra cups/glasses.
- **Dietary needs** – Clear instructions for delivery or pickup of meals that meet specific dietary restrictions should be available.

In-Room Dining



With meeting room compression due to physical distancing needs, in-room dining (IRD) can be an opportunity to leverage additional space for meal functions. Preset menus and adjustments to staffing levels will be needed to provide this service and should be discussed in advance.

- **Packaging** – Delivery of in-room dining service orders in disposable packaging, (with a preference for compostable options if the venue/destination offer local composting options).
- **Equipment** – All equipment will be disinfected prior to assigning for the shift.
- **Stations** – Employees assigned to individual stations will disinfect their stations and all equipment at least once per hour and at each change of shift.
- **Surface disinfection** – Staff will disinfect all doors, handles and high contact surfaces at least once per hour.
- **Delivery** – Food is set on tables in hallway outside guest's room (plate covers remain); guests are notified upon delivery and retrieve their own table. Hotel to have protocols to safely deliver IRD to any guest who is unable to physically retrieve/return their table.
- **Trolley retrieval** – Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room.
- **Menus** – Printed IRD menus will be replaced with a QR Code in room to access a PDF version, or via an in-house TV channel, or app-based ordering, etc.
- **Minibars** – Minibars will be locked, all loose product removed, and service suspended until further notice (items available upon request from IRD).

Restaurants



Modifications to hotel restaurant seating arrangements, combined with enhanced communication, cleaning and hygiene protocols can enhance health and safety.

- **Menus** – Digital menus available for guests to view on personal mobile devices via quick response (QR) code.
- **Disinfectant** – Cleaning and disinfecting of eating areas with a certified disinfectant.
- **Tables** – Dining tables (including those in employee dining rooms) and barstools will be placed at least (two metres/six feet or as otherwise advised by local authorities) to allow for proper physical distancing.
- **Queues** – Virtual queues for guests who are not able to be seated immediately.
- **Text notification** – Guests receive a text message notification when their table is ready.
- **Hosts** – Host lecterns and podiums including all associated equipment will be disinfected at least once per hour.
- **Furniture** – Dining tables, bar tops, stools and chairs will be disinfected after each use.
- **Menus and cheque presenters** – Menus and cheque presenters will be single use, disposable or laminated to allow for disinfection between uses when not digital.
- **Physical distancing** – Tables and booths will be utilised with appropriate physical distancing between each family or travelling party (two metres/six feet or as otherwise advised by local authorities).
- **Settings** – Table settings, including all china, glass, and silverware, will be set after the guest is seated; tables not being used should remain unset.
- **Flatware/cutlery** – All flatware/cutlery will be provided as a roll-up using a disposable or clean cloth napkin.
- **Refills** – Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used.
- **Self-serve items** – All self-serve condiments and utensils will be removed and available from cashiers or servers.
- **Straws** – All straws will be eliminated or provided wrapped upon request.
- **Napkin service** – Napkin service will be suspended (no placing in a guest's lap or refolding).
- **Tableside cooking** – Tableside cooking will be suspended until further notice.
- **Take-away/take-out** – Take-away/take-out service from restaurants will be available for those who prefer to dine in their guestroom.
- **Handwashing stations** – Additional handwashing stations with signage for customers at restaurant entrances.
- **Payment** – Contactless payment options using a smartphone or pay with credit card at table.
- **Sanitiser** – Hand sanitising stations at all restaurant entrances.
- **Temperature checks** – Temperature checks at restaurant entrances.

Bars/Lounges



Bars and lounges may have specific regulations or guidance based on city/province/state/region or country where the hotel is based that must be adhered to.

- **Distancing** – Reduce bar stool count to provide appropriate physical distancing per local health guidance.
- **Bar snacks** – Bar snacks will be served per individual guest and not shared by the table.
- **Food and beverage** – All food and beverage items will be placed on the table, counter, slot, or other surface instead of being handed directly to a guest.

Operations – Pool, Spa, Golf and Recreational Facilities



Regular exercise is an important element for health, and should be encouraged provided that health and safety protocols are followed.

- **Physical distancing guidelines** – New table and seating charts providing maximum space capacity considerations.
- **Training** – Training sessions for all department employees on new strategies and procedures will be provided.
- **Cleaning and sanitising** – Enhanced cleaning and sanitising protocol will be in place.
- **Furniture** – Chaise lounge chairs and all pool and spa furniture to be sanitised after each use.
- **Recreational facilities** – Cabana, spa, golf shop, guest contact surfaces to be sanitised after each use.
- **Equipment** – All pool, spa and golf equipment must be sanitised after each use.
- **Pressure washing** – Cabanas and golf carts to be pressure washed and sanitised each night.
- **Desks** – Towel desks, entry kiosks and all other desks and counters to be sanitised at least once per hour.
- **Staff Areas** – Lifeguard and staff kiosks stand to be sanitised upon rotation.
- **Sanitiser** – Hand sanitiser to be offered to guests.

Entertainment Venues



Entertainment venues may have specific regulations or guidance based on the city/province/state/region or country where the hotel is based that must be adhered to.

- **Technology** – No-touch ticketing and no-touch technology at points-of sale.
- **Queuing** – Effective queuing for appropriate physical distancing by parties.
- **Food and beverage** – New food and beverage protocols with touchless points of sale and grab-and-go ordering/pick up.
- **Seating** – Revised seating charts allowing for physical distancing between families/parties.
- **Concession items** – Replacing common use items at concession stands with single-use condiments and individually wrapped utensils.
- **Cleaning** – Implementing new protocols for cleaning venues more frequently, including ring performances.
- **High traffic and high touch areas** – Continually sanitising high traffic, high touch public areas (railings, door handles, elevator buttons, door handles, faucets, toilet fixtures, towel dispensers, etc.) during events.
- **Sanitiser** – Hand sanitising or handwashing stations placed in key public locations (entry points, transaction/payment points, etc.), along with signage promoting frequent use by guests.
- **Area-specific guidelines** – Venues will have area-specific cleaning guidelines and protocols that meet or exceed universal protocols.
- **Cleaning frequency** – The frequency of cleaning and disinfecting will be increased in high traffic back-of-house areas with an emphasis on the employee break rooms, employee entrances, employee locker rooms, employee restrooms, loading docks, offices, and kitchens.
- **Personal protective equipment (PPE)** – Appropriate PPE will be provided to all employees.
- **Masks** – Face coverings or masks will continue to be worn at all times, which is consistent with CDC guidance.
- **Gloves** – Employees who typically wear gloves for their work will continue to do so, such as food handlers and cleaning personnel.
- **Signage** – Health and social distancing signage will be placed throughout the venue.
- **Guest distancing** – Guests will be asked to practice social distancing where feasible; place markers will be placed on the floor to indicate proper spacing in queues for lines (ticketing, entry, F&B locations).
- **Physical barriers** – When social distancing guidelines cannot be maintained (point of sale transactions), plexiglass barriers will be used where feasible to separate guests and or employees.

Casinos



Casinos may have specific regulations or guidance based on the city/province/state/region or country where the hotel is based that must be adhered to.

- **Handwashing stations** – Newly developed handwashing stations on the casino floor for players and dealers where restrooms are not easily accessible.
- **Food policy** – Asking guests to refrain from eating at table games and slot machines.
- **Buffets** – Suspending buffets in table game areas.
- **Slot machines** – Every other slot machine will be placed out-of-service with its chair removed in areas where machines are closer than two metres/six feet (or as otherwise advised by local authorities).
- **Adjacent slot machines** – Customers travelling together can request adjacent slot machines or seats at tables; physical distancing for other slot machines/table games will be adjusted accordingly.
- **Number of players** – The number of players allowed per table will be reduced in accordance with local gaming regulations.
- **Standing policy** – Employees will discourage players from standing (except Craps) and guests will be asked not to stand beside or behind players.
- **Barriers** – Where practical, plexiglass barriers or other similar alternatives will be installed or available at tables where appropriate physical distancing is not feasible.
- **Cleaning** – All slot machines, tables and kiosks will be cleaned and disinfected frequently during busy times.
- **Sanitiser** – Hand sanitiser to be provided for players and dealers at the tables.
- **Seating and table areas** – Staff will frequently disinfect seating and table areas with a certified disinfectant and tables in use will be sanitised in accordance with local gaming regulations.
- **Chips** – All chips will be cleaned using a commercial high temperature dish washer prior to reopening. Thereafter, chips will be disinfected individually before leaving the cage to fill or refill a game.
- **Cards** – Card games will be dealt face up and customers will not touch cards.
- **Baccarat** – Baccarat cards may be handled by guests and will be destroyed after each use.
- **Card changing** – All other card games will change cards every eight hours.
- **Disinfecting after each guest** – Supervisors will disinfect table game rails, chairs and if applicable plexiglass after each guest leaves a game.
- **Dice** – Dealers will clean and disinfect dice for each new shooter.
- **On/off buttons** – Dealers will disinfect the on/off button when entering a game.
- **Card shoes** – Dealers will disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead.
- **Shufflers** – Supervisors will disinfect the outside of shufflers every four hours; inside to be disinfected once per week.
- **Roulette** – Roulette wheel head, ball and dolly will be disinfected when a new dealer enters the game.
- **Pits** – Pit podiums will be disinfected by Pit Administrator every hour including phones, computers, all hard surfaces, and cabinetry, visual Limits and Elo units (monitors) will be disinfected every time a new supervisor enters the pit.
- **Money paddle** – Dealers will disinfect the money paddle when arriving at the game.
- **Token boxes** – Dealer will disinfect token boxes when entering a game(s); trash pick-ups to be increased in pits.

Overarching Employee Strategies and Enhanced Employee Training on COVID-19



The health and safety of hotel employees is a top priority. Promoting healthy work environments includes training and the provision of personal protective equipment (PPE) and sanitisation protocols.

- **Techniques** – Training to be provided on cleaning and disinfecting techniques.
- **Surfaces** – Training to be provided on sanitisation protocols for all surface types.
- **Physical distancing** – Appropriate social distancing guidance to be shared.
- **Greeting guests** – Training to be provided on new methods to greet guests and fellow employees.
- **Coughs and sneezes** – Training to be provided on appropriate ways to cover coughs and sneezes pursuant to health authority guidelines.
- **Training** – Reinforced training on the importance of handwashing.
- **Education** – Ensuring employees have a well-informed understanding of the disease and its transmission.
- **Behavioural training** – Ensuring empathetic, personalised care and connection are not lost in the absence of close contact and limited in-person interaction.
- **Personal protective equipment** – Including masks, face coverings and gloves where appropriate.
- **Health screening process** – For all employees as part of the process of reopening properties and bringing team members back to the hotel.
- **Employee-screening measures** – To assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus.
- **Temperature checks** – To be completed before entering a property.
- **Screening** – Routine screening questions about any current symptoms and recent exposure to COVID-19-infected individuals.
- **Health policy** – Employees who are not well or who reside with an infected individual will not be allowed to work on property.
- **Incident response protocol** – If an employee tests positive for the virus, the incident response protocols will be activated to provide the infected individual with access to medical treatment, thoroughly disinfect exposed areas and, when possible, notify those who may have come in close, prolonged contact with the infected individual.
- **Handwashing** – Employees will be allowed to use front-of-house restrooms and handwashing stations in order to wash their hands more frequently.
- **Testing** – COVID-19 testing to be provided for all employees, as well as optional testing for any members of their immediate households.
- **Shared tools and equipment** – These will be sanitised before, during and after each shift or when the equipment is transferred to a new employee.



World Health Organization Resources for the Hotel Sector

Resource	Description	Date
COVID-19 management in hotels and other entities of the accommodation sector. Interim guidance	Includes guidance on management roles, recommendations for practices in different areas of a hotel's operations (reception and concierge, technical and maintenance services, dining areas, recreation areas, recreation areas for children, cleaning and housekeeping). It also provides guidance on how to respond to cases if a guest or staff member develops COVID-19 symptoms. Includes a list of references for additional resources.	25 August 2020
Q&A: Working in hotels and COVID-19	Includes guidance regarding basic precautions that all staff should take, the recommendations for who should wear medical or fabric masks, and what staff should do if a guest or if they develop symptoms of COVID-19.	26 August 2020
Q&A: Staying at hotels and accommodation establishments and COVID-19	Includes advice regarding precautions for travellers, and safety of pools and water areas, restaurants, fans and air conditioning. It also gives guidance on if the virus can be transmitted from people who were previously in the room and for what to do if someone develops symptoms of COVID-19 while at an accommodation facility.	26 August 2020



Resource Guide

Hotel and Lodging

Source	Resource	Description	Date
Accor	ALLSAFE	Cleanliness/prevention overview; all-safe cleanliness label.	17 June 2020
AHLA	Stay Safe	Enhanced industry-wide hotel cleaning guidelines; broadly industry endorsed.	3 June 2020 update
AMR Resorts	Clean Complete	Cleanliness protocols/verification process; summary infographic; details on website.	
Ascott	Ascott Cares	Ascott programme was developed by Bureau Veritas' Health, safety and hygiene experts to certify and audit the implementation of Ascott Cares commitments.	
Best Western	We Care Clean	The new We Care Clean programme incorporates guidance from the Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the Environmental Protection Agency (EPA), and Health Canada on cleaning and social distancing.	
Choice Hotels	Commitment to Clean	Enhancing cleanliness standards and protocols, as well as following public health guidance.	
Extended Stay America	Stay Confident	A guest experience guide displaying their cleanliness and social distancing standards from arrival to departure.	
Four Seasons	Lead with Care	Global health/safety programme developed with Johns Hopkins University. Focus areas include enhanced cleanliness, guest safety and comfort and empowered employees.	13 May 2020

Greentree Hospitality Group	Greentree Hospitality Group's COVID-19 Prevention and Cleaning Protocols	Includes standards for hygiene and cleanliness for guest and employee safety.	
Hilton	Clean Stay and Event Ready	Developed in partnership with RB (makers of Lysol and Dettol) and Mayo Clinic ; includes guidance for guest rooms, housekeeping, public areas, amenities, and food and beverage. The Event Ready programme is specific to meeting and event protocols.	
Hyatt	Global Care and Cleanliness Commitment	Commitment built on Hyatt's existing protocols; accreditation process by Global Biorisk Advisory Council (GBAC). The Hyatt programme was developed in consultation with the Cleveland Clinic .	
InterContinental Hotel Group	IHG Way of Clean	Program launched in 2015 and expanded in 2020 with COVID-19 protocols and best practices.	1 June 2020
Mandarin Oriental	We Care	Protocols to further safeguard the comfort, health and safety of guests and employees.	
Marriott	Commitment to Clean	Detailed guide, including elevated standards and rigorous protocols as well as a cleanliness task force.	
Meliá Hotels International	Stay Safe with Melia	Full guide of their customer transformation experience programme.	
MGM Resorts International	Seven Point Safety Plan	Covers employee screening, masks, cleaning, air quality and digital check-in. Consulted with health experts.	13 July 2020
NH Hotel Group	Feel Safe at NH	Listing of measures to reduce the risk of infection by COVID-19.	
Nordic Choice Hotels	Nordic Choice Hotels	Includes information on the routines and measures to control infection.	8 July 2020
Pan Pacific Hotels	Pan Pacific Cares	Pan Pacific Cares was developed with Diversey and it includes elevated cleaning standards and protocol to take care of our guests, associates, along with care for the community and environment.	
Prince Hotels	Prince Safety Commitment	The new protocol includes measures for employee hygiene, health checks for guests, and new measures for cleaning and disinfection.	
Radisson Hotel Group	Health and Safety Protocols	Developed in partnership with SGS. It includes a 20-step protocol for hotels and a 10-step protocol for meeting and event spaces.	
Scandic Hotels	#STAYS SAFE at Scandic	New processes for cleaning and hygiene along with guidance from local health authorities.	
Shangri-La Group	Shangri-La Cares	Healthy and safety commitment outlined through the following areas: Our People, Arrival and Departure, Guest Rooms, Communal Spaces, Restaurants and Bars, Leisure and Wellness, Meetings and Events.	
Venetian	Venetian Clean	Covers clean commitments, details, best practices, adjustments needed for meetings/events, and Sands ECO360.	26 May 2020
Walt Disney Resort Hotels	Disney Resort Hotels: Know Before You Go	Includes information specific to resort operations.	
Wyndham Hotels and Resorts	Count on Us	The elevated health and safety protocols include an expanded relationship with Ecolab. It is aligned with AHLA Stay Safe and U.S. CDC guidelines.	
Wynn	Health Plan	Customised procedures by operating department. It was developed with input from Johns Hopkins University and Georgetown University .	27 May 2020

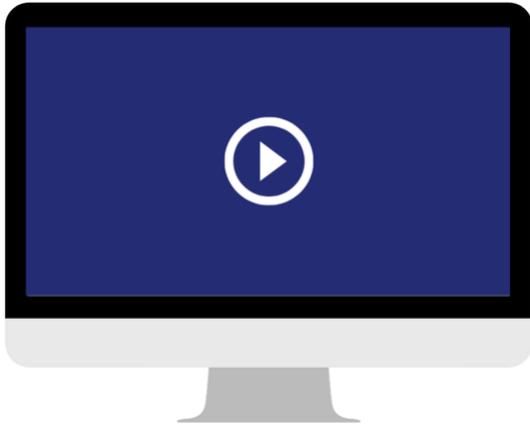
Additional Resources

Source	Resource	Description	Date
EHA Consulting Group	Coronavirus Disease COVID-19 Resources	Includes resources for foodservice operations, hospitality and cruise ships.	14 August 2020
Emergency Concierge	COVID-19 Medical Emergency Plan	A downloadable step-by-step guide for meeting organisers and sales staff, to prepare in advance of a potential COVID-19 exposure.	20 June 2020
Global Biorisk Advisory Council	GBAC Fundamentals Online Course: Cleaning and Disinfection Principles	This course for cleaning professionals is available in multiple languages and teaches how to prepare for, respond to and recover from biohazards in the workplace. It includes training on infection and contamination control measures for infectious disease outbreak situations such as COVID-19. Participants receive a certificate of completion and can use the term "GBAC Trained Technician" in marketing materials.	
Horesta	Safe to Visit	Includes the Danish Health Authority's requirements and guidelines for guest handling, cleaning and hygiene. Denmark-based.	
Mayo Clinic	COVID-19 safety: Tips for travel, restaurants, and the gym	Includes practical recommendations for various sectors.	4 August 2020
Meeting Industry Association (MIA)	AIM Secure	A self-assessment process for meeting and event facilities. Includes compliance with legislation and a commitment toward diversity and inclusion. UK-based.	2020
Oxford University Press	Oxford Academic Journals COVID-19 Collection	OUP has made COVID-19-related journal articles available at no cost to readers. Relevant articles include: <ul style="list-style-type: none"> Health and safety considerations for hotel cleaners during COVID-19 (Occupational Medicine, 2 May 2020) A medicalized hotel as public health resource for the containment of COVID-19: more than a place for quarantining (Journal of Public Health, 10 August 2020) 	Various dates
Quality in Tourism	Safe, Clean and Legal™	Accreditation programme for hospitality operators and accommodation providers.	3 June 2020
Safe Hotels	CovidClean™ Certification	Includes a standards manual and options for self-checks, e-checks and certified assessments.	
Steritech	COVID-19 Protocol Check	A protocol for assessing an organisation's compliance with local, state and federal guidelines. U.S.-based.	
Visit Brussels	Brussels Health Safety Label	Designed for the Brussels' tourist infrastructure and was developed in collaboration with SOCOTEC.	
WELL Building Institute	WELL Health-Safety Rating	The WELL Health-Safety Rating for Facility Operations and Management focuses on operational policies, maintenance protocols, stakeholder engagement and emergency plans.	11 June 2020

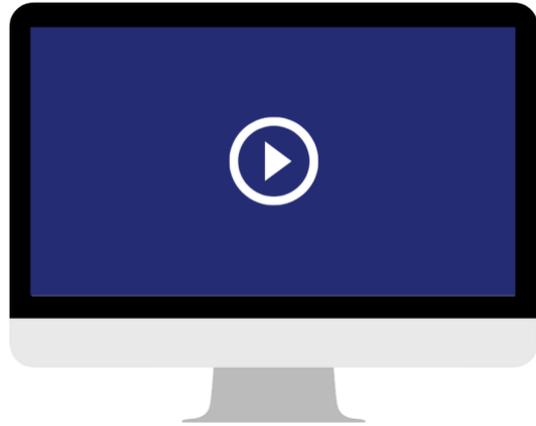


A Look Inside Hotel Practices

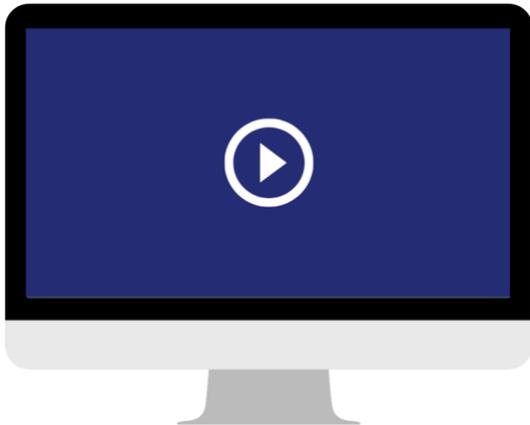
Globally, hotels are working to enhance their existing commitments to health, hygiene and safety. The videos below share some of the ways that hotels are working to accomplish this. These videos are not intended as endorsements, but rather to showcase examples of what is being practiced, and how this information is being communicated to guests to help answer their questions prior to travel.



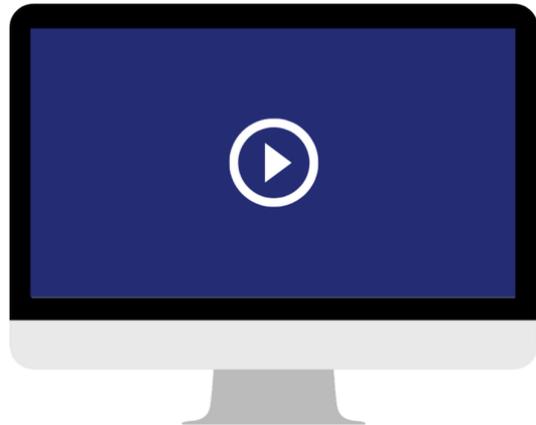
Accor's ALLSAFE global cleanliness and prevention standards have been developed with Bureau Veritas. All the Group's hotels must apply these standards and will be audited either by Accor operational experts or by third-party auditors such as Bureau Veritas to receive this label.



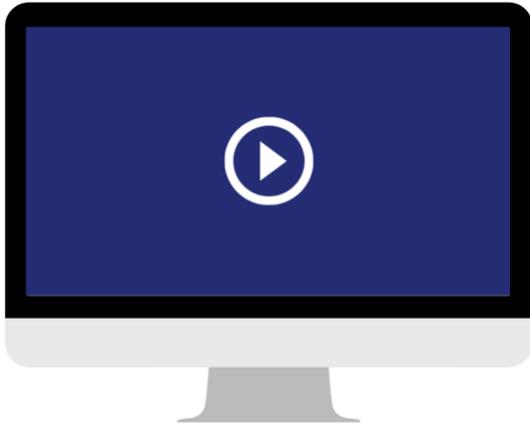
Ascott's programme, Ascott Cares, was developed with Bureau Veritas and includes nine commitment areas (our staff, guest safety, physical distancing, housekeeping, apartments and rooms, food and beverage, shared facilities, contactless and paperless, and our vendors).



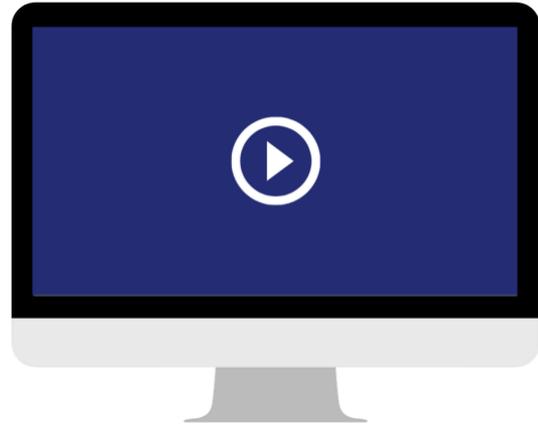
Fullerton Hotels and Resorts has developed new initiatives which include the implementation of enhanced deep cleaning practices, introduction of new cleaning technologies, and expert accredited hygiene protocols.



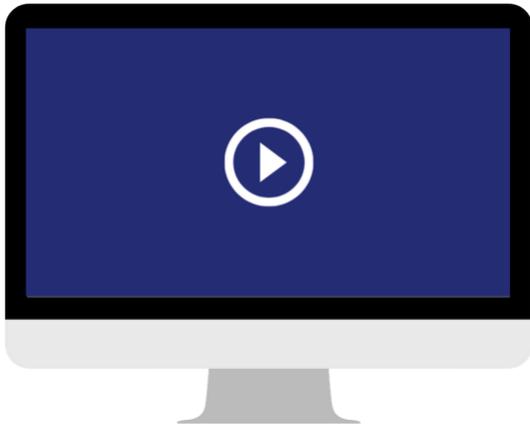
Hilton's EventReady Programme combines their CleanStay standards with event-specific protocols. It features new designs for event spaces, technology resources, and food and beverage protocols.



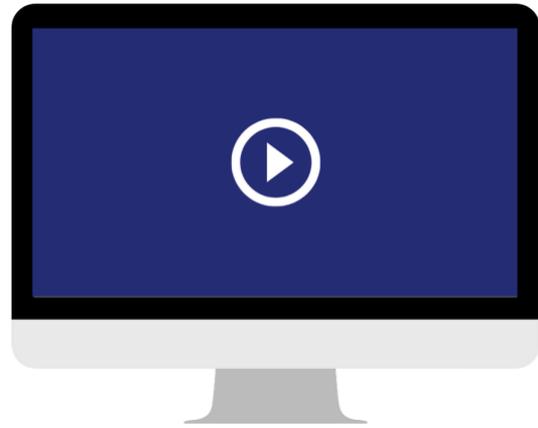
Hyatt's Reimagining Events includes practices that are specific to meeting and event spaces, as well as health programmes, accommodation and food and beverage operations.



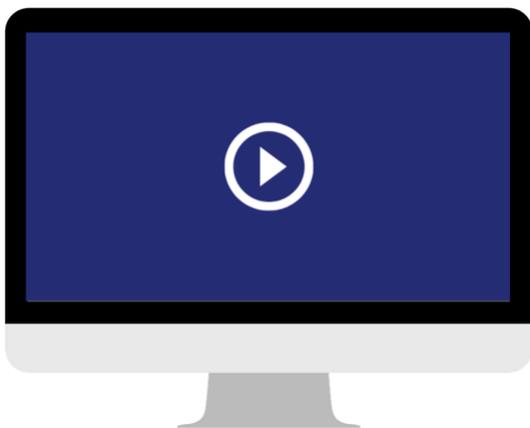
Intercontinental Hotel Group has developed a cleaning and disinfection program in partnership with SGS. The programme includes a 20-step protocol to reopen hotels and 10 steps specifically for meetings and events.



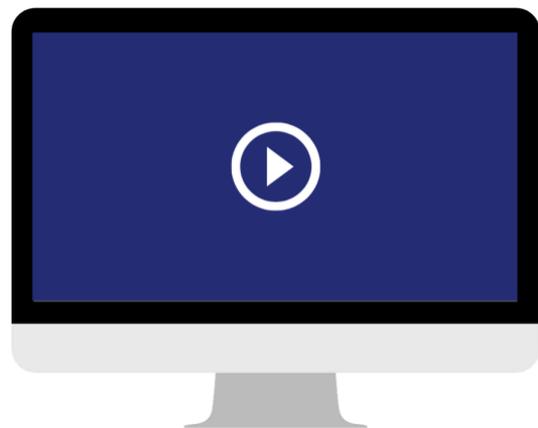
Marriott's Commitment to Clean programme, developed by the Marriott Cleanliness Council, includes in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations.



Pan Pacific Hotels' programme, Pan Pacific Cares, was developed with Diversey and it includes elevated cleaning standards and protocols for guests and associates, along with care for the community and environment.



Prince Hotels' Prince Safety Commitment includes measures for employee hygiene, health checks for guests, and new measures for cleaning and disinfection.



Radisson Hotel Group's programme, developed in partnership with SGS. It includes a 20-step protocol for hotels and 10-step protocol for meeting and event spaces.



EIC On-Demand Education about COVID-19

The Events Industry Council has produced several webinars related to COVID-19. Complete the quizzes in the video description to earn CEs toward CMP certification or recertification.



APEX COVID-19 Business Recovery Task Force - Accepted Practices Guidance for Meeting and Event Design. Panelists: Amy Calvert, CEO, Events Industry Council; Allison Kinsley, CMM, CMP, CED, Chief Meeting Architect, Kinsley Meetings; Cathy Schlosberg, Senior Vice President Marketing, PSAV; Liz Warwick, VP Meeting Management and Event Strategy, Liberty Mutual Insurance



Amplifying our voices through advocacy: How the global events industry is taking action. Panelists: David Audrain, Executive Director, SISO; Cathy Breden, CMP, CAE, CEM, EVP/COO, IAEE; Mary Kate Cunningham, CAE, VP, Public Policy, ASAE; Kai Hattendorf, Managing Director/CEO, UFI; Brad Mayne, CVE, President and CEO, IAVM; Karen Malone, VP, HIMSS; Chris Skeith, CEO, AEO; Sue Sung, SVP, Corporate Strategy, Freeman Company; Moderator: Elliott Ferguson, President and CEO, Destination DC



The Impact COVID-19 is Having on Human Trafficking. Panelists: AnnJanette Alejano-Steele, PhD, Associate Dean, College of Professional Studies, MSU Denver, Co-Founder, Laboratory to Combat Human Trafficking; Kara Napolitano, M.A., M.S., Research and Training Manager, Laboratory to Combat Human Trafficking. Moderator: Gary Schirmacher, VP of Learning and Development, Maritz Global Events



Moving online: How to transition your live event to an engaging virtual experience. Panelists: Miguel Neves, CMP, DES, Social Media Strategist, miguelseven.com, Member, MPI IBOD; Paul Salinger, VP Marketing, Oracle; Shauna Sylvester, Executive Director, Morris J. Wosk Centre for Dialogue, Simon Fraser University; Moderator: Angie Ahrens, CMP, VP Operations, Leadercast



COVID-19 Resource Sites from Global, Multi-National and National Public Health Agencies

Note: We will add resources to this list on a regular basis. If you would like to contribute a site, please email covidtaskforce@eventscouncil.org.

Region/Country	Agency/Department	Description
Global	World Health Organization (WHO)	Comprehensive resource site with advice for the public, technical guidance.
Global	Organisation for Economic Co-operation and Development	Although not a health agency, the OECD COVID Action map outlines national policies including those related to shutdowns, income and tax support measures, and event policies.
Global	Inter-Agency Standing Committee (IASC)	" Basic Psychosocial Skills: A Guide for COVID-19 Responders " is available in multiple languages.
Africa	Africa Centres for Disease Control and Prevention (Africa CDC)	COVID-19 Africa CDC Dashboard, guidance documents.
European Union	European Centre for Disease Prevention and Control (ECDC)	Epidemiological updates, risk assessments, guidance and technical reports, infographics, posters and videos.
Argentina	Ministerio de Salud	Includes health information and protocols for different activities, including airlines, tourist accommodations and restaurants.
Australia	Australian Government Department of Health	Updates, guidance and medical resources, advice for travellers.
Austria	Federal Ministry Republic of Austria, Social Affairs, Health, Care and Consumer Protection	General information, hotlines and dashboard. Download section includes entry and transit declaration, and children's book "My Hero is You – how kids can fight COVID-19."
Brazil	Ministério da Saúde	Information on transmission, diagnosing, transmission barriers, frequently asked questions.
Canada	Public Health Agency of Canada	Guidance and medical resource site including travel restrictions, exemptions and advice. The Government of Canada has produced a risk mitigation tool for gatherings and events operating during the COVID-19 pandemic.
China	Chinese Center for Disease Control and Prevention	The link is a Chinese version website since the English website does not have much information. The information including Guidance to different industry e.g. hotel, school, park, etc. policies, daily updates.
	National Health Commission of the PRC (NHC or PRC)	The website includes tips and policies as well as the latest news with the daily briefing of the cases. There is also a general page regarding COVID-19 in English.
	Minister of Commerce PRC (MOFCOM)	This is the section about Meetings and Exhibitions. The page provides information on policies, meeting and exhibition industry update in different cities, and the latest news.
Croatia	Croatian Institute of Public Health	Includes update on cases, recommendations and instructions when organising an event and for crossing the state border.
Czech Republic	Ministry of Health of the Czech Republic	Includes a list of countries according to the level of risk for travel.
Denmark	Danish Health Authority	Includes update on cases, and a section dedicated to tourists.

Finland	Finnish institute for health and welfare	Includes situation reports, travel information, and health resources.
Hong Kong	Centre for Health Protection	Includes health information, travel advice and links to the Government of the Hong Kong Special Administrative Region COVID-19 thematic website with additional guidance on gatherings and quarantine arrangements.
India	Ministry of Health and Family Welfare	Includes status updates, health resources and guidelines for domestic and international travel.
Israel	Ministry of Health	Includes guidance, updates, contact tracing information and isolation report for international travellers.
Italy	Ministero della Salute	Includes dashboard and weekly monitoring report, travel and movement information, “ Be active at home ” infographic, developed with WHO.
Mexico	Gobierno de México	Includes a dashboard, physical and mental health resources, including a section on COVID-19 resources for people with disabilities .
Netherlands	Government of the Netherlands	Includes information on travel, guidance for weddings, sports, cultural institutions and funerals.
Norway	Norwegian Institute of Public Health	Includes daily updates, advice on social distancing, quarantine and isolation, and travel advice.
Portugal	Direção-Geral da Saúde (DGS)	Includes a status report, mental and physical health resources, and information for travellers.
Singapore	Ministry of Health	Includes Disease Outbreak Response System Condition (DORSCON) level, and sector specific information.
South Africa	Department: Health	Online Resource and News Portal includes status updates, health resources, economic guidelines and relief information, and a risk-adjusted strategy with five levels and guidance for sectors.
Sweden	Krisinformation.se	Includes emergency information from Swedish authorities, changes in travel advisories, travel advice, information on healthcare for visitors and status updates.
Switzerland	Federal Office of Public Health (FOPH)	Includes status updates, information for travellers, SwissCovid app and contact tracing.
Thailand	Ministry of Public Health, Department of Disease Control	Includes measures and recommendations for travellers, and recommendations for hotel operations, meetings, seminars, mass gatherings.
United Kingdom	National Health Service	Includes guidance and support, advice for people travelling abroad, and how to self-isolate when you travel to the UK. Includes links to NHS England, Scotland – NHS Inform, Wales – NHS Direct Wales, Northern Ireland – nidirect.
United States	Centers for Disease Control and Prevention (CDC)	Includes status updates, communication resources, travel information, a section dedicated to gatherings and community events , and a COVID-19 video series in American Sign Language (ASL).



COVID-19 Resource Sites from EIC Member Organisations

Our industry represents 26 million event professionals around the world. The following compilation of resources represents the passion and activities of many of our member organisations.

- [American Hotel & Lodging Association: COVID-19 Resource Center](#)
- [American Society of Association Executives Issue Roundup: Coronavirus Disease](#)
- [Association of Collegiate Conference and Events Directors – International COVID-19 Resources for Collegiate Conference and Events Professionals](#)
- [Association of Destination Management Executives International – COVID-19 News and Resources](#)
- [Destinations International Response and Recovery Hub](#)
- [Event Services Professionals Association COVID-19 Recovery Resources](#)
- [Exhibition Services & Contractors Association COVID-19 Resources](#)
- [Federacion De Entidades Organizadoras De Congresos Y Afines De America Latina \(COCAL\) Alerta COVID-19](#)
- [HSMIA Insights: A Revenue Leader’s Response and Best Practice in a Crisis](#)
- [IACC COVID-19 Venue Re-opening Resources](#)
- [Incentive Research Foundation COVID-19 Resources](#)
- [IAVM: Coronavirus Updates for Venue Managers](#)
- [International Association of Exhibitions and Events COVID-19 Resource Center](#)
- [International Association of Speakers Bureaus](#)
- [International Congress and Convention Association: COVID-19 Status Updates](#)
- [International Exhibition Logistics Association Statement/Resources](#)
- [International Live Events Association COVID-19 Resources](#)
- [Meetings Professional International Coronavirus Resources](#)
- [National Association for Catering & Events \(NACE\) Resources for Catering & Event Professionals During COVID-19](#)
- [National Coalition of Black Meeting Professionals Toolkit](#)
- [PCMA Coronavirus News and Resources](#)
- [SISO COVID-19 Resources](#)
- [Society for Incentive Travel Excellence COVID-19 Flipboard](#)
- [Southern African Association for the Conference Industry Member Communications COVID-19/ Coronavirus](#)
- [U.S. Travel Association Toolkit](#)

APEX COVID-19 Business Recovery Task Force

With representation from across the many sectors of the global events eco-system, the APEX COVID-19 Business Recovery Task Force provides a voice in planning, preparing and participating in our recovery while shaping the ongoing narrative on the impact of our industry.

The task force follows two parallel paths. The first path is to address the immediate need for guidance on accepted practices and work already underway to restart the industry.

The second path addresses the long-term need to examine adaptation and transformation for the future stability of our workforce and the relevance and resiliency of our industry.

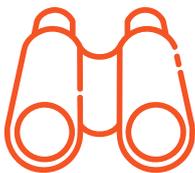
Task Force Members

Name	Organisation	Title
Amanda Armstrong, CMP	Enterprise Holdings	Assistant Vice President, Global Meetings and Travel
Larry Arnaudet	Exhibition Services & Contractors Association (ESCA)	Executive Director
Cleo Battle	Louisville Tourism	Executive Vice President
Scott Beck	Tourism Toronto	President and Chief Executive Officer
David Blansfield	Northstar Travel Group	Executive Vice President and Group Publisher
Amy Calvert	Events Industry Council	Chief Executive Officer
Gregg Caren	Philadelphia Convention and Visitors Bureau	President and Chief Executive Officer
Jerry Cito	NYC & Company	Executive Vice President, Convention Development
Mike Dominguez*	Associated Luxury Hotels International (ALHI)	President and Chief Executive Officer
Heather Farley	Access Intelligence	Chief Operations Officer
Danielle Foisy, FASAE, CASE	Transportation Management Services	Director, Business Development and Industry Relations
Kelly Fox, CAE	Institute of Food Technologists	Senior Vice President
Peggy Fritz	Toyota North America	Event Services Supervisor
Chuck Ghoorah	Cvent	Co-Founder and President of Worldwide Sales and Marketing
Stephanie Glanzer, CMP	MGM Resorts	Chief Sales Officer and Senior Vice President
Tammy R. Hanerfeld	PwC	Director, Office of the US Chairman and Senior Partner
Stephanie Harris	The Incentive Research Foundation	President
Sandra Vura Harwood, CMP	Infectious Diseases Society of America	Vice President, Meetings and Education
Mark Herrera	International Association of Venue Managers (IAVM)	Director of Education and Life Safety
Kristin Horstman*	Salesforce	Senior Director, Strategic Events
Juli Jones	Hospitality Sales & Marketing Association International (HSMIAI)	Vice President

*Task force co-chair

Allison Kinsley, CMM, CMP, CED	Kinsley Meetings	Chief Meeting Architect
David Kliman, CMM	The Kliman Group	President
Mary Kreins, CASE	Disney Meetings & Events, The Walt Disney Company	Senior National Sales Director
Amy Ledoux CAE, CMP	American Society of Association Executives	Chief Learning and Meetings Officer
Tony Lorenz	Headsail	Founder
Karen Malone	Healthcare Information and Management Systems Society	Vice President, Meetings
Tim Mathy	Speak, Inc.	Senior Partner
Bob McClintock	ASM Global	Executive Vice President Convention Centers
Kristin Mirabal, CMP	Association of Certified Anti-Money Laundering Specialists	Director, Global Events
Mark Mulligan	IMEX Group	Director of Operations
Don Neal	360 Live Media	Founder and Chief Executive Officer
Frank Passanante	Hilton Worldwide Sales	Senior Vice President
Rachael Riggs	Maritz Global Events	WellBeing Leader
Tammy Routh	Marriott International	Senior Vice President, Global Sales
Stuart Ruff-Lyon	Risk and Insurance Management Society	Vice President Events and Exhibitions
Gary Schirmacher, CMP	Maritz	Senior Vice President, Industry Presence and Strategic Development
Cathy Schlosberg	PSAV	Senior Vice President Marketing
Peter Scialla	Delos	President and Chief Operations Officer
Bitu Seow	Singapore Association of Convention & Exhibition Organisers & Suppliers	Executive Director
Julie Smith, CEM, CTA	Global Experience Specialists	Senior Vice President, Exhibition Sales
Dan Tavrytzky	DMC Network, LLC	Managing Director
Alison Taylor	American Airlines	Chief Customer Officer
Yen Tsutsumi	George P Johnson Experience Marketing	Senior Vice President, Operations
Ana María Viscasillas, MBA, CDME	Business Tourism Services Federación de Entidades Organizadoras de Congresos y Afines de Latino América	President and Chief Visionary Officer Vice President

Vision and Values



We share a common belief in the value of live events, and support our industry's global work force and all the communities that depend on the business of human connections by curating, cultivating and communicating the programmes and practices that will enhance health and safety for in-person gatherings.



TRUST

We earn trust in event safety through transparent communications, guidelines and practices that are grounded in verified scientific data.



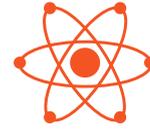
EQUITY

We advocate for equitable social, environmental and economic conditions for our workforce, our organisations and the communities we serve.



COMMUNITY

We celebrate and champion our global event community and advocate its relevance through collaboration and safe human connections.



INNOVATION

We act as an innovation incubator for the ideas, technologies and practices that will fell the most pressing challenges facing our industry and our society.



COVID-19 Task Force Statement of Shared Values



For more information, contact covidtaskforce@eventscouncil.org

The power of the meetings and events industry



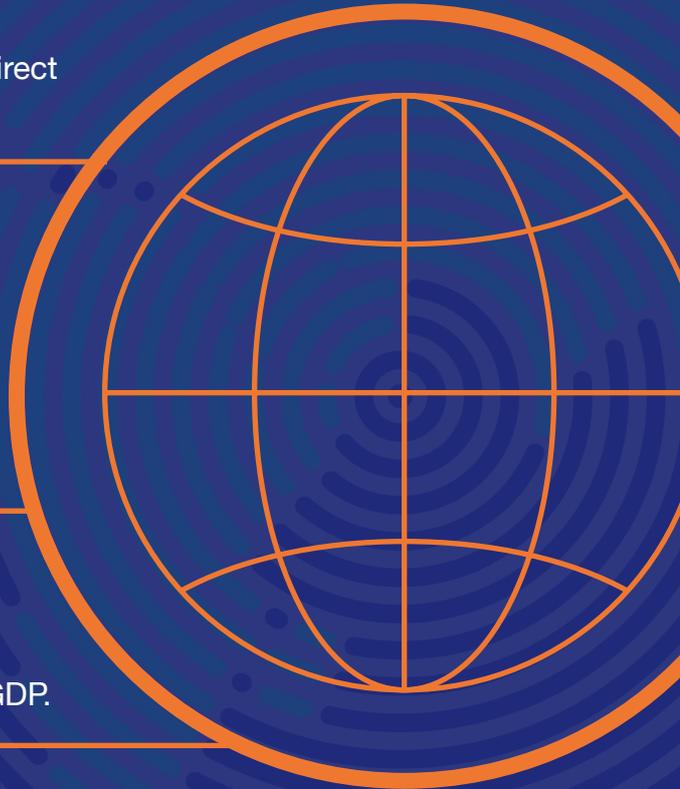
Meeting and event professionals support events that generate **\$1 trillion USD** in direct spending globally.



The **\$1.5 trillion USD of total GDP** supported by global business events would rank the sector as the 13th largest economy globally, larger than the economies of countries such as Australia, Spain, Mexico, Indonesia, and Saudi Arabia.



Business events supported **10.3 million** direct jobs globally and generated **\$621.4 billion USD** of direct GDP.



Source: 2018 Global Economic Significance of Business Events

Events Industry Council Member Organisations

Our global federation includes more than [30 member organisations](#) spanning 100+ countries and representing 103,500 individuals and 19,500 firms and properties involved in the events industry. Learn more at eventscouncil.org.





If you have questions or would like to share information or videos to help any of the work stream groups, please contact covidtaskforce@eventscouncil.org.