



Global Care & Cleanliness Commitment

“The world as we knew it has been fundamentally changed by COVID-19 and when we are all ready to travel again, we want to make sure that every Hyatt colleague and guest feels confident that each aspect of our commitment is designed with their safety in mind, and that we’re putting their wellbeing first,” said Mark Hoplamazian, president and CEO, Hyatt. “To do this, we must critically examine the hotel experience from every vantage point – from our rooms and our lobbies to our spas and dining – bringing in the latest research, technology and innovation to make that happen. Hyatt’s Global Care & Cleanliness Commitment is an important expression of our purpose to care for people so they can be their best – now and in the future.”



Overview

Guided by Hyatt’s purpose of care and experience delivering world-class hospitality for more than 60 years, our **Global Care & Cleanliness Commitment** further enhances existing operational guidance and resources around colleague and guest safety and peace of mind. This multilayered commitment will build on Hyatt’s existing rigorous protocols and include an accreditation process by the Global Biorisk Advisory Council (GBAC) at all Hyatt hotels around the world, colleague training and support resources, and a cross-functional working group of medical experts and industry professionals that will contribute to various aspects of the hotel experience.



Global Cleanliness Accreditation

Hyatt plans to introduce a GBAC STAR™ accreditation through a performance-based cleaning, disinfection and infectious disease prevention program that will focus on establishing hotel environments that are sanitary, safe and healthy. The GBAC STAR™ accreditation will include detailed training at more than 900 Hyatt hotels worldwide, and Hyatt intends to complement this with regular internal and third-party auditing.

GBAC is a division of ISSA, the worldwide cleaning industry association, and is composed of leaders in the area of microbial-pathogenic threat analysis and mitigation, designed specifically to deal with biological threats and real-time crises like the COVID-19 pandemic.



HOTEL-LEVEL SANITIZATION SPECIALISTS

By September 2020, every Hyatt hotel will have at least one person on property trained as Hygiene Manager, who will be responsible adhering to new operational guidance and protocols, some of which may include:

- Colleague certification, trainings and recertification process for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and areas such as lobbies, guestrooms, restaurants, meeting and event spaces, recreational areas, public restrooms, fitness centers, elevator buttons, all employee areas, and more
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Exploring purification and sanitization device installation in an effort to ensure air quality
- Protective masks and other equipment worn by hotel colleagues
- Social distancing guidance in public areas across hotel properties



CROSS-FUNCTIONAL PANEL OF INDUSTRY EXPERTS

At the onset of the COVID-19 crisis, Hyatt assembled a global cross-functional response team and engaged infectious diseases and occupational health experts to support efforts with COVID-19 research findings and information, which enabled Hyatt to promptly update detailed guidance to hotels and address specific needs and situations.

Hyatt continues to engage additional medical experts and leading industry professionals as part of its commitment. The goal of the working group will be to provide counsel on key areas of Hyatt's business, challenging Hyatt to act even more holistically in this new environment. Topic areas include:

- Health & Hygiene
- Colleague Safety
- Food & Beverage Safety
- Travel Journey
- Space Design
- Contactless Technology
- Wellbeing



GRAND HYATT NEW YORK PROCEDURES

At Grand Hyatt New York, we have implemented enhanced measures around cleanliness, sanitization and social distancing in an effort to ensure our colleagues and guests enjoy a healthy, safe and comfortable environment. Specific health and safety measures currently in place include:

- Colleague certification and trainings for hygiene and cleanliness
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces, guestrooms and shared spaces
- Implementation of enhanced food safety and hygiene protocols for restaurants, and group meetings and events
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- Exploring purification and sanitization device installation in an effort to ensure enhanced air quality
- Protective masks and other equipment for hotel colleagues
- Social distancing guidance in public areas, meeting and event space



RENOVATE. REAMAGINE. RECOVER.

The iconic property connected to Grand Central Terminal is expected to complete guest room, meeting room, and public space renovations by the end of 2020 to maintain its position as a landmark property.

Renovations include but are not limited to:

- Restoration of wooden floors, new carpeting, new furniture and mattresses, bathroom upgrades, new artwork, and electrical/mechanical upgrades in guest rooms
- New meeting room equipment, table and chair replacement, new linens and carpeting
- New lobby carpeting



Grand Hyatt New York has been committed to caring for people since it opened its doors in 1980, and the hotel is expected to operate as it does today until at least July 31, 2022. Until then, our entire team of experienced professionals remain fully committed to delivering the highest level of service and an outstanding experience for our guests, customers and the community – as we have done for more than 35 years.