



## COVID-19 Operational Cleanliness Standard

Radisson Hotel Group team members are complying with the basic protective measures against COVID-19 as recommended by the CDC.

- Hand hygiene
- Physical distancing
- Avoiding touching eyes, nose and mouth
- Respiratory hygiene (coughing into sleeved arm, etc)
- PPE for all team members
- Staying home and seeking medical attention if the team member experiences any of the symptoms of the disease





Radisson Hotel Group properties are performing routine environmental cleaning utilizing Diversey Oxivir Tb wipes. Environmental cleaning includes the following:

- Door handles & plates
- Tabletops
- Light switches
- Hand rails
- Elevator buttons
- Trash & recycle bins
- Vending & ice machines
- Towel dispensers
- Computer terminals
- Television remotes
- Room keys
- Headboards
- All HVAC components (filters, thermostats, etc.) are sprayed & wiped

Radisson Hotel Group facilities are utilizing the 99.9% germ killing Purell dispensers in public areas including but not limited to entrances, outlets, elevators, restrooms and meeting rooms. Sanitizing wet wipes and bottled hand sanitizers are available in the meeting rooms and restaurants.


Until further notice and to avoid potential health risks, the Radisson Hotel Group has eliminated buffet meals at catering functions and restaurant meal periods. Food and beverage will be phased into these areas starting with limited menu offerings.

Should a guest report that they are ill, the front desk will have local healthcare facilities mapped out and available to share with all guests.


FUNDAMENTALS			
Time Virus is Detectable on Surfaces			
	AIR	3 Hours	<div style="width: 10%;"></div>
	CARDBOARD	24 Hours	<div style="width: 20%;"></div>
	STAINLESS STEEL	2-3 Days	<div style="width: 40%;"></div>
	PLASTIC	3 Days	<div style="width: 60%;"></div>

## CLEANING PROTOCOL BY AREA

**GUEST ROOMS** After every guest's departure, the room is deep cleaned and sanitized. Hard surfaces areas are cleaned with Diversey Oxivir Tb wipes, Clorox clean-up disinfectant with bleach, Diversey R2 Plus hygienic hard surface cleaner & peroxide disinfectant from EcolabProtocols. Areas cleaned include, but are not limited to:

Door handles & door plates	Light switches & light plates	Faucet, shower, toilet handles	Desk, table, chairs & lamp	Remote control (cleaned, placed in zip loc bag)
Safety latch & peep hole	Telephone keypad	Headboards	Alarm clock & Coffee Pot	Television
Drapery pull rods	Trash receptacles	Thermostats	Beverage cooler	Hangers, luggage rack
	When practical, one room will be left vacant between occupied rooms.	Set Alcohol/Anti-Bacterial Wipes in bathrooms & on in-room desks	Eliminate room receipts under guest room door	Remove pens, notepads & unnecessary touch items


**FRONT DESK / LOBBY** Protocol has been established for proper distancing during check in & check out of guests. Sanitation of surfaces are cleaned with Diversey Oxivir Tb wipes, Clorox clean-up disinfectant with bleach, Diversey R2 Plus hygienic hard surface cleaner & peroxide disinfectant from Ecolab. Protocols and areas cleaned include, but are not limited to:

Entry doors & handles	Key cards & equipment	Desktops, pens, keys	Trash receptacles	Recycling bins
Tabletops & lobby floors	Elevators & elevator buttons (signage--3 people per car)	Phones, keyboards & computer monitors	Safe distancing floor circles	Purell dispensers & bottled hand sanitizer available
	Clear, Protective Barrier Shields installed at front desk			


**MEETING ROOMS / BANQUETS** Proper distancing for meeting room seating has been established. When available, bottled or canned beverages will be utilized. Sanitation of hard surfaces are cleaned with Diversey Oxivir Tb wipes, Clorox clean-up disinfectant with bleach, Diversey R2 Plus hygienic hard surface cleaner & peroxide disinfectant from Ecolab. Service, presentation of food and beverage items, and areas to be sanitized include, but are not limited to:

Meal items plated & served by a server	Single serve condiments utilized	Limited meal & break food items offered	Disposable utensils & napkins utilized	Linen changed at each meeting break
Coffee & beverages attended & served by a server	If break food offered, individualized containers set on a break table which is attended & served by a server	Technology utilized to offer multiple meeting rooms with 1 speaker present	Purell dispensers & bottled hand sanitizers available	All cleaning protocols previously stated implemented
				

**FOOD & BEVERAGE OUTLETS** Proper distancing for dining room seating has been established. Sanitation of hard surfaces are cleaned with Diversey Oxivir Tb wipes, Clorox clean-up disinfectant with bleach, Diversey R2 Plus hygienic hard surface cleaner & peroxide disinfectant from Ecolab. Service, presentation of food and beverage items, and areas to be sanitized include, but are not limited to:

Meal items plated & served by a server	Limited menu offerings	Single serve condiments	Wrapped straws	Single use menu
Monitors & telephone	Check presenters, pens & any reusable item sanitized after each use	Bar top, stools, booths, table tops & chairs	Purell dispensers & bottled hand sanitizer available	All cleaning protocols previously stated will be implemented
				

**PUBLIC RESTROOMS** Sanitation of hard surfaces are cleaned with Diversey Oxivir Tb wipes, Clorox clean-up disinfectant with bleach, Diversey R2 Plus hygienic hard surface cleaner & peroxide disinfectant from Ecolab. Restrooms are sanitized on an hourly basis. Areas include, but are not limited to:

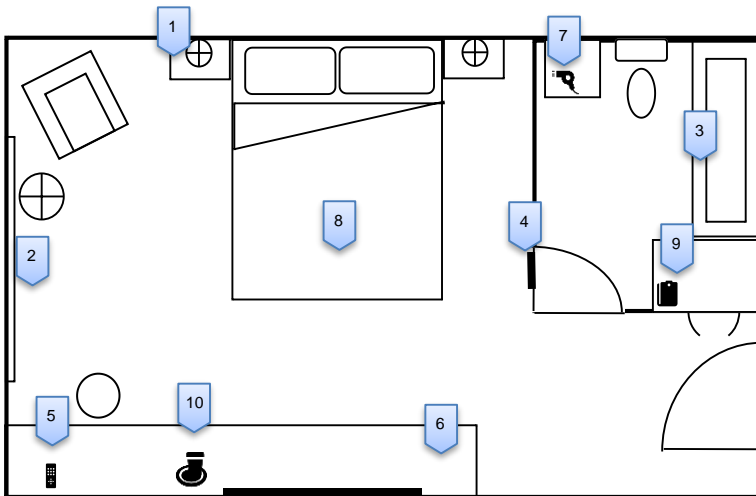
Purell dispensers & bottled hand sanitizer available	Toilet components: flusher, seat & base	Toilet paper holder	Feminine hygiene product dispenser	Faucets handles, sink basins & countertops
	Trash receptacles	Door handles & plates	Paper towel holders	All cleaning protocols previously stated will be implemented

*“During this time of crisis, please be assured our team is diligent in the fight against the spread of COVID-19 and are working hard to maintain a safe environment for all our guests. Best practices have been put into place, and we will continue to deliver the high level of service you have come to expect from the Radisson.”*

*--Pete Boese, General Manager*

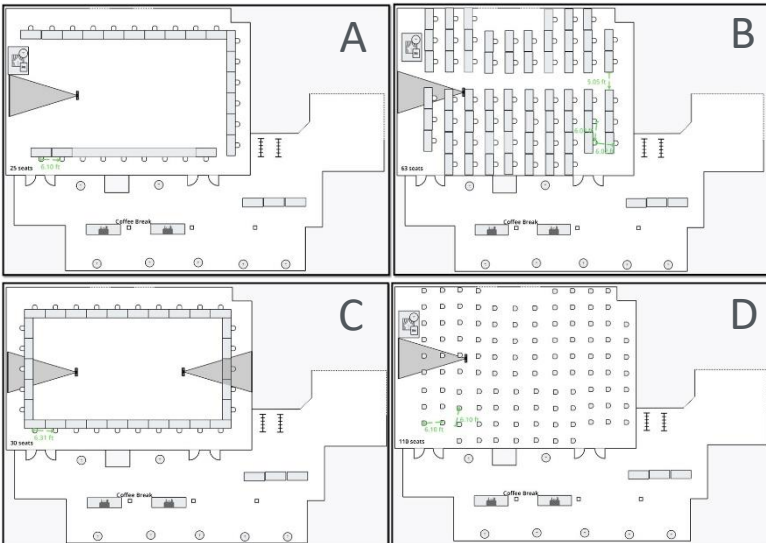


## Top 10 Deep Clean Areas in Guestroom



- |  |   |
|--|---|
| <p><b>1 Switches &amp; Controls</b><br/>lights, lamps, switches</p>  | <p><b>6 Hard Surfaces</b><br/>tables, desk, nightstands</p>                         |
| <p><b>2 Handles &amp; Knobs</b><br/>doors, closets, drawers, drapery pull handles</p>                                  | <p><b>7 Bath Amenities</b><br/>individual amenities, tissue box, hair dryer</p>     |
| <p><b>3 Major Bathroom Surfaces</b><br/>toilet handles &amp; seats, splash walls, sink faucet, shower/tub controls</p> | <p><b>8 Bed &amp; Bedding</b><br/>bed linens, duvet covers, pillowcases, sheets</p> |
| <p><b>4 Thermostat Panel</b></p>   | <p><b>9 Closet Amenities</b><br/>iron, ironing board, safe</p>                      |
| <p><b>5 Telephone, Remote Control &amp; Clock</b><br/>handsets, dial pads, function buttons</p>                        | <p><b>10 In-Room Beverage Station</b><br/>beverage cooler, coffee pot, tray</p>     |

## Safe Distancing Room Diagram Maximum



### RADISSON HOTEL LA CROSSE BALLROOM

- |  |
|--|
| <p><b>A U-Shape – 25 Seats</b></p>       |
| <p><b>B Classroom – 63 Seats</b></p>     |
| <p><b>C Hollow Square – 30 Seats</b></p> |
| <p><b>D Theater – 110 Seats</b></p>      |