



Sheraton Atlanta Hotel

Coronavirus Preparedness Plan

3/5/20

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1. PLAN ADMINISTRATION & ACTION

| | Name | Primary # | Extension # |
|-----------------------------|-----------------|--------------|-------------|
| General Manager | Ken Peduzzi | 404-659-6500 | 6001 |
| Director of Engineer | Michael Johnson | 404-659-6500 | 6045 |
| Director of Rooms | Steven DeCraene | 404-659-6500 | 6002 |
| Director of F&B | David Jachetta | 404-659-6500 | 6408 |
| Director of Finance | John Snell | 404-659-6500 | 6009 |
| Director of Sales | Sandy Chambers | 404-659-6500 | 6313 |
| Director of HR | Veronica Swiney | 404-659-6500 | 6151 |
| Director of Revenue | Joey Zielenski | 404-659-6500 | 6167 |

| | Name | Primary # | |
|---|--------------------------------|--------------|-----|
| Local Agencies (fire/police/etc) | Atlanta Police Atlanta Fire | 911 | 911 |
| Remediation | ServPro | 615-347-8216 | |
| Utilities | Georgia Power | 888-891-0938 | |
| | Georgia Natural Gas | 770-907-4231 | |
| | Pinnacle | 678-947-3214 | |
| | Water & Sewage | 404-658-0311 | |

SECTION 1: PLAN ADMINISTRATION & ACTION

The purpose of the Coronavirus Preparedness Plan (CPP) is to facilitate and organize employer, employee, and guest actions during the heightened awareness of Coronavirus.

Emergency Organization

How should a hotel handle accommodations for a guest who discloses that they are quarantining or isolating?

Hotel staff should encourage the guest to share openly for the sake of transparency, keeping in mind it would be inappropriate to further ask a guest whether they have COVID-19 or make assumptions about their health or travel history. The hotel should inform the guest:

- (a) to immediately seek medical treatment and notify hotel management if they have any symptoms of illness,
- (b) cleaning or housekeeping services will not be provided,
- (c) the guest will be expected to stay confined to the guestroom during the entire stay,
- (d) of the mobile phone number(s) of hotel leader(s) to contact should they have questions or need assistance,

- (e) to limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other guests and associates; and,
- (f) to contact hotel management prior to checking out / departure from the hotel to provide an update on their condition.

The GM will contact their Regional Vice President of Operations, HEI VP of Risk Management, for information on providing room service, housekeeping items, protocols for cleaning upon checkout, and HVAC maintenance.

What should a hotel do if they receive a request to provide accommodations for displaced travelers?

Displaced travelers with no health risk should be accommodated. Displaced travelers who are quarantined or represent a health risk should not be accommodated. Hotels are not equipped to handle health-related quarantines due to logistical and operational limitations. If you receive any inquiries for travelers that may represent a health risk, contact your Regional Vice President of Operations, HEI VP of Risk Management.