

# THE BROADMOOR

HEALTH, SAFETY & CERTIFICATIONS

2021



Dear Broadmoor Guest:

Our 102-year legacy has always included the safety, security and well-being of guests, members, and employees, with equal emphasis. All aspects surrounding these three priorities remain on the forefront as we focus on providing outstanding hospitality. As we adjust to new travel protocols and expectations, we are enhancing and strengthening our own standards for cleanliness, and are pleased to share that we have been awarded the *2020 AAA Best of Housekeeping Award*. You can expect to see evolved procedures in every area of the resort, which includes:

## UNIVERSAL PERSONAL & PUBLIC HYGIENE STANDARDS

- While providing luxury service, we will adhere to mandated directives on both the state and local levels, including the use of personal protective equipment (PPE) and wearing masks while indoors in all public space.
- The most recent CDC, state, and El Paso County guidelines will continue to be the roadmap for constant reevaluation of all operational protocols.
- Our commitment is to provide high standards of sanitizing and disinfection by utilizing professional products and tools by EcoLab, a global leader in hygiene, that are hospital-grade and approved by the EPA. The Broadmoor is proud to be an EcoLab Science Certified Resort.
- As an extra layer of protection for our guests and employees, we are also using electrostatic sprayers to apply Penetrexx, an antimicrobial coating, to high touch areas and fabrics at the property.
- In the event a guest becomes ill, they will be attended to with paramedic/in-house doctor assessments, which can be conducted in person or by phone. Further follow up and welfare checks are handled solely by Assistant Managers, limiting additional employee contact. Isolation and disinfection of rooms after guest departures will be assessed accordingly.
- Employee health and medical guidelines will be strictly enforced with any report of illness. Leadership will ensure, by department, that staff members are required to stay home if not feeling well, or sent home should symptoms arise while on duty.
- Employee training contains defined and updated personal hygiene expectations and standards. These include proper hand-washing procedures and required changing/disposal of PPE based on position and/or mandates.
- Human resources and our training professionals will host a dedicated disinfection training during orientation, with continued departmental education thereafter.
- Guest area hand sanitizing stations will be made available at the following locations: front desk, lobbies, elevator banks, function space, restaurants, shuttles, etc.
- Employee area hand sanitizing stations and signage have been placed in various key locations, to include restrooms, time clocks, kitchens, employee cafeteria, etc.
- Appropriate signage will be present throughout the property reminding guests and staff of required social distancing based on each area, including but not limited to elevators, escalators, public space, function space, etc.
- Guestroom printed material and decorative soft goods will be reduced.
- Interactive guest texting is available via your personal mobile device at (719) 249-8399. This service expedites any and all inquiries as an alternative to in-room/public phone usage or in-person requests.

We trust these best practices will provide you with a sense of comfort and confidence in our efforts to provide you a clean and safe environment as you plan to visit The Broadmoor later this year.

Sincerely,



Jack G. Damioli  
President and CEO

## HOTEL, GENERAL GUIDELINES

**Guests.** All guests need to take personal responsibility for their own health and safety. Key among those responsibilities are maintaining social distancing, washing your hands frequently and adhering to the State of Colorado's mask mandate for indoor spaces.

Should a guest suspect they have been exposed to the novel Coronavirus or are coming down with flu-like symptoms, they will be instructed to separate from the general population in their room and to contact health care professionals for next steps. If the guest has others in their room, those roommates will be offered another room, if available. When the room is vacated with a suspected or confirmed case of the flu or a coronavirus, the room will not be cleaned or occupied until after it has been sanitized by a licensed third party expert.

**Team Members.** All team members will continue to practice good personal hygiene and will wear masks or face shields. This includes not coming to work when having a fever, washing hands prior to handling any food, washing hands after every visit to the restroom, and wearing gloves when cleaning or working with food in a kitchen. All employees will receive training on COVID-19 safety and disinfection protocols and social distancing, with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

### 1. HOTEL OPERATIONS

#### ARRIVAL/DEPARTURE PROCESS

**Staff Protocol.** Proper hand-washing processes will be enforced. Masks or face shields will be worn. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Welcome Gate.** Arrival protocols that are currently in place will be continued, including placement of the welcome placard under the windshield wiper. Social distancing, curb to car, will be respected and followed as per state and El Paso County mandates.

**Valet/Door.** Valet will still be the preferred standard of service, with self-parking options as an alternative, and fully-disclosed upon arrival. Steering wheel covers and proper disinfection of hands between each vehicle transfer will be a standard, along with sanitizing stations located in both the garage and porte-cochère. The following protocols are also in place:

- The Broadmoor's enclosed parking garage will be the universal parking area for all overnight guests.
- Keys/fobs will be sanitized after touched with disinfectant wipe and placed in bag and/or key packet for all day use and overnight guests.
- Doormen schedules will be enhanced in high-traffic areas to provide touch-free entry/exits for guests.
- Valet will no longer transfer the welcome placard to the vehicle dashboard, but rather keep it face-down under the windshield wiper when stored in the garage. Personal information will only be displayed when returning the vehicle to the guest.

**Lobby Host.** Hosts will continue to be available to welcome guests with additional attention paid to social distancing in queues based on state and El Paso County mandates. One-time-use brochures and collateral will be stored behind the front desk and not allowed for public touch or perusing, only handled by the Guest Services Team.

**Front Office.** Front Office Agents will be scheduled on desk as per current social distancing protocol, to include staffing every other station if necessary. In order to provide the least contact, as currently mandated, the following systems are in place:

- Guest-facing credit card stations have been installed. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each use, visible to the guests in queue.

- Digital signing for the resort's registration card will be provided.
- Pens will be displayed in public spaces and guest rooms, as standard, with proper sanitizing in between guest use and area cleanings. Employees are encouraged to use the same pen throughout shifts, then sanitize accordingly.
- Sanitizer and tissues are available for guest use at each station.
- Electronic Room Keys will be sanitized between each guest use.
- When possible, based on availability, room assignments will be rotated, allowing 24 hours between guest occupancies.
- Walk-up room shows will be available by iPad viewing, to keep the integrity of inspected, ready rooms. Scheduled site and planning visits will tour rooms assigned and held in advance.
- In-room, digital checkout will be encouraged, followed by folio via email.
- Brochures and collateral are stored behind the house, and not allowed for public touch or perusing, only handled by the Front Desk Team.

**Bellmen.** Full Bellmen Service will remain a standard, unless otherwise expressed by the guest. Self-check-in will be permitted. Calling and sending of elevator will be conducted by Bellmen during the room process; this will include traveling to the guest floor in a separate elevator cab, as deemed necessary. Upon arrival to room, Bellmen will request permission to continue the luggage delivery into the room. As always, guests may decline this service and, at that point, handle in-room placement of luggage personally. Proper disinfection of hands between each guest rooming process will be a standard, with hand sanitizing stations located appropriately. Bell carts are only touched by Bellmen and will be cleaned and sanitized as per current standards.

## CONCIERGE

**Staff Protocol.** Proper hand-washing processes are enforced and masks will be worn by staff. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward. Additionally, the following processes are in place:

- We will reopen with only The Broadmoor's Main Desk available and will be adjusted with house counts.
- When possible, all menus, activities, and guest information will be viewed via iPad, with sanitizing between guest use.
- Handouts are professionally-printed and one-time use. Information for guest planning will be encouraged via email, versus hardcopy packets through room deliveries. This also applies to itineraries.
- Brochures and collateral are stored behind the house, and not allowed for public touch or perusing, only handled by Concierge.

**Business Center.** As a partner vendor, FedEx will adhere to the same service and disinfection guidelines as The Broadmoor, including state and El Paso County mandates. Their protocol for each individual service is detailed separately and available upon request. Self-service stations will remain available, with sanitizer at each desk; however, guests are encouraged to utilize Concierge or Front Desk for small printing needs.

**Social Distancing.** The Concierge Team will politely and professionally monitor the number of guests serviced at each desk in order to comply with state and El Paso County mandates.

## 2. HOUSEKEEPING

The Broadmoor was awarded the 2020 AAA Best of Housekeeping recognition. A list of our cleaning standards can also be made available to guests upon request. All resort staff members will be educated on our new best practices and protocols.

### ROOMS

**Staff Protocol.** Standard day service will remain available, unless otherwise dictated by the guest via “*Privacy Please*” display. If the guest is present during any service, as with current standard operating procedures, the Housekeeping team will ask permission to continue with service or return at a more convenient time, when guests are not in the room.

Gloves will be worn and changed between guest rooms as a standard. Proper hand-washing processes are in place, to include after glove wear. Masks will also be worn.

In order to minimize guestroom entry, evening turndown and refreshment center service have been temporarily suspended. Additional housekeeping service is available upon request, and any and all refreshment center products can be provided by calling Room Service.

**Cleanliness.** Along with the high standard of housekeeping protocols already in place, the following will be instituted:

- The highest standard of industry sanitizing and disinfecting technologies have been introduced, to include professional procedures and tools by EcoLab that are hospital grade and approved by the EPA.
- A trained team of individuals are on staff to properly oversee the use of all chemicals, professional disinfection, and new cleaning protocols.
- Our professional partner, Ecolab, will conduct periodic training programs, becoming a part of our standard operating procedures and daily protocol.
- All Housekeepers on staff and those newly onboarding, will continue to be trained on this protocol.
- All high-touch points will be properly sanitized during each cleaning, to include: door and furniture handles, water faucet and commode handles, nightstands, telephones, in-room controls, light switches, temperature control panels, alarm clocks and luggage racks, with TV remote controls in single use protectors.
- Each attendant will finalize room cleaning by applying sanitizing hypoallergenic spray on high-touch points, with particular attention to all hard surfaces.
- Housekeeping service areas and carts have been completely emptied, cleaned, sanitized, and restocked with all fresh linen and new single-use amenities.
- In-room placement of all literature has been temporarily suspended, including The Broadmoor Guest Directory, magazines, spa menu, Preferred Recommendation Guide, and in-room dining menus.
- Room to room newspaper delivery will be suspended currently, with PressReader as our preferred publication access. Retail outlets will still have hardcopy newspapers available.
- Any and all postcards, collateral, and menus, can be delivered upon request for personal use. Otherwise, online/website overviews will be available.
- All decorative bed pillows, bedspreads, and throws will be temporarily removed, creating bedding that is completely replaced between each guest usage.
- Our Green Initiative will continue to apply with the changing of bed linens every three days, unless otherwise requested.
- Pillow protectors and mattress/box spring covers are a standard. Disposable, personally-wrapped cups for coffee and beverages will be provided, along with the standard ceramics and glassware.
- Personal-size hand sanitizer will be provided for guests, along with the standard bathroom amenities.
- Pens will be displayed as normal in public and guest room space, with proper sanitizing in between guest usage.
- Robes will be prepared and presented in Broadmoor poly-bags for new arrivals.

- Additional pillows and blankets will be removed from rooms and only delivered upon request.
- Personal use shampoo, conditioner, and lotion will be available for those who are not comfortable with in-room amenity dispensers.

**Air Filter & HVAC Cleaning.** The frequency and enhancement of air filter replacement and HVAC system cleaning has been increased and fresh air exchange is maximized.

## **LOBBIES, PUBLIC SPACE AND ELEVATORS**

**Staff Protocol.** Gloves will be worn and changed as deemed necessary, based on level of cleaning detail. Proper hand-washing processes are in place, to include after glove wear. Masks will also be worn. Our protocols and best practices will continue to be refined in order to ensure heightened guest and employee safety moving forward.

**Cleanliness.** The highest standard of industry sanitizing and disinfecting technologies have been introduced, to include hospital grade cleaning and disinfectant products by EcoLab that are approved by the EPA. Attendants will remain visible and active at all times in front of guests. The electrostatic sprayers will be utilized when appropriate, but never within guest presence.

All high-touch points will be properly disinfected during high traffic times each hour, including, but not limited to: front desk check-in counters, concierge desks, bell desks, elevator cars and buttons, door handles, public restrooms, ATMs, stair and escalator handrails, dining surfaces, and seating areas.

Signage will be in place to explain current procedures and social distancing. No more than four guests will be suggested per elevator cab.

## **LAUNDRY / DRY CLEANING**

**Staff Protocol.** Gloves will be worn and changed as deemed necessary. Proper hand-washing processes are in place, to include after glove wear. Masks will also be worn.

**Cleanliness.** Chemicals and temperatures are already based on the highest level of industry standards by EcoLab for washers, dryers, and dry cleaning units. Linens will now be transported in bundles and bagged for protection.

**Room Deliveries.** Guest laundry/valet cleaning will be available, and returned items will be delivered as standard. Valet Attendant will request permission to enter guest's room and place orders accordingly upon return.

**Local Laundry & Dry Cleaning.** Orders will be delivered directly to drive-up vehicles at entry. Over-the-counter service also remains intact, with enhanced social distancing requirements as necessary. Both options are available based on guest preference.

## **TRANSPORTATION**

### **GRAY LINE**

**Gray Line Airport Transfers (Sedan & Shuttle).** As a partner vendor, Gray Line will adhere to the same service and disinfection guidelines as The Broadmoor, including state and El Paso County mandates. Their protocol for each individual service is detailed separately and available upon request. This will include the appropriate number of riders based on size of vehicle, with proper disinfection of high-touch points between guests. Hand sanitizer is available for guest use on every shuttle and private transfer.

**Airport Welcome Desk/DIA Meet & Greet.** Service will be available based on reservations, following the appropriate state and El Paso County social distancing mandates.

## BROADMOOR SHUTTLES

**Staff Protocol.** Proper hand-washing processes will be enforced. Masks will be worn. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Hotel/Seven Falls/Wilderness Shuttles/Vehicles.** Guidelines will be followed by Broadmoor Drivers, as per state and El Paso County mandates. This will include the appropriate number of riders based on size of vehicle, with proper disinfection of high-touch points between trips. Hand sanitizer will be available on every shuttle and masks are required for all passengers.

**Cadillac Driving Experience.** Current protocol is in place and will be followed for the Cadillac Driving Experience. Enhanced disinfection of high-touch point areas have been added to the cleaning process between guest use. A small sanitizer will be provided, along with bottled water, for each guest Ride & Drive experience.

## 3. RECREATION

### GOLF

**Staff Protocol.** Proper hand-washing processes will be in place and masks will be worn inside the Golf Club building by staff. Our protocols and best practices recommended by the Colorado Golf Association, including social distancing, will continue to be refined to ensure guest and employee safety moving forward.

**Tee Times.** Tee time reservations by phone are encouraged, followed by electronic itineraries.

**Point of Sale.** Guest-facing credit card stations are installed for check-in. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each guest's use, visible to the guests in queue. Over-the-counter check-in for play will follow social distancing mandates as necessary.

**Best Practices.** Ball washers and sand trap rakes have been temporarily be removed. The Broadmoor Golf Maintenance Staff will rake sand traps, as needed. Range balls are provided and washed as per normal protocol. Appropriate signage will be installed throughout the course as deemed necessary.

**Lessons & Clinics.** Private lessons and clinics will be conducted while respecting social distancing, in accordance with state and El Paso County mandates.

**Golf Carts.** Appropriate cart protocol and play will be implemented/altered based on state and El Paso County mandates. All high-touch points will be properly sanitized during each cleaning between guest use, to include: steering wheel, seats, bag straps, and keys.

**Locker Room Cleanliness.** The highest standard of industry sanitizing technologies have been introduced, to include the electrostatic sprayer and most recommended disinfectants. The electrostatic sprayers will be utilized when appropriate, but never within guest presence. No shower facilities will be available.

**Rental Equipment.** Club rentals and shoes will be thoroughly sanitized prior to and after guest use. If possible based on play, rental sets will be rotated accordingly to allow down time, avoiding back-to-back renting of the same set. The shoe rental program will be temporarily suspended.

## TENNIS & PICKLEBALL

**Staff Protocol.** Proper hand-washing processes are enforced. Masks will also be worn. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward. Hand sanitizer will be available on each court.

**Reservations.** Court time reservations via phone are encouraged, with email itinerary available. Hand sanitizer is available at the counter. The normal 4:1 ratio for tennis drills will be modified as needed, to a 2:1, 3:1, or 1:1 ratio, with pricing adjusted accordingly. Families or groups who wish to be together may go for the 4:1 or 3:1 ratio. West-side guest entry and east-side guest exit will be identified in order to promote social distancing between drills.

**Point of Sale.** Guest-facing credit card stations are installed for check-in. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each guest's use. Over-the-counter check-in for play will follow social distancing mandates as necessary.

**Lessons & Clinics.** Private lessons and clinics will be conducted while respecting social distancing, in accordance with state and El Paso County mandates.

**Rental Equipment.** Rental racquets/paddles will be sanitized accordingly, pre and post guest use. If possible based on play, racquets/paddles will be rotated accordingly to allow down time, avoiding back-to-back renting of the same equipment. If and when deemed necessary, over grip will be replaced after each use. Tennis Pros will sanitize all teaching equipment before each lesson. This includes rolling ball baskets, ball hoppers, and ball sweepers. Spray disinfectant will be applied to tennis balls daily.

**Social Distancing.** Check-in/check-out and court time will include social distancing accordingly to mandates.

## ACTIVITIES – Fly Fishing, Soaring Adventure, Wild West Experience, Hiking, Biking, etc.

**Broadmoor Outfitters.** As a partner vendor, Broadmoor Outfitters will adhere to the same service and disinfection guidelines as The Broadmoor, including state and El Paso County mandates. Their protocol for each individual service is detailed separately and available upon request.

**Staff Protocol.** Proper hand-washing processes are in place, to include after glove wear. Masks will also be worn. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Reservations.** Online or phone reservations are encouraged, with email itineraries available. Broadmoor Outfitters provides digital waivers and payment signing. Hand sanitizer is available at the counter of Base Camp.

**Point of Sale.** For check-in/check-out, guest-facing credit card stations are installed. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each guest's use. Over-the-counter check-in will follow social distancing mandates as necessary.

**Equipment.** Equipment will be sanitized accordingly, pre- and post- guest use. When possible, equipment will be rotated accordingly to allow down time, avoiding back-to-back use.

**Social Distancing.** Check-in/check-out and court time will include social distancing accordingly to mandates. Shuttle service will be based on state and El Paso County mandates when transporting to remote locations, including: rivers, falconry open space, zip lining, biking/hiking tours, etc.



## **BROADMOOR NANNIES CHILDCARE**

**Broadmoor Nannies.** As a partner vendor, Broadmoor Nannies will adhere to the same service and disinfection guidelines as The Broadmoor, including state and El Paso County mandates. Their protocol for each individual service is detailed separately and available upon request.

**Reservations.** Online or phone reservations are required, with email itineraries available. Broadmoor Nannies also provides digital waivers and payment for babysitting services. If any child, parent, or sitter is ill, the cancellation fee will be waived.

**In-Room Babysitting Staff Protocol.** Proper handwashing processes are enforced. Broadmoor Nannies will wear masks, as well as gloves, upon parent request.

**Bee Bunch Program.** The Bee Bunch Program will be fully functional in the summer and holiday period and will abide by all state and El Paso County guidelines for camps. Proper handwashing processes are in place and all camp counselors will wear masks.

## **POOLS (Indoor Pool, Outdoor Pool, Lap Pool)**

**Outdoor/Indoor Pool Reservations.** Due to State and El Paso County restrictions on indoor and outdoor pool capacities, a guest reservation system has been put in place through OpenTable. All guest reservations will be sent an email after booking a sleeping room.

**Lap Pool.** No reservations are required for use of the outdoor-heated lap pool. This facility is on a first-come, first-serve basis for lap swimming.

**Staff Protocol.** Masks will be worn and changed as deemed necessary by food and beverage staff, and pool attendants. Proper hand-washing processes are in place, to include after-glove wear. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Check-In Area.** Sign-in/waivers are in accordance with appropriate pen sanitizing between use. Hand sanitizer is available at the counter.

**Food & Beverage Service at the Outdoor Pool.** Food & Beverage service at the outdoor pool will be in accordance to state and El Paso County mandates, including staff wearing masks. Beverage service only is available at the indoor pool.

**Chemical Levels.** Monitoring of pool chemical levels are conducted and logged hourly, with very specific sanitization and operational guidelines.

**Cleanliness.** Lounge chairs, tables, umbrellas, cabanas and towel bins are disinfected periodically throughout the day. Soiled towels will be bagged and transported accordingly.

**Locker Room Cleanliness.** Masks and gloves will be worn by all locker attendants. The highest standard of industry sanitizing technologies have been introduced, to include the electrostatic sprayer and the most recommended disinfectants. The electrostatic sprayers will be utilized when appropriate, but never within guest presence. No shower facilities will be available.

**Social Distancing.** All pool seating will be placed accordingly, based on social distancing mandates, as deemed necessary.

**Pool Slide Protocol.** Due to pool capacity mandates, the slide at the outdoor pool has been restricted to children only, 17 years and younger.

**Hot Tubs.** Hot tub usage is limited to single family and/or single reservation travelers, with a suggested 20-minute maximum use time, based on pool occupancies. This offering is only available to guests during their reserved pool time.

#### 4. SPA, SALON, FITNESS CENTER

**Staff Protocol.** Masks and gloves will be worn and changed as deemed necessary and/or required based on position. Proper hand-washing processes are in place, to include after glove wear. Technicians will wear masks at all times within body treatment rooms and/or during appropriate services. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Spa/Salon Reservations.** Advance phone reservations are required, with email itineraries available. Hand sanitizer is available at the counter.

**Fitness Center.** Reservations are required for use of the Fitness Center and all daily group exercise classes. State and El Paso County mandates will be adhered to for capacity limits of the facility and social distancing. All equipment and high-touch points will be sanitized after each guest's use.

**Point of Sale.** For check-in/check-out, guest-facing credit card stations are installed. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each guest's use, visible to the guests in queue. Over-the-counter check-in will follow social distancing mandates as necessary.

**Cleanliness.** All high-touch points will be properly sanitized during each cleaning, to include: door handles, check-in counters, massage tables, treatment rooms, elevator push buttons, hand railings, showers, sinks, hair utensils, makeup tools, bowls, basins, etc. Appropriate sanitizing will also be scheduled and adhered to after guest use, to include all cardio equipment, resistance equipment, yoga mats, studio tools, etc.

**Locker Room Cleanliness.** The highest standard of industry sanitizing technologies have been introduced, to include the electrostatic sprayer and the most recommended disinfectants. The electrostatic sprayers will be utilized when appropriate, but never within guest presence. No shower facilities will be available in the fitness locker rooms.

**Social Distancing.** Treatment rooms, waiting areas, relaxation lounges, locker rooms, fitness classes, and personal training will adhere to social distancing guidelines as per state and El Paso County mandates.

#### 5. RETAIL

**Staff Protocol.** Proper hand-washing processes will be in place and masks will be worn by staff.

**Retail Leased Shops.** As partner vendors, retail leased shop vendors/owners will adhere to the same service and disinfection guidelines as The Broadmoor, including state and El Paso County mandates. Their protocol for each individual service is detailed separately and available upon request.

**Best Practices.** Our protocols and standard operating procedures will continue to be refined to ensure guest and employee safety moving forward, including, but not limited to, in-store trying on of clothes and after purchase returns.

**Point of Sale.** Guest-facing credit card stations are installed. Touchless payment is supported, as well as Apple, Samsung, and Google Mobile Pay. The stylus and pin pad will be sanitized after each guest's use, visible to the guests in queue.

**Cleanliness.** All high-touch points will be properly sanitized during each cleaning, to include: countertops, hard surfaces, door handles, and fitting rooms.

**Social Distancing.** Social distancing will be enforced and adhered to as per state and El Paso County mandates, based on the shop and size therein.

## 6. FOOD & BEVERAGE

### GENERAL STANDARDS

**Culinary.** Consistent hand-washing and glove wearing procedure is practiced and timed, with glove replacement every half hour. All culinary operations continue to adhere to the El Paso County Health Department mandates and protocols for safety and disinfection in food service. Kitchen areas are deep cleaned and sanitized daily. The highest standard of industry and professional cleaning technologies have been introduced, to include utilizing chemicals and disinfectants that are food-safe and kitchen-certified. The electrostatic sprayers will be utilized when appropriate. All food products are checked for temperature, spoilage, and any and all cross-contamination prior to being released to kitchen personnel. Ecolab will provide enhanced and ongoing training in keeping with federal, state and county mandates.

**Servers.** Proper hand-washing processes will be in place. Masks will be worn. All food and beverage items to be individually plated and served. Flatware to be provided as a rollup. All condiments to be served in individual containers. Our protocols and best practices will continue to be refined to ensure guest and employee safety moving forward.

**Cleanliness.** The highest standard of industry sanitizing technologies have been introduced, to include the electrostatic sprayer and the most-recommended disinfectants. The electrostatic sprayers will be utilized when appropriate, but never within guest presence. All high-touch points will be properly sanitized during each cleaning, to include, but not limited to, tables, chairs, bars, host stands, service stations, etc.

### BANQUETS / GROUP MEETINGS

**Communication.** Meeting Planner to Conference Manager direct communication is also extended via group texting through your personal mobile device. Direct-dial/text phone lists are also provided to Meeting Staff for use on their personal mobile device, as an alternative to office/public phone usage.

**Meeting Space.** All large meetings rooms will have a pedestrian traffic flow plan, based on the group's size and schedule, to ensure separation of a designated entrance and exit, as well as to manage guest flow into and out of a room. Hand disinfection stations will be provided at the entrance of function space areas across the resort.

**Setup/Seating Configurations.** Diagrams and room configurations will be guided by state and El Paso County social distancing practices and/or maximum occupancy of service guidelines. The following will be available or can be arranged: pre-wrapped or rolled silverware, individual water bottle service at each place setting, disposable/recyclable utensils, dishware, and plates.

**Cleanliness.** Function space cleaning and disinfection will be provided and scheduled on the hour based on group movements. This ensures the highest level of housekeeping attention, along with your meeting room refreshes, to include disinfection of all high-touch points, including public restrooms.

**Menu Options.** *"Thoughtful Experiences and Mindful Menus"* have been created, to include covered plated breakfast/bento box inspired lunches, individually wrapped menu items and single use condiments, elevated grab-and-go menus and enclosed and displayed canapés. Buffets would be modified to be staffed action stations, with no guest self-service. Coffee stations will be attended by Broadmoor staff as deemed necessary, allowing no guest self-service.

## RESTAURANTS

**Reservations.** Online OpenTable and phone reservations are encouraged, with email itineraries available. Hand sanitizer is available at the host station.

**Check-In Process.** Hosts and leadership will continue to encourage social distancing based on state and El Paso County mandates.

**Seating & Reservations.** Restaurant occupancy will be determined in each outlet based on state and El Paso County mandates and/or any restrictions regarding authorized occupancy per area. Table configurations and seating charts have been altered to allow for social distancing.

**Menu-Presenting.** Based on outlets, menus will be sanitized pre and post guest usage, and/or single-use menus will be provided.

**Check-Presenting.** Point of sale receipts will be presented in check folder, with appropriate sanitizing of folder and pens after each use.

**Bowling/Games at Play.** All equipment will be properly sanitized between use, including, but not limited to, items supporting shuffle board, foosball, pool, bowling and gaming systems. Sanitizer will also be placed accordingly in the facility.

## IN-ROOM DINING

**Ordering Options.** A digital menu will be available on the guest room television for ordering Room Service via your in-room telephone. Single-use menus will be offered at front desk check-in, as they are temporarily no longer provided in-room.

**Delivery/Service.** The in-room dining server will announce their arrival, respecting social distancing while making introduction at the door. Permission to serve in room will be requested. If declined, servers will politely extend an overview of the meal and leave the table and setup for guest self-service. The transfer of cart in the room will be the guest's responsibility. Appropriate pick up instruction will be followed based on guest directive, to include retrieval from inside of guest room, or outside in guest corridor.

**Check-Presenting.** Point of sale receipts will be presented in check folder, with appropriate sanitizing of folder and pens after each use.

## RESOURCES & GUIDELINES

### GLOBAL

#### **World Health Organization (WHO)**

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>

#### **Center for Disease Control (CDC)**

<https://www.cdc.gov/>

### FEDERAL

#### **Federal Response to COVID-19**

<https://www.usa.gov/coronavirus>

### STATE

#### **Colorado COVID-19 Updates**

<https://covid19.colorado.gov/>

#### **Colorado Department of Regulatory Agencies**

<https://www.colorado.gov/dora>

### COUNTY

#### **El Paso County Health Department**

<https://www.elpasocountyhealth.org/>

### CLEANING & DISINFECTION

#### **Ecolab**

<https://www.ecolab.com/pages/coronavirus>

#### **Ecolab – Science Certified**

<https://sciencecertified.ecolab.com>

### HOTELS

#### **American Hotel & Lodging Association (AHLA) Resources**

<https://www.ahla.com/covid-19-resource-center>

#### **Colorado Hotel & Lodging Association (CHLA) Resources**

<https://chla.com/covid-19/>

### FOOD & BEVERAGE HANDLING

#### **El Paso County Health Department**

<https://www.elpasocountyhealth.org/>

### SPA & RECREATION

#### **International Spa Association (ISPA)**

<https://experienceispa.com/covid-19-info>

#### **United States Golf Association (USGA)**

<https://www.usga.org/content/usga/home-page/course-care/covid-19-resource-center.html>

#### **United States Tennis Association (USTA)**

<https://www.usta.com/en/home/usta-covid-19-updates.html>

#### **United States Professional Tennis Association (USPTA)**

<https://www.uspta.com/>



## Our Commitment to Advancing Cleaner, Safer Practices

At The Broadmoor, the health and safety of our guests and employees is our top priority during these unprecedented times. That's why we're implementing the [Ecolab Science Certified™ program](#) as part of our commitment to delivering a high level of cleanliness.

The program, which includes science-backed cleaning and disinfecting products and procedures, detailed training and periodic auditing to verify procedures are being followed, helps *The Broadmoor* advance cleaner, safer practices and reduce the risk of exposure to germs, including the virus that causes COVID-19.

By meeting program requirements and passing periodic and independent audits performed by Ecolab, The Broadmoor can display the official Ecolab Science Certified seal. **How does the Ecolab Science Certified program work?**

Ecolab Science Certified is a comprehensive, science-based program that helps deliver a high standard of cleanliness and supports consumer confidence through four key elements:

- **Create clean** through hospital disinfectants approved by the applicable regulatory authorities for use during the COVID-19 pandemic, and elevated hygiene standards and protocols informed by the U.S. Centers for Disease Control and Prevention (CDC) guidelines
- **Check clean** through detailed public health and food safety training and periodic auditing to determine whether procedures are being followed
- **See clean** in action through front-of-house cleaning and disinfecting procedures and signage
- **Believe clean** through a visible commitment to advancing cleaner, safer practices with the Ecolab Science Certified seal, updated annually

The program helps hotels achieve a higher level of cleanliness from the front of the house to the back of the house and was informed by key insights from proprietary Ecolab consumer research<sup>1</sup>. The research that showed 51% of frequent hotel guests feel “extremely safe” knowing hospital disinfectants\* are being used (compared to 20-29% who feel “extremely safe” with leading consumer brands).

And 67% of frequent hotel guests feel safer knowing an independent third party\*\* with cleaning expertise has audited a business' cleaning practices. Both hospital disinfectants and independent auditing, performed by Ecolab, are key components of the Ecolab Science Certified program.

The program leverages Ecolab's unique combination of science-based solutions and insights from a global team of 1,200 scientists with verification by highly trained Ecolab public health and food safety specialists. Beyond the program itself, Ecolab's solutions are backed by ongoing consultation and service at nearly 3 million locations around the world performed by Ecolab's 25,000 field associates. The team supports clean kitchens serving 58 billion restaurant meals annually and helps customers delight guests with more than 1 billion clean hotel rooms each year.

## What does the Ecolab Science Certified seal mean?

*The Broadmoor* has met the rigorous requirements of the Ecolab Science Certified program and has earned the annual Ecolab Science Certified seal. The seal is a visible sign of commitment to our guests that we are advancing cleaner, safer practices through science-backed products and protocols.

## Who is Ecolab?

Ecolab is the global leader in water, hygiene and infection prevention solutions and services with nearly a century of expertise in the science of cleaning and hygiene. Ecolab's public health and food safety solutions leverage insights from the 1,200 scientists, engineers and technical specialists located around the world, the company's decades of experience helping keep hospitals clean, and its partnerships with some of the world's largest hospitality and foodservice brands – including *The Broadmoor*.

## Learn more

For more information about the Ecolab Science Certified program, please visit [www.sciencecertified.com](http://www.sciencecertified.com).

<sup>1</sup>Ecolab proprietary research conducted May 2020.

\*The term "hospital-grade disinfectants" was used in the research conducted May 2020.

\*\*Versus on-site hotel managers or the company that owns the hotel.

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