

Keeping You *in the Know*

April 28, 2020

Ensuring the Safety of Team Members

In times like these we are reminded of the Loews Hotels & Co Service Promise: **“We stay relevant to changing times and places; to provide an experience that is authentically local and genuinely delivered, all so our guests can relax, explore, and flourish.”**

Staying relevant to the changing times and places could not be more important than it is today. While we have always been focused on safety, Team Members we are amplifying those efforts as we continue to focus on the well-being of our Team Members, guests and ultimately our communities, as we look forward.

One of the goals of “Keeping You in The Know” is to ensure that all Team Members who are on a leave of absence are kept aware of what the company doing during this time. On a daily basis, the Operations, Risk Management, Legal, Human Resources and Procurement Teams are working to make sure we have the needed items to operate our hotels in an even more safe and secure manner. This week we will focus on the work which has been done on the Team Member experience.

The Operations team stays abreast of changes and new learnings to ensure that we are adhering to the guidelines from the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC) and local authorities as are practicable and appropriate to our operations. Additionally, Loews Hotels & Co has representation on the American Hotel and Lodging Association’s (AHLA) Advisory Council and the U.S Travel Health and Advisory Working Group, so we have alignment with the industry’s best practices as well, which will also include guest facing protocols and standards.

In addition to these external industry groups, we have held a series of virtual focus groups with many Field and Home Office leaders, sharing ideas and reviewing every element of both the guest and Team Member experience.

New policies and procedures are already in place for the four hotels that are currently operating and will be implemented as we resume operations elsewhere. These operating hotels have provided us an opportunity to put new practices into play today and we thank them for their agility and the rich feedback they are providing, which in return will help to shape our standards for tomorrow.

Some of these changes will continue to evolve, some will be discontinued over time and others will become part of the new normal moving forward. Understanding this continues to be a fluid situation and more additions will be made in the weeks ahead, we wanted to give you an update of what to expect.

If You Are Not Feeling Well, Stay Home

First and foremost, anyone who is not feeling well should stay home. COVID-19 has a wide range of symptoms including: fever, cough, shortness of breath, chills, muscle pain, headache, sore throat, and new loss of sense of smell or taste. Anyone experiencing these symptoms should notify their Human Resources office and remain at home until they have been symptom free for 72 hours. Additionally, anyone who seeks medical treatment and is tested for COVID-19 is asked to inform their Human Resources office. We have practices in place for reporting positive cases and will ask a number of questions all, in the interest of protecting you and others that someone may have come into contact with. People infected with COVID-19 may be contagious for as much as seven days before exhibiting any symptoms, therefore notifying Human Resources allows us to notify anyone that may have come into close contact with that person.

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Social Distancing

According to the CDC, “The virus that causes COVID-19 is thought to spread mainly from person to person, primarily through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet).” In other words, the best means of avoiding exposure, is ensuring social distancing by keeping at least six feet apart from other people, not gathering in groups and avoiding crowded places. Staying away from those who are sick is certainly important, however individuals may not be aware they are sick and some are asymptomatic. According to the CDC, recent studies have shown people who are infected but do not have symptoms play a role in the spread of the virus.

Protocols are being developed to ensure appropriate social distancing in Team Member areas such as the Team Member entrance, locker rooms and the cafeteria. Distancing markers and other distancing practices will be used in common areas within our properties where Team Members and guests are likely to congregate in larger numbers.

Hand Washing and Hand Sanitizer Stations

Team Members should properly wash their hands with hot water and soap at least every hour, in addition to doing so after sneezing, coughing, handling garbage or any unclean surface/item.

Where hot water and soap may not be available, high alcohol content hand sanitizer stations have been added to both our Heart of the House and Front of the House high trafficked areas. These include front desks, outlets, fitness centers, meetings spaces, and both guest and service elevator landings.

Team Members will have access to ensure they are able to sanitize their hands frequently throughout the day regardless of the area they work in.

Personal Protective Equipment (PPE)

We will be providing the proper protective equipment for our Team Members and will continue to monitor the CDC recommendations and may adjust these practices as the situation changes.

Masks

Today, while social distancing and frequent hand washing remain the best defenses for the spread of the virus, we will require vendors to wear masks and give Team Members the option to wear an isolation/cloth mask, which follows our mask guidelines. As we resume operations and more Team Members and guests are on property, we will likely require all to wear masks. Masks are an important defense in protecting others. Simply put, you wear a mask to protect others and if all are in masks, all are safer especially when social distancing may be difficult to adhere to 100% of the time.

Gloves

Wearing disposable gloves that are changed out consistently and disposed of properly is another means of protection. Team Members involved in a multitude of activities where they are touching or cleaning surfaces will be required to wear gloves. Since gloves may create a false sense of protection, and if not used correctly could actually promote the spread of germs, guidelines have been developed on how to properly put on and remove gloves and when they should be worn.

Temperature Checks

Today Team Members and Vendors undergo temperature scans prior to entering the hotel, conducted via thermal no touch temperature scanners. No Team Member or Vendor with a fever of 100.3 or greater is

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admitted into the building. Anyone with a fever, will not be permitted to return to the hotel until they have gone 72 hours fever free, without the use of fever suppressants.

Training

Operations will provide comprehensive training to Team Members once they return to active work after a leave of absence. In addition to general training like Protecting Yourself and Others and Hotel Cleanliness, specific role based training will also be conducted to ensure all are aware of new practices and standards.

These standards remain a focus and will continue to be modified, additionally we will be sharing what we are doing in terms of the guest experience next week. Our standards will continue to mirror recommendations by the CDC and WHO and will meet or exceed those local guidelines. The health and well-being of our Team Members and guests remain a top priority in our hotels as well as other locations such as the BSC and Home Office.

Loews Hotel & Co Covid-19 Disaster Relief Fund Update

It has only been ten days since the application for the COVID-19 Disaster Relief Fund started. Since that time, we have received over 5,000 applications less than a week from the time of application, approximately 950 Team Members have received their payment.

At the end of last week, an additional 1,223 applications were approved. Funds for those approved should be received by Thursday of this week.

On Monday, 875 more applicants were sent to the Review Committee for approval. Team Members who received an approval email from Relief@loewshotels.com will receive an e-mail from app@echecks.com within three business days stating the eCheck payment from Charitable Solutions is ready.

The remaining applications are being reviewed for eligibility to ensure proper documentation has been received. We are processing them as quickly as possible to ensure Team Members receive financial support as quickly as possible. **We Care For Others.**