BOCC

RESOLUTION NO. 21 - 53

BOARD OF COUNTY COMMISSIONERS
COUNTY OF EL PASO, STATE OF COLORADO

RESOLUTION APPROVING A SITE-SPECIFIC VARIANCE REQUEST UNDER CDPHE PUBLIC HEALTH ORDER 20-36 FOR THE BROADMOOR

WHEREAS, on February 5, 2021 CDPHE issued 6th Amended Public Health Order 20-36 COVID-19 Dial ("PHO 20-36"), the latest iteration of a public health order that created a dial framework within which a county move from more restrictive to less restrictive personal and business requirements depending on disease transmission and hospitalization rates within its jurisdiction; and

WHEREAS, PHO 20-36 also provides a process through which a county may request a site-specific variance for particular venues that enable those venues to operate at higher capacities than would otherwise be allowed based on a county's position in the dial framework; and

WHEREAS, variance requests must be endorsed by the local public health agency, adopted by the local county government, and accompanied by verification from all local hospitals that they have the capacity to serve all people needing their care; and

WHEREAS, counties may submit a site-specific variance for outdoor venues when they are in Yellow on the dial and for both outdoor and indoor venues when they are in Blue; and

WHEREAS, The Broadmoor Resort has worked with El Paso County Public Health ("Public Health") to develop a site-specific variance request that incorporates appropriate social distancing and disease mitigation requirements that would support operation at a higher capacity than the County's current position at Yellow and future position at Blue in the dial framework, which request is attached hereto as Exhibit A; and

WHEREAS, the Board of County Commissioners of El Paso County, Colorado ("Board") supports the safe reopening of businesses to the maximum extent possible in a responsible manner so that El Paso County can work toward recovering from the economic impacts of the COVID-19 pandemic; and

WHEREAS, based upon the testimony and evidence presented at a public hearing, the Board is satisfied that the site-specific variance request for The Broadmoor Resort will sufficiently protect the health of employees, customers, and the community; and

WHEREAS, the Board is also satisfied that current conditions and circumstances in El Paso County, including the rate of spread for COVID-19, the availability of testing, the

commencement of vaccine distribution, and the capacity of the local healthcare system warrant the submission of a variance request to CDPHE.

NOW, THEREFORE, BE IT RESOLVED that, pursuant to the provisions of CDPHE PHO 20-36, the Board of County Commissioners of El Paso County, Colorado hereby approves the site-specific variance request for The Broadmoor Resort attached hereto as Exhibit A. This approval extends to any amendments to the variance request that may requested by local hospitals, without requiring further action by the Board.

BE IT FURTHER RESOLVED that the Board directs appropriate County staff to work with El Paso County Public Health and local hospitals in the preparation and submission of the site-specific variance request for The Broadmoor Resort to CDPHE.

DONE THIS 16th day of February, 2021 at Colorado Springs, Colorado.

ATTEST:

Chuck Broerman
County Clerk & Recorder

BOARD OF COUNTY COMMISSIONERS
OF EL PASO COUNTY, COLORADO

By:
Stan VanderWerf, Chair

The Broadmoor/ Proposed Variance Application

The Broadmoor seeks a two-tiered variance from Public Health Order 20-36, as amended, that would apply: 1) while El Paso County remains in Level Yellow (or returns to Level Yellow in the future); and 2) upon El Paso County transitioning to Level Blue. With regard to Level Blue, The Broadmoor anticipatorily seeks this variance for future use and with the understanding that it would not apply until El Paso County satisfied the requisite Level Blue metrics. The variance would be superseded in the event any other local or state governmental directive allowed similarly-situated hotel convention properties to operate at a lower "Dial" level than that of their respective county level.

Summarize alternative restrictions being proposed to replace the above-referenced restrictions and indicate where in the plan these alternate restrictions are addressed:

General Restrictions: Given the size of the Broadmoor Hotel property ("Property"), all guests, when walking through the Property inside any building must wear a mask at all times. When walking outside on the Property, masks are recommended but not required. Signage will be posted throughout the Property mandating guest compliance with COVID-related rules. Additionally, please see the following Exhibits attached:

Exhibit A - Guest communication and Health and Hygiene information posted on The Broadmoor website;

Exhibit B - Ecolab Science Certified information and spec sheets on disinfectants used at the resort;

Exhibit C - Campus map with major function space noted, along with square footage, etc.;

Exhibit D - Overview of Broadmoor HVAC systems;

Exhibit E - El Paso County Five Star Certification.

Level Yellow Variance Request

Outdoor Dining

Current law under PHO Level Yellow:

Pursuant to Level Yellow, outdoor dining operates the same as Level Blue, which allows restaurants to also use any existing, licensed outdoor space for in-person dining with the same group limit of 10 and minimum spacing of 6 feet apart.

The Broadmoor requests a variance to allow:

- **An extension to a group limit of 20.**
- **A dedicated manager will be charged with ensuring restaurant spaces are cleaned and disinfected continuously.**

Outdoor Events

Current law under PHO Level Yellow:

Pursuant to the PHO Level Yellow, outdoor events may operate at 50% of the posted occupancy limit not to exceed 175 people, whichever is less, within their usable space calculated using the Distancing Space Calculator, excluding staff, per designated activity or area.

The Broadmoor requests a variance to allow:

- **The outdoor areas are separate and discrete and not prone to other guests walking into outdoor events. The Broadmoor will take measures to ensure events remain capped at 250 people by the use of "private event" signage and Broadmoor staff.**
- **The Broadmoor will also take additional measures to maintain social distancing for outdoor events: providing cocktail tables to ensure further social distancing, providing extra outdoor heaters to discourage groups from congregating around limited numbers of heaters, grouping seat numbers and arrangements in accordance with social distancing guidelines, and avoiding opportunities for group dancing.**
- **The Broadmoor requests that the capacity be extended to 50%, not to exceed 250 people.**

Outdoor Guided Activities

Current law under PHO Level Yellow:

Pursuant to Level Yellow, outdoor guided activities (such as falconry, guided hikes or The Broadmoor's soaring adventure) may be conducted at 50% capacity not to exceed 10 people, whichever is less.

For the Soaring Adventure, the maximum number of people is 8 guests and 2 staff. Participants and staff maintain social distancing of six feet or more prior to embarking on the Soaring Adventure. Participants wear harnesses that are disinfected after each use.

The Broadmoor requests a variance to allow:

- **The Broadmoor requests a variance to allow outdoor guided activities (other than the Soaring Adventure) to operate at 50% capacity, not to exceed 25 people.**
- **The Broadmoor requests a variance to allow the Soaring Adventure to operate at 50% capacity, not to exceed 10 people total, whichever is less.**
- **These activities are socially-distanced by their nature.**

Shuttle Buses

Shuttle buses are used by The Broadmoor to allow guests and visitors to enjoy our historic and scenic Seven Falls attraction, which has been an important feature in our community for more than 130 years, and to transport guests around the resort. It uses shuttle buses to be respectful of the traffic and parking issues with the attraction's residential neighbors.

PHO 20-36 states that no closed-air tours are allowed, as windows must remain open during the transport or tour. PHO 20-36 also states that, effective November 9, 2020, vehicles used to transport patrons should follow guidelines found here: https://cid19.colorado.gov/public-transportation, which apply to public transportation generally, and require open windows *when possible*.

The Broadmoor interprets this to mean that it may operate shuttle buses in accordance with the November 9, 2020 transportation guidelines. To the extent this was not intended, the Broadmoor requests a variance to the same effect. To add additional detail, The Broadmoor will also apply the following standards:

- Shuttle buses will have their windows open, weather permitting, to ensure maximum ventilation.
- Staff Protocol: Proper hand-washing processes will be enforced. Masks will be worn. Protocols and best practices will continue to be refined to ensure guest safety moving forward.
- Patrons: All patrons will wear masks.
- Guidelines will be followed by all drivers, as per Federal and State mandates. This will include the appropriate number of riders based on size of vehicle, with proper sanitation of high-touch points between guests. Hand disinfectant will be available for guest use on every shuttle.

- For drive-and-ride experiences, enhanced sanitation of high-touch point areas will be added to the cleaning process between guest use and individual hand disinfectant will be provided to each guest.

Level Blue Variance Request

Indoor Restaurant Dining

Current law under PHO Level Blue:

Pursuant to Level Blue, restaurants may operate at 50% of the posted occupancy limit indoors not to exceed 175 people, excluding staff, whichever is less, per room.

The Broadmoor requests a variance to allow:

- **Indoor dining at 50% capacity, not to exceed 250 people per room.**
- **A dedicated manager will be charged with ensuring restaurant spaces are cleaned and disinfected at a continual rate.**

Outdoor Dining

Current law under PHO Level Blue:

Pursuant to Level Blue, restaurants may use any existing, licensed outdoor space for in-person dining with a group limit of 10 and minimum spacing of 6 feet.

The Broadmoor requests a variance to allow:

- **The capacity be extended to a group limit of 20.**
- **A dedicated manager will be charged with ensuring restaurant spaces are cleaned and disinfected at a continual rate.**

Indoor Events/Banquets

Current law under PHO Level Blue:

Pursuant to Level Blue, Indoor Events may be conducted at 50% of the posted occupancy limit not to exceed 175 people, whichever is less, per room excluding staff.

The Broadmoor requests a variance to allow:

- **The Broadmoor has indoor event space ranging from 7,000 square feet to 93,500 square feet.**
- **With regard to rooms larger than 30,000 square feet[1] (specifically with regard to the**

[1] Broadmoor Hall A and Broadmoor Hall B are both located in Broadmoor Hall are 30,000+ square feet each. Bartolin Hall is located beside Broadmoor Hall and is 93,500 square feet. Each of these rooms has its own separate

Broadmoor Hall, which has a fire code capacity of 4,000 people, and the Exhibit Hall, which has a fire code capacity of 6,185 people), The Broadmoor requests a variance to allow indoor events at a maximum of 750 people, which is less than 20% capacity for both rooms.

- **With regard to rooms that are 30,000 square feet and smaller, The Broadmoor requests a variance to allow indoor events not to exceed 350 people, which is less than 10% capacity.**

Outdoor Events

Current law under PHO Level Blue:

Pursuant to Level Blue, Outdoor Events may operate at 50% of the posted occupancy limit not to exceed 250 people per designated activity or area.

The Broadmoor requests a variance to allow:

- **The outdoor areas are separate and discrete and not prone to other guests walking into outdoor events.**
- **The Broadmoor will take measures to ensure events remain capped at 750 people by the use of "private event" signage and Broadmoor staff.**
- **The Broadmoor will also take additional measures to maintain social distancing for outdoor events: providing cocktail tables to ensure further social distancing, providing extra outdoor heaters to discourage groups from congregating around limited numbers of heaters, grouping seat numbers and arrangements in accordance with social distancing guidelines, and avoiding opportunities for group dancing.**
- **The Broadmoor requests that the capacity be extended to 50% of the posted occupancy limit, not to exceed 750 people.**

Indoor Recreational Activities

Current law under PHO Level Blue:

Pursuant to Level Blue, Recreational Activities may operate at 50% capacity of the given venue within the Property, not to exceed 175 people, whichever is less, excluding staff per room indoors or per activity or area outdoors.

As to the indoor pool, there will be a Broadmoor attendant ensuring capacity compliance. The Broadmoor also requires reservations for the indoor pool, which can be booked through the "Open Table" online booking system. At the Fitness Center, there is a desk attended at all times to ensure capacity compliance.

HVAC system. Broadmoor Hall has a fire code capacity of 4,000 people and Exhibit Hall has a fire code capacity of 6,185 people.

The Broadmoor requests a variance to allow:

- **Indoor recreational activities (including indoor swimming pools, the Fitness Center, the Spa, the Salon, indoor tennis courts, and Play, the bowling venue) at 50% capacity, not to exceed 150 people per indoor room, without regard for which is less.**

Outdoor Guided Activities

Current law under PHO Level Blue:

Pursuant to Level Blue, outdoor guided activities (such as falconry, guided hikes or The Broadmoor's soaring adventure) may be conducted at 50% capacity not to exceed 25 people, whichever is less.

For the Soaring Adventure, the maximum number of people is 8 guests and 2 staff. Participants and staff maintain social distancing of six feet or more prior to embarking on the Soaring Adventure. Participants wear harnesses that are disinfected after each use.

The Broadmoor requests a variance to allow:

- **The capacity be extended to 50% capacity, not to exceed 50 people.**
- **The Broadmoor requests a variance to allow the Soaring Adventure to operate at 50% capacity, not to exceed 10 people total, whichever is less.**
- **These activities are socially-distanced by their nature.**

Shuttle Buses

Shuttle buses are used by The Broadmoor to allow guests and visitors to enjoy our historic and scenic Seven Falls attraction, which has been an important feature in our community for more than 130 years, and to transport guests around the resort. It uses shuttle buses to be respectful of the traffic and parking issues with the attraction's residential neighbors.

PHO 20-36 states that no closed-air tours are allowed, as windows must remain open during the transport or tour. PHO 20-36 also states that, effective November 9, 2020, vehicles used to transport patrons should follow guidelines found here: https://covid19.colorado.gov/public-transportation, which apply to public transportation generally, and require open windows *when possible*.

The Broadmoor interprets this to mean that it may operate shuttle buses in accordance with the November 9, 2020 transportation guidelines. To the extent this was not intended, the Broadmoor requests a variance to the same effect. To add additional detail, The Broadmoor will also apply the following standards:

- Shuttle buses will have their windows open, weather permitting, to ensure maximum ventilation.

- Staff Protocol: Proper hand-washing processes will be enforced. Masks will be worn. Protocols and best practices will continue to be refined to ensure guest and safety moving forward.
- Patrons: All patrons will wear masks.
- Guidelines will be followed by all drivers, as per Federal and State mandates. This will include the appropriate number of riders based on size of vehicle, with proper sanitation of high-touch points between guests. Hand sanitizer will be available for guest use on every shuttle.
- For drive-and-ride experiences, enhanced sanitation of high-touch point areas will be added to the cleaning process between guest use and individual hand sanitizer will be provided to each guest.

Additional Information Related Safety Measures

To demonstrate its dedication to keeping guests and employees safe, The Broadmoor will continue to utilize the following measures:

- Continue to be a participant in the Colorado Five Star Program, as well as the Ecolab Science Certified Program;
- Adhere to mandated directives on both the Federal and State levels, including the use of PPE and utilizing CDC and State guidelines to reevaluate operational protocols;
- Utilize professional products and tools approved by the Environmental Protection Agency as effective against COVID-19;
- Enforce protocols if a guest becomes ill;
- Maintain guest tracking of name, dining duration and party size for 60 days for each restaurant;
- Mandate employee training with defined and updated personal hygiene standards, including proper handwashing procedures and required changing/disposal of PPE based on position and/or mandates;
- Provide hand sanitizing stations throughout guest areas, including front desks, lobbies, elevator banks, function spaces, restaurants, shuttles, etc.;
- Provide hand sanitizing stations throughout employee areas, including restrooms, time clocks, kitchens, employee cafeteria, etc.;
- Continue to use appropriate signage throughout properties to remind guests of required social distancing based on each area, including, but not limited to, elevators, escalators, public spaces, function spaces, etc.;
- Mandate social distancing for staff members, in addition to guests;

- Reduce guestroom printed materials and decorative soft goods to provide a single use environment;
- Disinfect all public spaces, based on group movement, with emphasis on frequent touch surfaces and equipment;
- Disinfect all shared equipment and meeting amenities before and after each use, or provide single-use materials if disinfecting is not feasible;
- Provide bottled water service versus pitcher service for events;
- Disinfect food service stations, service carts, beverage stations, counters, handrails and trays consistently and frequently based on meeting/event agendas;
- Utilize "grab & go" food stations to maintain appropriate social distancing in lieu of buffets and provide condiments in individual packages;
- Ensure coffee/beverages/buffets are served by staff rather than self-serve stations;
- Utilize pre-wrapped or rolled silverware, wrapped straws, and disposable single-use dishware when possible;
- Require frequent handwashing by all staff.

LETTER PROVIDED TO GUEST UPON ARRIVAL

Dear Mr. and Mrs. _____,

Welcome to The Broadmoor! Thank you for choosing to stay with us. With our 5,000 acre campus, we are very fortunate to be surrounded by a natural environment that provides many opportunities for the enjoyment of the great outdoors. We hope that you will be able to explore our expansive grounds and take advantage of the unique beauty of Seven Falls, the thrills of the Soaring Adventure, the fascinating "sport of kings" with the Falconry Academy, or the many miles of hiking trails available in nearby North Cheyenne Canyon.

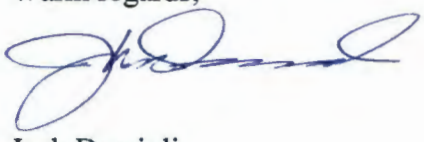
The Broadmoor has implemented enhanced cleaning processes for your room and throughout the resort to make you more comfortable during your stay. These processes are outlined in our Health and Hygiene Guidelines, which can be found on our website at www.broadmoor.com.

As I am sure you aware, the CDC believes COVID-19 is spread mainly by people who are in close contact through coughs, sneezes, or talking. The CDC also believes that it may be possible to get the virus by touching a surface that has the virus on it and then touching your face. All of us – The Broadmoor and you – need to understand and take personal responsibility for the health and safety of ourselves, other guests, and The Broadmoor Team Members. Key among those responsibilities are maintaining social distancing, washing your hands frequently and covering your mouth and nose with a mask when indoors in public space. More information can be found on the CDC's website: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html.

We hope you enjoy your stay with us. Please be an active participant in helping keep The Broadmoor a safe and fun place for all to enjoy by taking your personal responsibility seriously and following Colorado State mandates, CDC guidelines and supporting our Team Members in their efforts.

Please let us know if there is anything we can do to assist you during your visit.

Warm regards,



Jack Damioli
President and CEO

LETTER IN GUEST ROOMS

Dear Distinguished Guest,

It is with gratitude that we welcome you to The Broadmoor. Your loyal patronage is valued and never taken for granted, as we begin our 102nd year of service. Based on today's heightened safety and hygiene awareness, we have enhanced our already elevated standards of cleaning protocols. To further create a sense of security and ensure that our environment fits your level of comfort, we have instituted the following changes:

- While providing luxury service, your guest room has been prepared based on the most stringent guidelines of Housekeeping with CDC and WHO recommendations as the foundation.
- EcoLab hospital-grade cleaning and disinfectant products are utilized on all surfaces and touchpoints.
- As an extra layer of protection, EPA and FDA approved Penetrexx, an antimicrobial coating, has been applied by electrostatic sprayer within our final inspection process.
- Housekeeping Day Service will remain as a standard to freshen your room, but in order to lessen the amount of staff entry, turndown service has been temporarily suspended.
- We will continue to support our Colorado Green efforts, with a three-day linen change, unless otherwise requested.
- Should you wish to forgo Daily Service, please signify by activating your privacy light.
- Ice and bottled waters will be placed during Daily Service.
- All decorative bedding has been removed.
- Single-use, individually wrapped plastic and paper cups have been provided for your convenience.
- The remote control, pen, and umbrella are disinfected and presented in protective coverings.
- Fresh robes are presented and protected by our Laundry and Dry-cleaning cover for each stay.
- Hand sanitizer is included with your bathroom amenities.
    - ***If you travel with and use sanitizing wipes, they are non-flushable.***
- Newspaper delivery has been temporarily suspended; however, Press Reader provides online access to 7,000 newspapers and magazines on your mobile device.
- Our Guest Service Directory, Room Service Menu, and Overview of Dining & Activities are available via your in-room Television *Hotel Menu.*
- Mini Bar items have been removed, allowing a cooler for personal use.
    - Snacks and beverages are available via In Room Dining.
- Expedited checkout is available on your Television Guide *Hotel Menu*, allowing immediate checkout, with your final statement sent to your email address on file.
- "*At Your Service*" is available as a text option to request any additional housekeeping items or hotel services. *Please text* (719) 249-8399.

We trust that all of the aforementioned, combined with our 2020 AAA Housekeeping Award, enhances peace of mind, knowing that your safety, care and comfort are always our top priority. Please do not hesitate to let us know if there is anything further that can be provided to make your stay more enjoyable.

Respectfully yours,

Ann M. Alba

Ann Alba
Vice President and Resident Manager

THE BROADMOOR

HEALTH & HYGIENE PRACTICES

2021

THE BROADMOOR

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 cased 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/

ECOLAB SCIENCE CERTIFIED | Advancing Cleaner, Safer Practices™

Certificate Commitme

VALUED GUESTS

This establishment is committed to ***Advancing Cleaner, Safer Practices*** *through t*
Ecolab Science Certified™ program.

We are proud to work with Ecolab to achieve a higher level of cleanliness comfort of our guests and employees. The Ecolab Science Certified progr comprehensive, science-based sanitation and food safety program that p science-backed products, protocols, training and annual auditing.

Learn more at
sciencecertified.com
or Scan Here

ECOLAB SCIENCE CERTIFIED

Advancing Cleaner, Safer Practices™

Certificate of Commitment

VALUED GUESTS

This establishment is committed to ***Advancing Cleaner, Safer Practices*** *through the Ecolab Science Certified™ program.*

We are proud to work with Ecolab to achieve a higher level of cleanliness for the comfort of our guests and employees. The Ecolab Science Certified program is a comprehensive, science-based public health and food safety program that provides science-backed products, protocols, training and annual auditing.

Learn more at
sciencecertified.com
or Scan Here

HELPING CONSUMERS MOVE FORWARD WITH CONFIDENCE

What is the Ecolab Science Certified program?

A comprehensive, science-based public health and food safety program that helps ensure the right products, programs, procedures and training are in place through an Ecolab independent verification process and partnership. Together, we can help you meet guest and employee expectations and advance cleaner, safer practices.

How will Ecolab Science Certified help my business?

Research shows **people feel more comfortable traveling and dining out again when hotels and restaurants utilize cleaning protocols with hospital disinfectants and independent audits***. The Ecolab Science Certified program can help you meet consumer expectations with comprehensive cleaning solutions including hospital disinfectants, our Ecolab Science Certified verification process performed by EcoSure® and our decades of experience providing cleaning guidance to hotels and restaurants, as well as hospitals and healthcare facilities. Grounded in these capabilities and partnership, the Ecolab Science Certified program provides a **unique opportunity for us to work together to help elevate consumer confidence.**

Ecolab Science Certified Helps Create Consumer Confidence In Four Ways:

Create Clean through the right science-based programs, hospital disinfectants and procedures informed by CDC and FDA guidelines

Check Clean through a periodic verification process to support compliance

Believe Clean through a consumer awareness and education media campaign

See Clean through on-site and digital collateral featuring the Ecolab Science Certified seal

Ecolab Science Certified Seal Process and Areas of Focus:

Step One

Qualify for the Seal
Customer and Ecolab meet to determine if their corporate program qualifies for Ecolab Science Certified seal

Step Two

Verify the Seal
EcoSure® Field Specialists conduct location visits to provide initial verification of implementation of the Ecolab Science Certified program

Step Three

Use the Seal
Ecolab delivers digital and physical Ecolab Science Certified seals to customer to promote use of Ecolab's products and protocols

Step Four

Maintain the Seal
EcoSure® Field Specialists conduct an annual comprehensive hygiene and food safety verification at each location

The annual verification is focused on several key areas:

- **Social distancing and public health:** verifying compliance with federal and local guidelines including social distancing, proper use of PPE and more
- **Cleaning, sanitization and disinfection protocols:** providing coaching and checking compliance in cleaning, sanitizing and disinfecting protocols
- **Food safety essentials:** reinforce and train on food safety best practices and procedures
- **Product and program verification:** verify the right products and programs are in place, and that employee procedures and practices are being followed

Ecolab propr eta consumer research conducted May 2020

WHAT TO EXPECT FROM AN IN-PERSON VERIFICATION

EcoSure®, a division of Ecolab, will conduct a unit level assessment of the use of the Ecolab Science Certified products and protocols at your location. The visit will focus on key aspects of the Ecolab Science Certified program relating to promoting public health, cleanliness, and food safety – helping to create a clean and comfortable environment for your team and guests. The total duration of the visit is expected to be approximately 2.25 to 3 hours depending on the size and amenities offered at your property.

Overview of What to Expect during your Ecolab Science Certified Verification

- Upon arrival to your location, the EcoSure specialist will ask for the person-in-charge, introduce themselves, and explain the overall visit process.
- We recommend the manager walks with the EcoSure specialist during the visit to see firsthand any opportunities that are observed.
- The EcoSure specialist will provide coaching during the visit on opportunities observed to help you take corrective action as needed.
- A debrief will be conducted at the end of the visit with a summary of opportunities identified.
- A full report will be emailed to the unit email address within two business days of the verification.

Your EcoSure representative will reach out with more information regarding the upcoming verification

CHECK CLEAN

ECOLAB SCIENCE CERTIFIED AUDIT

PUBLIC HEALTH (COVID)

- ✓ **Health Policy** available that addresses **COVID-19** symptoms
- ✓ Policy in place should **a manager or employee become ill or diagnosed**
- ✓ **Well checks** in place
- ✓ When **masks** are worn by employees, they **are worn correctly**
- ✓ **Social distancing measures** taken in guest and non-guest areas
- ✓ **Required signage** posted, i.e. social distancing, capacity limits
- ✓ **Proper Hand washing and Personal Hygiene**
  - ✓ Hands are washed properly at appropriate times
  - ✓ Hand wash sinks available and fully stocked for guests and employees
- ✓ **Hand sanitizer** is available where hand sinks are not available or convenient
- ✓ Procedures implemented to reduce risk of contamination at **self-service areas**
- ✓ **Bio-hazard clean-up** procedures and kit available
- ✓ **Pest Free** Environment
- ✓ Most Recent **Health Inspection Violations Corrected**
- ✓ **No Imminent Health Hazards**

FOOD SAFETY ESSENTIALS

- ✓ **Manager certification**
- ✓ **Temperature** compliance **actively monitored** and verified
- ✓ **Cross contamination** prevention
- ✓ **Storage and Prep**
  - Proper food **storage levels**/hierarchy
  - **Gloves** used properly

DISINFECTING, CLEANING AND SANITIZING

- ✓ **Observe process of cleaning and disinfecting procedures in guest room**
- ✓ **Disinfectant suitable for use against coronavirus/SARS-CoV-2 is available**
- ✓ **Employees trained** on how to properly use **disinfectant**
- ✓ Guest area **high touch points** disinfected at regular intervals
- ✓ Guest **area shared objects** are disinfected in between each use
- ✓ **Proper chemicals available**
- ✓ Chemicals properly **labeled and stored**, SDS available
- ✓ **Dining room** disinfection and cleanliness
- ✓ **Food contact** equipment and surfaces **cleaned and sanitized**
- ✓ **Proper** chemical / hot water **sanitizing**
- ✓ **Wiping cloths** used and stored properly

- ✓ Facility
  - **Guest Rooms**
  - **Lobby / Restrooms / Public Area**
  - **Pool / Spa**
  - **Fitness Area**
  - **Breakfast Area / Café / Bar**
  - **Laundry Area**
  - **Employee Breakroom**
  - **Bell Stand / Luggage storage area**
  - **Valet Area**
  - **Transportation Area**
  - **Dining Room**
  - **Bar**
  - **Outside Area**
  - **Full Spa**
  - **Childcare / Mothers Rooms**
  - **Convention / Conference Room**

ECOLAB

As of 12/06/2020

Not inclusive of all audit questions Language simplified from actual audit

Sanitizing & Disinfecting
IN FOODSERVICE

Ecolab offers EPA-registered solutions to streamline cleaning procedures for foodservice operations and help ensure clean, safe and healthy environments.

Sink & Surface Cleaner Sanitizer and Peroxide Multi Surface Cleaner and Disinfectant both offer benefits to manage public health risks when used according to the label. Both products are proven effective against SARS-CoV-2.[1] This guide will provide a quick definition of where and why to use each product.

Sanitizing

REDUCES the number of **BACTERIA** in the environment, significantly.

Disinfecting

DESTROYS or irreversibly inactivates **BACTERIA & VIRUSES.**[1]

FOODSERVICE SOLUTIONS

Sink & Surface Cleaner Sanitizer

Peroxide Multi Surface Cleaner and Disinfectant

	Sink & Surface Cleaner Sanitizer		Peroxide Multi Surface Cleaner and Disinfectant
Where	**FOOD CONTACT SURFACES** Cleans, sanitizes, and kills viruses in 2 steps on food contact surfaces without rinse • Front of House • Back of House • Third Compartment Sink Sanitization		**NON-FOOD CONTACT SURFACES** Cleans, disinfects, and kills viruses in 1 step on non-food contact surfaces • Restrooms • High Touchpoints • Glass
Why	**2-IN-1 CLEANER & SANITIZER** • Broad foodservice applications including food contact surfaces and third compartment sink sanitization • Meets FDA Food Code requirements • No PPE required (at use dilution)		**3-IN-1 CLEANER & DISINFECTANT** • One product to disinfect and clean multiple hard surfaces to help make your cleaning process easier • Streak-free performance on hard surfaces and glass • No PPE required (at use dilution and when using a spray bottle application)
Efficacy	**CONFIDENCE IN CLEAN** • Kills SARS-CoV-2 in 15 seconds[2] • Kills Norovirus, common cold and flu viruses in 30 seconds[1] • Sanitizes bacteria that causes foodborne illnesses in 1 minute		**CONFIDENCE IN CLEAN** • Kills SARS-CoV-2 in 30 seconds[3] • Kills Norovirus in 45 seconds[4] • Hospital disinfection in 3-5 minutes[4]

When used according to label.
Refer to label for complete use instructions. [illegible] approved by EPA. [illegible]
[illegible] When used according to the directions for use. Refer to EPA master label under [illegible] EPA and approved by [illegible]
[illegible] When used according to the directions for use. Refer to EPA master label under [illegible]

ECOLAB

PRODUCT APPLICATION

FOOD CONTACT SURFACES

Front of House
Tables, Bar Tops

Back of House
Food Prep Areas, Tables, 3rd Sink

Sink & Surface Cleaner Sanitizer

NON-FOOD CONTACT SURFACES

Restrooms
Toilets/Urinals, Tile, Sinks, Stall Doors

High Touchpoints
Entry Doors, Greeter Stations, Waiting Areas

Glass
Windows, Mirrors, Plexiglass

Peroxide Multi Surface Cleaner and Disinfectant

PRODUCT COMPARISON

	Sink & Surface Cleaner Sanitizer	Peroxide Multi Surface Cleaner and Disinfectant
Cleaner	✓	✓
Food Contact Sanitizer	✓	✗
Disinfectant[1]	✗	✓
SARS-CoV-2 Kill Claim[2]	15 SECONDS	30 SECONDS
Norovirus Kill Claim	30 SECONDS	45 SECONDS[3]
No rinse required on food contact surfaces	✓	✗
3rd Sink Application	✓	✗
Glass Cleaner	✗	✓
EPA Registered	EPA Reg. No. 1677-260	EPA Reg. No. 1677-238
No PPE Required (at use dilution)	✓	✓[4]
	Ecolab.com/SinkSurfaceSanitizer	Ecolab.com/PeroxideMSCD

ECOLAB

GUEST ROOM AND PUBLIC SPACE HARD SURFACE PRODUCT.

Easily Disinfect Hard Surfaces and Optimize Your Operations

Peroxide Multi Surface Cleaner and Disinfectant

This single solution has demonstrated ability to deliver multiple benefits.

- **Disinfects in 3-5 minutes*** with hospital disinfection claims
  - **Kills SARS-CoV-2** in 30 seconds*
  - **Kills Norovirus** in 45 seconds*
- Approved for use in **electrostatic spraying***
- One product to disinfect and clean multiple surfaces to help make your **cleaning process easier**
- **Fresh and clean scent**

3-IN-1:
Hard Surface Cleaner
Glass Cleaner
Disinfectant

EPA-Reg. No. 1677-238

*When used according to the directions for use. Refer to EPA master label under #1677-238

CLEANING AND DISINFECTING SOLUTIONS

ECOLAB®

Peroxide Multi Surface Cleaner and Disinfectant

- **Quickly disinfects high-touch-points**
  - Kills SARS-CoV-2 in 30 seconds*
  - Kills Norovirus in 45 seconds*
  - Hospital disinfection claims with 3-5 minute kill time*
  - Effective against emerging viral pathogens after the CDC has declared an outbreak*
- **3-IN-1 product simplifies the cleaning process and creates operational efficiency**
  - Streak-free performance on hard surfaces and glass
  - Reduces total number of cleaning products needed
  - Fresh and clean scent
  - No PPE required when using a spray bottle and when diluted according to label directions
- **Broad efficacy against:**
  - Influenza A and B Virus
  - *Salmonella enterica*
  - MRSA
  - HIV
  - Canine Parvovirus
  - Other organisms*

Kills SARS-CoV-2 in 30 seconds*
Kills Norovirus in 45 seconds*
Fresh and clean scent

PRODUCT NAME	SIZE	SKU
Peroxide Multi Surface Cleaner and Disinfectant (Oasis Pro)	2 x 2 L	6100791
Peroxide Multi Surface Cleaner and Disinfectant (QC)	2 x 1.3 L	6100792
Peroxide Multi Surface Cleaner and Disinfectant (Oasis)	2 GAL	6100693

** When used according to the directions for use. Refer to EPA master label under #1677-238*

Contact your **Ecolab Representative** or call **1 800 35 CLEAN** for more information.

1 Ecolab Place St. Paul, MN 55102
www.ecolab.com 1 800 35 CLEAN

ECOLAB

Jack Damioli

To: Sam Bumgarner
Subject: RE: (External) Re: EcoSure-Ecolab Science Certified Next Steps

Hand Sanitizer for guest use available at stations in all public space at the resort.

Business wire news release:

https://www.businesswire.com/news/home/20201030005381/en/Ecolab-No-Rinse-Sanitizer-Kills-COVID-19-Virus-Faster-Than-Any-Other-Product

Press release:

https://www.epa.gov/pesticide-registration/list-n-advanced-search-page-disinfectants-coronavirus-covid-19

EPA Registration Number	Active Ingredient(s)	Product Name	Company	Contact Time (in minutes)
1677-260	Dodecylbenzenesulfonic acid; L-Lactic acid	S&S Sanitizer	Ecolab Inc	0.25 (15 seconds)

Showing 1 to 1 of 1 entries (filtered from 504 total entries) Previous 1 Next

Well played Sam!

Grateful,

Eric Eilbacher
SENIOR CORPORATE ACCOUNT MANAGER
COLORADO

ECOLAB 5660 GREENWOOD PLAZA BLVD., SUITE 230 GREENWOOD VILLAGE, CO 80111
M 617 797 1687 **E** Eric.Eilbacher@Ecolab.com

ECOSURE HOSPITALITY CAPABILITIES OVERVIEW

*Insight. Action. Results.*SM

ECOLAB | EcoSure

OCTOBER 2020

COMPREHENSIVE SOLUTIONS FOR LODGING

COMPREHENSIVE SOLUTIONS FOR LODGING

DAZO Cleaning Verification

- Rapid verification solution
- Training
- Self-Assessment
- Verification Assessments

Guest Experience

- Based on proven programs for leading brands
- Guest Rooms
- Public Areas
- Foodservice Front of House

Food Safety

- Industry-leading EcoSure solution
- Food Code and HACCP Principles
- Root Cause Analysis
- Teaching and Coaching

Pool and Spa

- Based on US CDC Model Aquatic Health Code
- Drive Regulatory Compliance
- Ensure Guest Safety

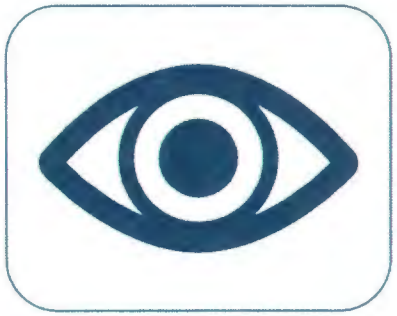
Guest & Team Member Safety

- Focused on OSHA Compliance
- Industry Best Practices
- Common Injuries and Risk Points

Fully Customizable Solutions to Protect Your Brand, Team Members, and Guests

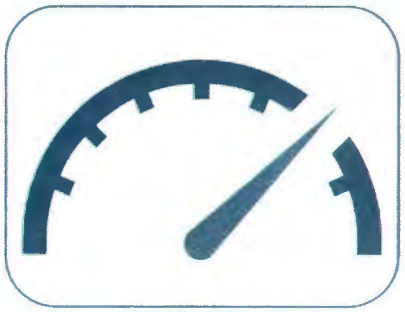
ECOLAB | EcoSure

CUSTOMER BENEFITS



Assurance & Verification

- Provide visibility into what your guests see and experience
- Validate operating processes and brand standard
- Identify key gaps & root cause



Performance Tracking

- Measure results and provide visual backup
- Track and trend results over time
- Industry benchmarking

Support & Solution

- Fix the problems proactively
- Improve guest confidence & satisfaction
- Empower employees to execute brand standard consistently

Brand Reputation

Guest Confidence & Satisfaction

Sales Growth & Profitability

Food Safety & Public Health

ECOSURE LODGING ASSESSMENT

FORM OVERVIEW

LODGING GUEST EXPERIENCE

Exterior

- Parking Garage/Lots
  - Cleanliness
  - No evidence of nests
  - Parking bumpers clean and in good repair
  - Ticket machine in good repair
  - Lights in good repair
  - Elevators clean and in good repair
  - Proper signage
  - Stairwell cleanliness
  - Railing in good repair
  - Sidewalk cleanliness
  - Waste receptacle are clean and in good condition
  - Valet stand is clean and maintained
  - Proper valet signage
- Exterior General Areas
  - Hotel signage in good repair
  - Building exterior clean and in good repair
  - Proper signage
  - Smoker stations clean
  - Windows are clean and in good repair
  - Entrance is clean and free of obstructions
- Vehicles
  - Shuttle buses clean and in good repair
- Attendants
  - Shuttle bus attendants on duty
  - Shuttle bus attendant uniforms are clean and maintained

LODGING GUEST EXPERIENCE

Interior

- Lobby
  - Light fixtures clean and maintained
  - Furniture clean and in good repair
  - General cleanliness
  - Waste receptacles maintained
  - Odor control
  - Vending machines, ATMs, Parking Pay boxes, Guest phones clean and in good repair
  - Fire safety equipment clean and in good condition
- Front Desk
  - Clean and in good condition
  - Proper signage
  - Attendant uniforms clean and maintained
- Bell Stand
  - Clean and in good condition
- Business Center
  - Cleanliness
  - Furniture clean and in good repair
  - Equipment clean and in good repair
- Guest Laundry
  - Cleanliness
  - Equipment and lighting clean and in good repair
- Meeting Room
  - Cleanliness
  - Equipment, furniture, and lighting clean and in good repair

LODGING GUEST EXPERIENCE

Interior

- Restaurant/Bar
  - General cleanliness
  - Furniture and equipment in good repair
  - Lighting in good repair
- Elite Member Club
  - General cleanliness
  - Furniture and equipment in good repair
  - Computer and television clean and in good repair
- Guest Gym
  - Cleanliness
  - Mirrors clean and in good repair
  - Equipment and mats clean and in good repair
  - Sanitary wipes and towels available and clean
- Elevator
  - Cleanliness
  - Landing matts are clean and in good condition
  - Thresholds free of buildup
  - Touch buttons reachable and clean
  - Odor control
- Hallways
  - Cleanliness
  - Windows and light fixtures clean and in good repair
  - Artwork, décor, furniture clean and in good repair
  - Proper signage
  - Odor control
- Ice Machine
  - Clean and in good repair

LODGING GUEST EXPERIENCE

Room Check

- Common Areas
  - Cleanliness
  - Odor control
  - Locking mechanism and door in good repair
  - Proper signage
  - Windows and drapery clean and in good repair
  - Light fixtures and furniture clean and in good repair
  - Smoke detectors, thermostat, air conditioning in good repair
- Closets
  - Cleanliness
  - Lighting, luggage rack, hangers, and shelving clean and in good repair
  - Iron and board available, clean and in good repair
  - Extra blankets and pillows available and in good condition
- Bathroom
  - Cleanliness
  - Odor control
  - Décor, shelving, lighting, and ventilation in good condition
  - Toilet clean and in good repair
  - Sink fixtures and mirror clean and in good repair
  - Hairdryer, toiletries and towels available and clean

LODGING GUEST EXPERIENCE

Room Check

- Beds
  - Beds made
  - Sheets, pillows, blankets, bed skirts, and covering clean and in good condition
  - Mattresses and box spring clean and in good condition
- Furnishings
  - All furniture clean and in good condition
  - Wastebaskets clean and maintained
  - Equipment clean and in good repair
  - Coffee, tea, minibar supplies, available
- Balcony
  - Doors and windows clean and in good repair

POOL & SPA

Pool and Spa Area

- Fences, walls, gates, and doors clean and in good repair
- Protected electrical wires
- Grab rails and ladders in good repair
- Safety line present
- Proper signage
- Recirculation inlets function and in good repair
- Emergency phone and first aid kit available
- Safety equipment available and in good condition
- Lighting in good repair

POOL & SPA

Water Chemicals and Equipment Room

- Appropriate spa and spa water temperature
- Approved DPD kit
- Proper disinfectant levels
- Proper chlorine level
- Proper Bromine, Cyanuric Acid, PH, Calcium, and Alkalinity levels

- Automated feeder and controller operable
- Flow meter present and operating
- Filter and recirculation pump in good repair and operating
- Chemicals properly labeled, stored, and secured

- Approved Personal Protective Equipment available
- Fire extinguisher accessible and maintained

POOL & SPA

Hygiene Facilities and Records Room

- Used and cleaned equipment separated
- Diaper changing stations present
- Toilets clean and in good repair
- Bathrooms properly stocked
- Rinse showers clean and in good repair

- Operator training certification available onsite
- Lifeguard training certification available onsite
- Valid pool/spa permit
- Operator inspection daily items
- Chemical records

- Emergency action plan available
- Biohazard cleanup kit available
- No imminent health hazard present

FOOD SERVICE GUEST EXPERIENCE

Exterior

Parking Lot/ /Drive-Thru

- Parking lot unclean
- Parking bumpers/stops not present or in poor condition
- Drive thru lane and window not clean and in poor condition
- Striping/marking worn, not clearly visible
- Drive thru lane and parking lot paving sealant in poor condition
- Graffiti present

Patio

- Patio tables and chairs in poor condition and not clean
- Patio cracked, damaged or otherwise presents a safety hazard
- Umbrella not secure to base
- Spills present and not cleaned in a timely manner
- Patio has excessive or large dark stains

Building

- Building exterior walls and roof in poor condition or not clean
- Windows and doors in poor condition or not clean
- Graffiti present
- Door glass or fame not clean
- Door threshold or hinges in poor condition
- Door handles loose

Dining room

- Lobby in poor condition, unclean, or not organized
- Handrails not clean or in poor condition
- Condiment station or beverage station not stocked or dirty
- High-chair(s), booster seat(s) and/or infant sling(s) unstable
- Offensive odor

FOOD SERVICE GUEST EXPERIENCE

- Dining room walls not clean
- Entrance / vestibule walls in poor condition

Self-Service/Menus

- Menu board not clean or unreadable
- Card reader not clean
- Cords not clean
- Menu board frame is damaged
- Menu board not easily readable
- Hand-held menu in poor condition
- Canisters, caddies, dispensers, etc. not clean

Restrooms

- Restroom not clean or fixtures in poor repair or not functioning properly
- Restroom is not fully stocked
- Hand sink not clean
- Standing water present on floors
- Restroom drains in poor condition
- Restroom vents in poor condition
- Changing table in poor condition
- Toilet/urinal otherwise in poor condition

Employees

- Guests not greeted promptly or waiting for long periods of time without acknowledgement from team members
- Uniform(s) or Aprons not clean or do not meet standards
- Team members are not friendly
- Team members not making eye contact with guests

FOOD SAFETY

Demonstration of Knowledge

- Manager not certified by accredited program
- Any food handler employee, who has been employed more than 30 days, does not have a valid Food Handler Card where required
- Facility does not have required documentation.
- Shell stock tags do not contain proper information and are not held for 90 days after container is emptied
- Temperatures not recorded
- The health department permit is not posted (where required) or is not available at the facility
- There is no documented Allergen policy or the manager cannot respond sufficiently to questions about common allergens

Employee Health and Good Hygienic Practices

- An employee is working while sick or symptomatic and the manager has not properly restricted/excluded them from food service task
- No procedures are in place for the clean-up of vomiting and diarrheal events
- A fully stocked biohazard kit is not available
- Employee observed smoking or chewing gum
- Required employee not wearing a hair restraint

Control of Hands as a Vehicle of Contamination

- Improper hand washing technique
- Employee observed having bare-hand contact with ready-to-eat food
- Towels not available at kitchen hand washing sink

Approved Source

- Prepared food from street markets being served or for sale
- Foods prepared/canned in non-licensed "cottage" kitchens
- Delivery accepted at improper temperature

FOOD SAFETY

Protection from Contamination

- Improper hierarchy in coolers
- Improper hierarchy in freezer for products out of original packaging
- Open bags or other packaging are not closed or in a covered container.
- Food and food supplies not stored 6" above the floor
- Raw fruits/vegetables not washed before prep or service
- Equipment, utensils, and food contact surfaces are not cleaned and sanitized prior to food preparation
- Equipment is chipped or broken
- Floors are not maintained clean

Time/Temperature Control for Safety (PHF)

- Ingredient was not cooked to the proper temperature based on the ingredient type
- Foods are reheated <165° F (74°C)
- Two minutes not allowed after cooking/reheating before service
- All salad/sandwich/reconstituted items are not cooled to < 41°F (5°C) within 4 hours.
- Any TCS food in cold holding is > 41° F (5°C)
- A thermometer is not present
- Original packaging or Working container not labeled

Chemicals

- Chemicals stored uncapped or uncovered
- A container that was previously used to store chemicals is now used to store food
- Water of ≥100° F (38°C) not present at hand washing sinks
- Water of ≥110° F (43°C) not present at utility sinks
- Mops are not stored properly to allow proper drying

WORKPLACE SAFETY

Slips and Trips

- No slip resistant shoe program in place or Team member not wearing slip resistant shoes
- Ice/snow not removed within 2 hours after end of snow/ice fall
- No non-slip floor mats present in sink areas, food prep areas, fryers, or walk-in refrigerators or freezers
- Mopping done at improper times/mopping large areas all at once
- Wet floor signs are not present or not placed appropriately to give customers and employees adequate warning

Sprains and Strains

- Employees are not properly trained on lifting/carrying of supplies/equipment
- Heavy items stored on top shelves or on bottom shelves

Cuts and Burns

- Appropriate personal protective equipment not present or in poor condition
- Fans without protective covering present
- Trash compactor(s) present with no emergency shut down or without a safety guard in place
- Knives or sharp utensils stored improperly
- Slicers in poor condition or nicks on blade edge of slicer

Chemical Safety

- No Hazard Communication Program in place or binder not present
- No Chemical Hazards training done or no documentation available
- Improper or no label found on chemical container/spray bottle
- Compressed gas cylinders in poor condition

WORKPLACE SAFETY

Ladder Safety

- No ladder inspection program in place or no documentation available
- Cracks found in portable ladder rungs
- Portable ladders lacking slip resistant bases

Fire and Electrical Safety

- Fire extinguisher blocked or not easily accessible to employees or no signage posted at fire extinguisher location
- No automatic extinguishing system in place or not inspected/serviced
- Fire alarm is not tested every 2 months, or no documentation is available
- Electrical cords showing signs of cracks, gouges or melting
- Employees are not trained on basic electrical safety or no documentation available

Entrapment and Means of Egress

- Facility/Restaurant exits do not open outward
- Emergency exiting impeded by alarm device
- No signage present warning vehicles of pedestrian traffic
- Walk-in cooler/freezer with lockable door does not have an internal door release latch or in poor condition
- No, Insufficient, or Non-functional emergency lighting in kitchen or dining areas

Emergency Training

- No emergency assignment plan or no documentation of it in place
- No first aid kit present or not accessible or not fully stocked
- Manager unaware of procedure to report within 24 hours any injuries sustained in the facility/restaurant


ECOLAB®
EcoSure®

ECOSURE-HOSPITALITY ASSESSMENT PROGRAM

EVALUATING CONSISTENTLY, SAFELY AND EFFICIENTLY

THE BROADMOOR

ECOLAB | EcoSure

NOVEMBER 2, 2020

ECOSURE PROGRAM

- Leverage EcoSure's Standard Hospitality Assessment
  - Standardized Form, training and Scoring
- Visit Lengths
  - Estimated TOS 35 Hours
- Frequency
  - Quarterly Visits
- First Round of Visits Scheduled for Training
- Re-Assessments for Underperforming Locations(optional)
- 100-minus Scoring
- All Visits Focused on:
  - Finding the Root Cause
  - Explaining the "Why"
  - Closing the Loop to Prevent Future Issues

PROGRAM PRICING

Hospitality assessment Program

Location	Contract Term	Number Audits Per Location Per Year	Approximate Time on site	Price per Hour	Estimated cost per visit
The Broadmoor	3 Year	4	35 hours	$121.00	$4,235

Pricing is inclusive of the following items:

1) Design, Build, and Use of Standard EcoSure Food Safety and Brand Standards Assessment Form
2) Program training
3) Use of EcoSure standard dashboard with online and push reporting capabilities
4) Use of Corrective Action Management tool by location
5) Bi-Annual business reviews to assess progress towards goals
6) All costs associated with regular audits and re-audits

RESTAURANTS

1. PLAY Bowling Alley at The Broadmoor
2. Ristorante del Lago & Bar
3. Natural Epicurean
4. Restaurant 1858
5. The Lake Terrace Pool Café
6. Summit
7. Golden Bee
8. The Grille
9. Penrose Room
10. Hotel Bar
11. Lake Terrace Dining Room
12. Café Julie's
13. La Taverne

SHOPS & GALLERIES

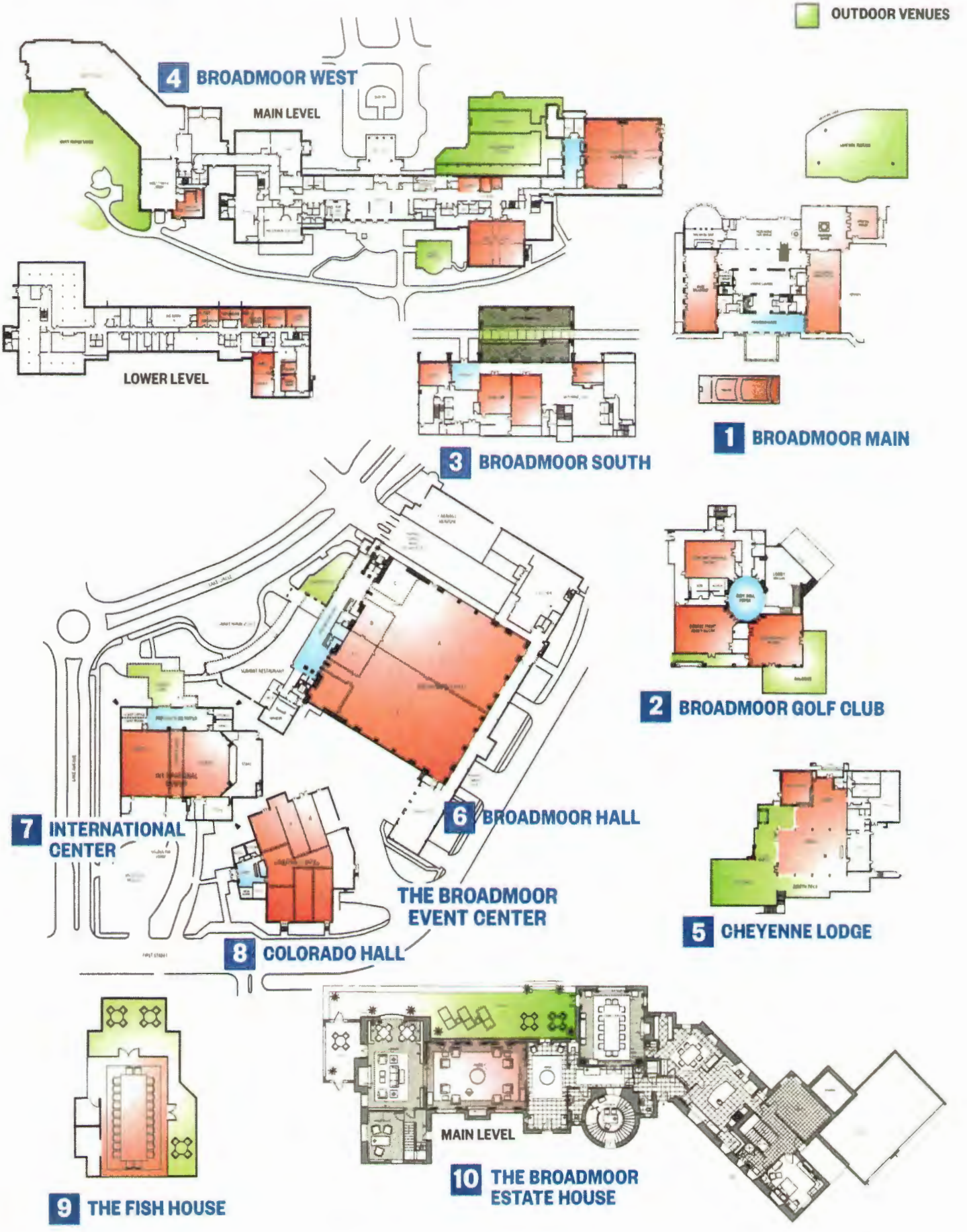
A.-B. Peter Millar Shop
C. The Broadmoor Jewelry Company
D. The Great Republic
E. The Boutique at The Broadmoor
F. Yarid's Shoes
G. The Broadmoor Western and Wildlife Gallery
H. Signature Shop
I. Strata
J. Gibson's Mineral Gallery
K. The Broadmoor Traditional Gallery
L. Rutledge's
M. Base Camp
N. Fitness Shop
O. The Broadmoor Golf Shop
P. Salon Shop
Q. The Broadmoor Tennis Shop
R. The Broadmoor Shop

CONFERENCE ROOMS

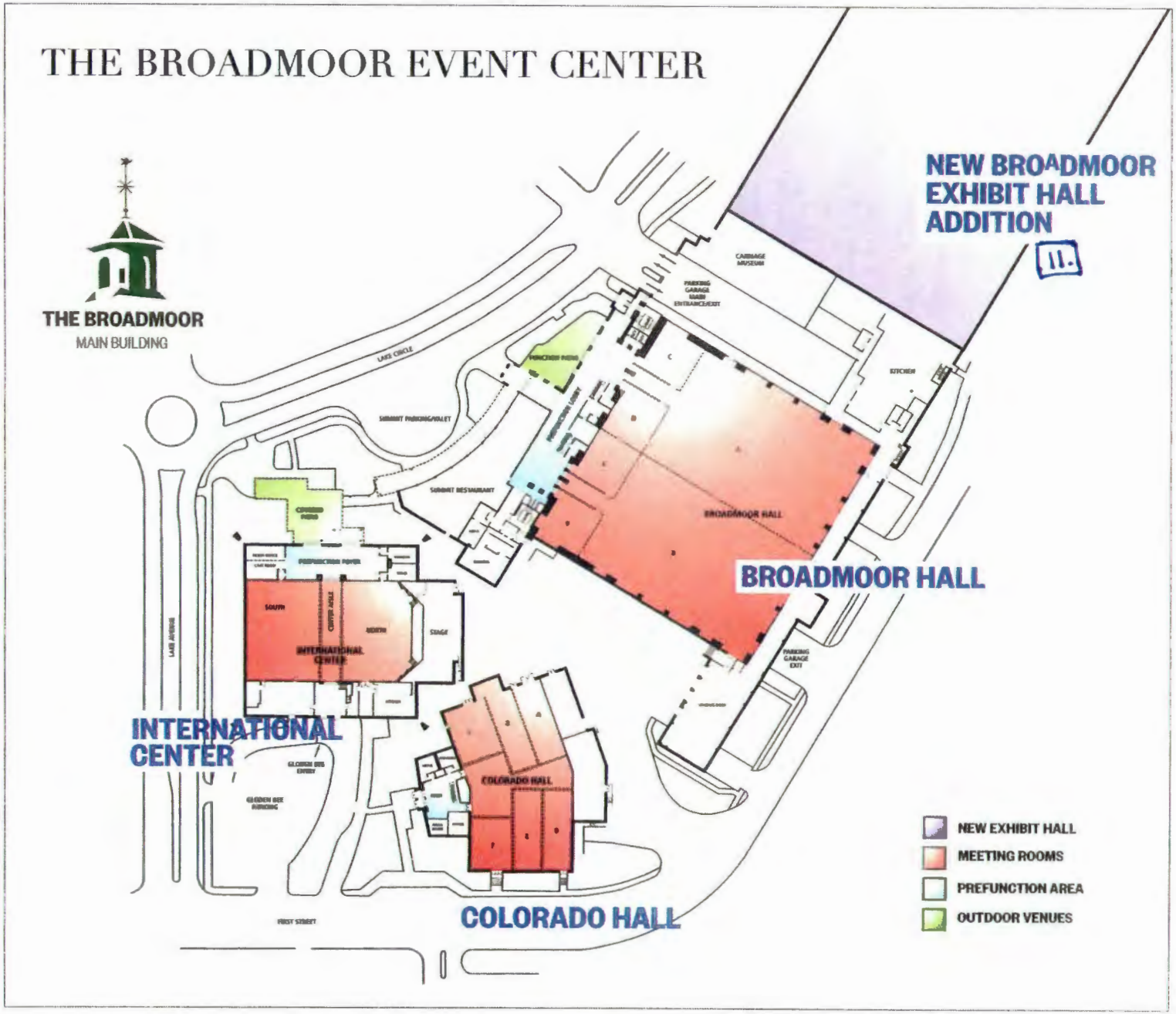
1. Broadmoor Main
2. Spa, Golf, and Tennis Complex
3. Broadmoor South
4. Broadmoor West
5. Cheyenne Lodge/ Mountain Clubhouse
6. Broadmoor Hall
7. International Center
8. Colorado Hall
9. The Fish House
10. The Broadmoor Estate House
11. Bartolin Hall

For more information and current hours, please dial Ext. 5705 or visit broadmoor.com

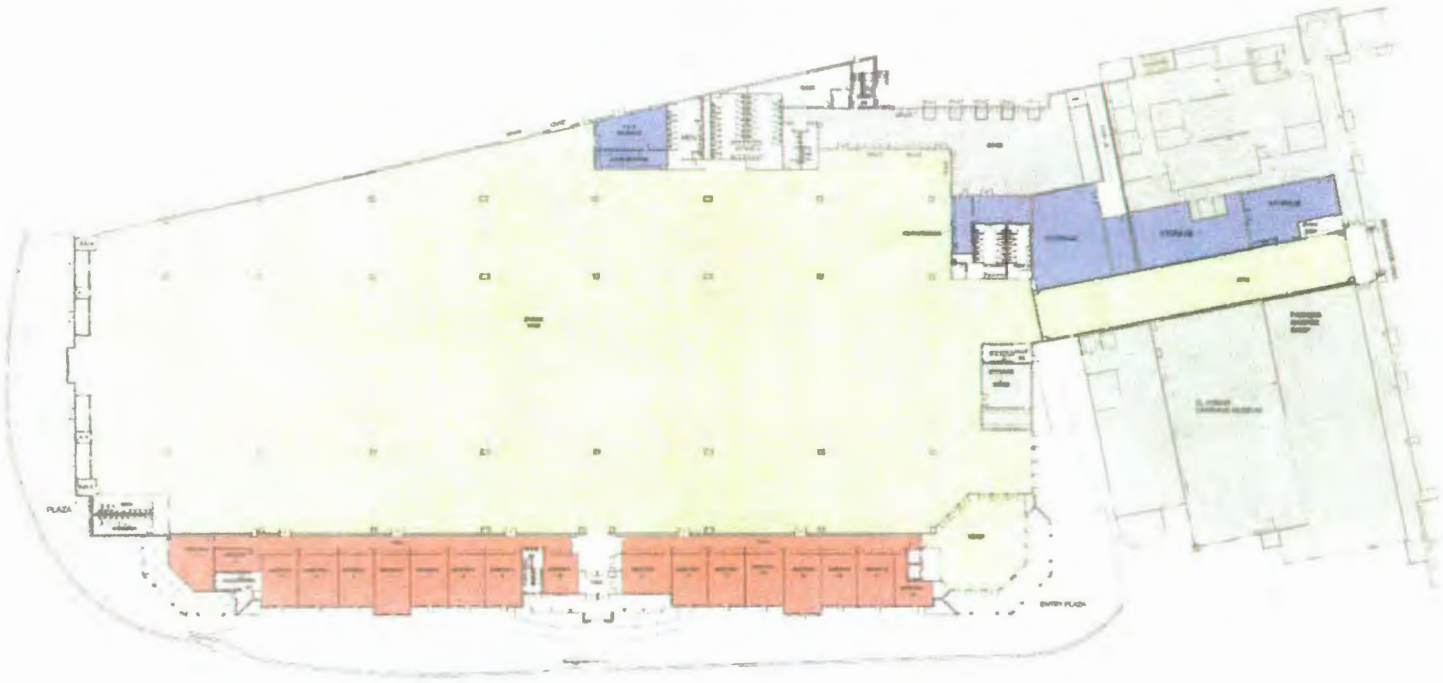
MEETING ROOM LAYOUTS



THE BROADMOOR EVENT CENTER



THE BROADMOOR
1 LAKE AVENUE • COLORADO SPRINGS, CO 80906 • BROADMOOR.COM



FIRST FLOOR
PLAN

SECOND FLOOR
PLAN

SOCIAL DISTANCING MEETING ROOM SPECIFICATIONS

THE BROADMOOR

LOCATION
- 15 min from Colorado Springs Airport
- 75 min from Denver International Airport

AWARDS
- Forbes Five-Star
- AAA Five-Diamond
- Meetings & Conventions Gold Key
- Successful Meetings Pinnacle

Additional awards available upon request

AMENITIES & SERVICES
- 784 units including 115 suites, 44 cottage bedrooms
- 13 cabins at The Ranch at Emerald Valley
- 22 cabins and lodge rooms at Cloud Camp
- Fly Fishing Camp with seven cabins/ eight bedrooms
- The Broadmoor Estate House
- Two Broadmoor Brownstones
- 20 dining, café and lounge options
- 26 specialty boutiques
- Five tennis courts and three Pickleball courts

BROADMOOR OUTFITTERS & BASE CAMP
- Zip Lining
- Falconry
- Hiking and Rock Climbing
- Horseback Riding
- Mountain Biking
- Fly Fishing
- Scavenger Hunts, team building, and laser tag

THE SPA AT THE BROADMOOR
- 43,000 square feet
- 40 treatment rooms
- European ambiance
- Facilities for men and women
- State-of-the-art fitness center
- Full service salon
- Signature spa products

ON-SITE GOLF
- 54 holes of championship golf designed by Donald Ross, Robert Trent Jones, Sr., and Nicklaus Design
- Site of the 2018 U.S. Senior Open, 2011 U.S. Women's Open, 2008 U.S. Senior Open, eight USGA Championships, and 22 other major Tournaments

MEETING & CONVENTION FACILITIES
- Over 315,000 total square feet
- Group capability of up to 12,500
- Over 875 underground parking spaces
- Full-service audio/visual on site
- Fully wired for high-speed internet, phone, power and sound
- Business center
- 1,500 square feet of meeting space at Cloud Camp

BROADMOOR HALL
- 60,000 square feet, divisible up to 6 sections
- 5,500 square foot foyer
- Flexible, pillarless, fully carpeted with 25' ceilings
- Capacity for 330 booths
- Convenient 3-bay covered loading docks
- State-of-the-art lighting
- Vehicle drive-in and drive-out
- Wireless internet access
- Two permanent registration desks
- Four staff offices

MEETING ROOM	THEATER STYLE 3' Spacing	SCHOOL ROOM - 2 PER 6'	HOLLOW SQUARE/ CONFERENCE 2 PER 6'	TRADITIONAL RECEPTION	BANQUET 10 TOP	LENGTH	WIDTH	HEIGHT	TOTAL SQUARE FEET
1 | BROADMOOR MAIN									
Main Ballroom	152	152	52	275	200	89	35	14	3,115
Pompeiian	-	-	-	150	60	98	19	14	1,862
LL Lake Terrace Dining Room	-	-	-	205	200	88	35	14	3,080
Fountain Room	-	-	-	106	80	40	40	14	1,600
Crystal	36	36	28	80	60	40	30	12	1,089
Lake Terrace Dining Room/Fountain	-	-	-	311	280	-	-	-	4,680
El Pomar	-	-	12	-	-	42	30	10	1,260
Theater	140	-	-	-	-	77	34	14	2,618
Main Pool	-	-	-	-	690	75	140	Outdoor	10,500
Lakeside Terrace	-	-	-	400	200	40	80	Outdoor	3,200
2 | BROADMOOR SPA AND GOLF CLUB									
Donald Ross	32	80	32	135	100	45	45	10	2,025
Robert Trent Jones, Sr.	44	66	44	134	90	48	42	10	2,016
Dow Finsterwald	22	52	22	90	70	43	32	10	1,376
Judy Bell Foyer	-	-	-	-	-	40'	30'	10	940
Golf Club Porch	-	-	-	60	-	27'	23'	10	621
Championship Patio	-	-	-	300	210	116'	39'	10	4,524
Fish House	-	-	12	-	24	34'	23'	10'	782
3 | BROADMOOR SOUTH									
Farney Boardroom	-	-	14	-	-	27	17	11	459
Russell Boardroom	-	-	12	-	-	21	26	11	546
Schreyvogel Room	16	32	16	82	60	46	27	11	1,242
Remmington Room	16	32	16	63	40	35	27	11	945
South Terrace	-	-	-	100	50	53	90	Outdoor	4,770
4 | BROADMOOR WEST									
Rocky Mountain Ballroom	392	392	92	705	500	108	98	16	10,584
Rocky Mountain AB Aisle or CD Aisle	210	210	68	400	270	108	54	16	5,832
Rocky Mountain AB or CD	174	174	60	300	210	108	44	16	4,752
Rocky A, B, C, or D	72	72	40	158	100	54	44	16	2,376
Rocky Mountain Foyer	-	-	-	272		28	68	16	1,904
West Ballroom	210	210	68	310	310	75	62	9'6"	4,650
West Ballroom AB Aisle or CD Aisle	108	108	52	185	190	63	48'	10"	3,024
Section AB or CD	80	80	44	135	150	63	32'	9'6"	2,016
Section A, B, C, or D	40	40	24	70	90	31	32'	9'6"	992
McGrew	20	20	16	50	40	30	23'	10	660
Ufer	9	8	8	-	-	15	18'	10	270
Delano	12	12	12	-	-	15	21	10	315
Divide I & II	72	72	44	-	-	72	27	9.5	1,944
Divide I	36	36	20	-	-	38	27	9.5	1,026
Divide II	36	36	24	-	-	34	27	9.5	918
Cascade	11	10	8	-	-	21	17	9.5	357
Cripple Creek	12	12	8	-	-	21	20	9.5	420
Louis Stratta	24	24	16	-	-	29	26	10	754
Champions	24	24	16	-	-	30	22	10	660
Cheyenne Mountain	12	10	10	-	-	15	26	10	390
Bailey	12	10	10	-	-	15	26	10	390
Cheyenne/Bailey	28	28	16	-	-	30	26	10	780
Prohibition	9	8	8	-	-	16	16	10	256
Academy	12	10	10	-	-	14	26	10	364
Carnation	12	10	10	-	-	14	26	10	364
Academy/Carnation	28	28	16	-	-	28	26	10	728
Gaylord Boardroom	-	-	12	-	-	56	36	10.5	1,288
Mountain View Terrace	-	-	-	375	250	77	88	Outdoor	7,916
West Terrace	-	-	-	120	80	40	50	Outdoor	200
West Tower Lawn	-	-	-	800	600	100	180	Outdoor	15,000
5 | CHEYENNE LODGE & MOUNTAIN CLUBHOUSE									
Cheynne Lodge	-	-	-	420	300	77	82	24	6,314
Cheyenne Lodge Patio	-	-	-	-		60	40	Outdoor	2,400
Mountain Clubhouse	-	-	-	133	80	69	42	Outdoor	2,000
Mountain Clubhouse Patio	-	-	-	50	-	75	84	Outdoor	6,300
Mountain Clubhouse Lawn	-	-	-	300	200	75	72	Outdoor	5,400

BARTOLIN HALL

- 125,000 total square feet
- 93,500 total gross show floor square feet
- 25 foot high ceilings
- 32 meeting rooms
- Six bays for load in/out

6 | BROADMOOR HALL									
Broadmoor Hall	1,800	1,800	-	4,000	3,500	250	240	25	60,000
Ballroom ACD or BEF	900	900	-	2,000	2,000	250	120	25	30,000
Ballroom A or B	656	656	-	1,600	1,600	200	120	25	24,000
Sections C,D,E or F	76	76	44	163	120	47	52	25	2,444
Section DE	178	178	76	325	250	47	104	25	4,888
Registration	-	-	-	-	-	20	40	9.5	800
Broadmoor Hall A Reg Area	-	-	-	-	-	-	-	-	511
Broadmoor Hall B Reg Area	-	-	-	-	-	-	-	-	655
Show Office A	12	-	8	-	-	19	15	8	285
Show Office B	12	-	8	-	-	21	18	8	318
Pre-Function Area	-	-	-	367	-	34	162	14	5,508
Pre-Function Area	-	-	-	250	-	87	36	Outdoor	3,132
Centennial Room	12	-	8	-	-	31	13	8'	403
7 | INTERNATIONAL CENTER									
International Center	616	616	-	970	900	160	91	35	14,560
International Center North	242	242	70	400	340	68	91	35	6,188
International Center North & Aisle	352	352	82	540	470	89	91	35	8,099
International Center South	264	264	78	430	350	71	91	35	6,461
International Center Aisle	-	-	-	127	-	21	91	25	1,911
International Center Foyer	-	-	-	455	-	110	29	25	3,190
International Center Patio	-	-	-	-	-	60	72	Outdoor	4,320
8 | COLORADO HALL									
Colorado Hall	470	470	-	990	900	150	99	15	14,850
Colorado Hall A/B/D or E	76	76	48	147	110	69	32	15	2,208
Colorado Hall C or F	44	44	32	117	60	49	36	15	1,764
Colorado Hall AB or DE	126	126	-	285	220	69	62	15	4,278
Colorado Hall ABC or DEF	180	180	-	285	350	69	62	15	4,278
Colorado Hall Center Aisle	-	-	-	252	300	39	97	15	3,783
Colorado Hall Press Room	12	12	8	-	-	23	19	8.5	437
Colorado Hall Office	8	8	8	-	-	21	15	8.5	315
9 | BARTOLIN HALL									
Main Hall	1,310	1,920	-	6,233	3,500	485	192.9	25'	93,500
Meeting E 101	8	8	8	-	10	19'6"	12'8"	10'	247
Meeting E 102	16	16	12	-	20	19'	27'8"	10'	525
Meeting E 103	16	16	12	-	20	18'6"	27'8"	10'	511
Meeting E 104	16	16	12	-	20	18'2"	31'10"	10'	578
Meeting E 105	16	16	12	-	20	19'6"	27'8"	10'	539
Meeting E 106	12	12	12	-	20	17'7"	27'8"	10'	486
Meeting E 107	12	12	12	-	20	17'3"	27'8"	10'	477
Meeting E 108	16	16	12	-	20	26'4"	22'2"	10'	584
Meeting E 109	8	8	8	-	10	17'	22'2"	10'	377
Meeting E 110	12	12	12	-	20	17'6"	27'8"	10'	484
Meeting E 111	16	16	12	-	20	18'5"	27'8"	10'	510
Meeting E 112	16	16	12	-	20	19'	27'8"	10'	525
Meeting E 113	16	16	12	-	20	18'3	32'	10'	584
Meeting E 114	12	12	12	-	20	17'8"	27'8"	10'	489
Meeting E 115	16	16	12	-	20	20'5"	27'8"	10'	564
Meeting E 116	16	16	12	-	20	18'7"	27'8"	10'	515
Meeting E 117	8	8	8	-	10	24'5"	11'8"	10'	285
Meeting E 118	10	10	8	-	10	24'4"	19'7"	10'	413
Meeting E 201	12	12	12	-	20	25'4"	17'8"	10'	448
Meeting E 202	8	8	8	-	10	19'5"	17'8"	10'	343
Meeting E 203	10	10	8	-	10	18'8"	21'8"	10'	405
Meeting E 204	10	10	8	-	10	19'11"	17'8"	10'	352
Meeting E 205	8	8	8	-	10	18'3"	17'8"	10'	322
Meeting E 206	8	8	8	-	10	17'11"	17'8"	10'	316
Meeting E 207	18	18	12	-	30	19'6"	32'3"	10'	628
Meeting E 208	36	36	20	70	30	29'8"	32'3"	10'	956
Meeting E 209	12	12	12	-	20	12'4"	32'3"	10'	397
Meeting E 207 - E 209	72	72	36	133	60	62'2"	32'3"	10'	2,005
Meeting E 210	18	18	12	-	20	34'	18'5"	10'	626
Meeting E 211	18	18	12	-	20	34'	18'4"	10'	623
Meeting E 212	18	18	12	-	20	34'	18'4"	10'	623
Meeting E 210 - E 212	54	54	36	125	60	34'	55'10"	10'	1,898
Meeting E 213	18	18	12	-	20	35'8"	17'4"	10'	618
Meeting E 214	18	18	12	-	20	35'8"	17'4"	10'	618
Meeting E 213 - E 214	40	40	24	85	50	35'8"	35'2"	10'	1,254

The Broadmoor HVAC System Summary

Broadmoor Main

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system brings in outside air to hallways and mixes with guest room air.

Public space has fan coil units. Exhaust/ damper system removes stale air while drawing in fresh air.

Main Ballroom has fan coil units. Exhaust/ damper system removes stale air while drawing in fresh air.

Southlake

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system brings in outside air to hallways and mixes with guest room air.

Southmoor

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system brings in outside air to hallways and mixes with guest room air.

Southeastmoor

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system brings in outside air to hallways and mixes with guest room air.

Broadmoor South

Each guestroom has a fan coil that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Public space has air handler units equipped with an economizer to draw in outside air.

Spa, Golf & Tennis Complex

Roof top air handler units equipped with an economizer to draw in outside air.

Public space has air handler units equipped with an economizer to draw in outside air.

Broadmoor Cottages

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

West Tower

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Public space has air handler units equipped with an economizer to draw in outside air.

Broadmoor West

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Public space has air handler units equipped with an economizer to draw in outside air.

West Ballroom has air handler units equipped with an economizer to draw in outside air.

Rocky Mountain Ballroom has air handler units equipped with an economizer to draw in outside air.

Lakeside Suites

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Public space has fan coil units that run off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Northlake

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Northmoor

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system removes stale air while drawing in outside air.

Northeastmoor

Each guestroom has a fan coil unit that runs off the chiller system for cooling and hot water for heating. Exhaust/ damper system brings in outside air to hallways and mixes with guest room air.

Bartolin Hall

Roof top air handler units equipped with an economizer to draw in outside air.

Broadmoor Hall

Roof top air handler units equipped with an economizer to draw in outside air.

International Center

Roof top air handler units equipped with an economizer to draw in outside air.

Colorado Hall

Roof top air handler units equipped with an economizer to draw in outside air.

Brownstones

Each unit has a residential split system air conditioner.

Estate House

Steam radiator for heating and direct expansion cooling.

Broadmoor Retail

Most retail spaces have an air handler unit equipped with an economizer to draw in fresh air. A couple locations have fan coil units that work in conjunction with an exhaust/ damper system to remove stale air and draw in outside air.

Broadmoor Restaurants

Each restaurant dining area has its own HVAC system that is separate from the kitchens. All of our restaurants have air handler units that are equipped with an economizer to draw in outside air.

El Paso County 5 STAR CERTIFICATION

Permit Enables Modified Indoor Capacities While El Paso County is in Orange level and Increased Capacity Limits in Other Levels on the COVID-19 Dial.

ESTABLISHMENT NAME: The Broadmoor

ADDRESS: 1 Lake Ave

CONTACT: Ann Alba CONTACT PHONE: 719.577-5725

CONTACT EMAIL: Aalba@broadmoor.com

APPROVAL IS HEREBY GRANTED TO THE OWNER/OPERATOR OF THIS ESTABLISHMENT TO RE-OPEN THIS ESTABLISHMENT FOR LIMITED INDOOR BUSINESS FOLLOWING THE AGREED TO CONDITIONS OF THE 5 STAR CERTIFICATION PROGRAM. IF EI PASO COUNTY MOVES TO A LESSER RESTRICTIVE COLOR ON CDPHE'S DIAL, THE HOLDER OF THIS PERMIT MAY OPERATE AT THE INCREASED CAPACITY LEVELS AS AUHTORIZED BY THE 5 STAR PROGRAM. THIS PERMIT MAY BE REVOKED BY EL PASO COUNTY AT ANY TIME IF PROGRAM PROTOCOLS ARE NOT BEING FOLLOWED OR IF CITATIONS OF NON-COMPLIANCE ARE ISSUED.

APPLICATION APPROVED? Yes / No

If Yes, Effective Date: 2-5-2021

BY: _____
Signature of Authorized Permitting Agent

Eric Pendley
Print Name of Authorized Permitting Agent

Permit is invalid unless signed by an authorized agent of El Paso County.

a. If El Paso County sees a significant rise in cases, percent positivity, or hospitalizations, then the program may be suspended. This automatically occurs if the region reaches more than 90% of their county's/RETAC ICU hospital capacity.
b. If the facility is not following the requirements laid out in this permit, this permit may be revoked at the discretion of El Paso County.
c. A copy of this document must be visible to the public at the entrance of the business.
d. To file a complaint with the county, please email 5StarComplaint@elpasoco.com
e. To file a complaint with the state, https://covid19.colorado.gov/five-star-certification--accessed
   Via google form here:
   https://docs.google.com/forms/d/e/1FAIpQLScjgBeMNuu7dm4rG-vg1C0_c1KUZ08I7KrTjjxAMVP4C3SSdg/viewform