



COVID- 19 Coronavirus Update

March 10, 2020

Our Commitment to Safety

As the Coronavirus continues to spread, please be assured that the safety and wellbeing of our staff, our guests and vendors remain our top priority. We have established a Coronavirus Response Team with representation from Human Resources, Security, Operations and Legal to closely monitor the situation and utilize the CDC and WHO as a guiding force.

What Mission Inn Hotel and Spa is currently doing:

- We are requiring our vendors to uphold the same Employee Health Reporting and Travel Policies that we have in place.
- We have established a central location for Coronavirus communication materials. This information will be readily available to all levels of employee.
- We have elevated personal hygiene awareness, stressing proper handwashing techniques and proper etiquette for coughing and sneezing.
- There is increased cleaning and sanitizing of high traffic areas and highly touched areas (counters, sneeze guards, faucets and door handles, etc.).
- We have minimized outside vendor access to minimize contamination risks. This includes sampling of items.
- If an employee is experiencing flu like symptoms, we are advising them to stay home from work. If a member of their immediate family (spouse, child, significant other) is experiencing flu-like symptoms, we are advising them to stay home.
- If an employee, or a member of their immediate family, has traveled to a confirmed area with a known case of Coronavirus, they are instructed to notify Human Resources immediately so appropriate steps can be taken.
- Procuring additional portable hand sanitizer stations for additional employee and guest resources.

What all Mission Inn Employees are doing:

- Staying home if they are sick.
- Adhering to the travel reporting guidelines.
- Practicing the high standards of cleanliness and hygiene that the Mission Inn expects, including proper handwashing and sneeze/cough etiquette.
- Maintaining clean work stations – cleaning and sanitizing as they perform their tasks.

The Response Team will continue to monitor the situation closely and will provide updates as they become available.

Tony Maalouf
Vice President and General Manager