

PLAYBOOK INDEX

1. Terms & Conditions
2. Know Before You Go
3. Registration
4. Attendee Responsibilities
5. Meeting Logistics
6. Hotel COVID-19 Protocols
7. Atlanta COVID-19 Information
8. COVID-19 Testing Locations

1. TERMS & CONDITIONS: Registration / Participation

By registering, participants agree to follow COVID-19 safety protocols throughout the ASHRM Academy event. Protocols may include but are not limited to completing a health screening questionnaire, wearing a mask at all times with the exception if you are actively eating or drinking, keeping 6 feet physical distance from other attendees, frequent hand sanitization. ASHRM reserves the right to cancel the registration for those who refuse to follow identified protocols.

In an effort to stop the spread of COVID-19, we ask you to not attend the in-person events if you are not feeling well; have had close contact with an individual infected with COVID-19 in the last 14 days; or are currently experiencing fever, cough, shortness of breath or other signs of illness.

2. KNOW BEFORE YOU GO:

All attendees are required to fill out the daily health screening questionnaire prior to participating in any sessions or events. The questionnaire will ask attendees if they are fully vaccinated and also if they are experiencing any COVID-19 symptoms. All attendees will have to follow the same protocols even if they have been fully vaccinated. If an attendee refuses to fill out a daily health screening questionnaire, they will not be admitted to the session or event.

3. REGISTRATION:

Upon checking into the hotel, each attendee will receive a welcome packet. This packet will contain the following items:

- (1) reusable face mask
- (4) health screening questionnaire, (1) for each day of the Academy program

Day 1 of program: On the first morning of the ASHRM Academy program, attendees will go to the registration desk located in the Whitley Foyer. Here, they will submit their completed health screening questionnaire (**Addendum A**).

If an attendee submits a health screening questionnaire stating **NO**:

- They will hand in their form to ASHRM staff in exchange for their program badge
- The program badge will be required to be worn throughout the program in order to designate the person as an eligible program participant. Without a badge they will not be permitted to participate in the program.

If an attendee submits a health screening questionnaire stating **YES**:

- The attendee will be asked to go to a specific location and await ASHRM's COVID-19 point person
- ASHRM's COVID-19 point person will review the health screening questionnaire with the attendee and communicate to the attendee that they are unable to participate in the meeting unless they obtain a negative COVID-19 rapid test.
- ASHRM will provide local testing information at this time and further information can be found in **section 8 of the playbook**. Any cost associated with the test will fall solely on the attendee.
 - If the attendee obtains a negative test result, they will be allowed to participate in the program
 - If the attendee refuses to take a test or the result comes back positive, they will not be permitted to participate in the program
 - It is at ASHRM's discretion whether the attendee will be refunded for program fees. ASHRM or the AHA is not responsible for hotel or other travel expenses.

Day 2, 3, 4 of program: On subsequent days of the program, attendees will check-in at the door of their session to submit that day's health screening questionnaire.

- If they continue to state "no", this process will repeat throughout their time at ASHRM Academy
- If a submission changes to "yes", please reference above for required action.

At the conclusion of the Academy ASHRM staff will keep the questionnaires stored in a secure location to refer to if needed at a later date.

4. ATTENDEE RESPONSIBILITIES

- Attendees are required to fill out the daily health screening questionnaire
- Attendees will be required to wear masks throughout the duration of the meeting, excluding times of active eating or drinking
- Attendees will remain socially distanced and adhere to any socially distancing guidelines that are put in place by the CDC, state, city, hotel and ASHRM
- ASHRM encourages attendees to wash or sanitize hands frequently
 - The Whitley will have hand sanitizer available in all event spaces

5. MEETING LOGISTICS

Educational Session Room Sets:

- Each 72" rounds will have (3) chairs and be spaced 6ft away from other tables
- Water pitchers are available on each table to reduce exposure
- Hand sanitizer is available in each event space and throughout the hotel

Food & Beverage:

- Meals will be served in Whitley I, III, IV,V in a deconstructed box lunch fashion
- Servers will administer food to all attendees flowing through a socially distanced queue
- ASHRM encourages attendees to eat as socially distant as possible which includes:
 - Eating in their hotel room
 - Tables placed in Whitley I, III, IV,V for those who wish to eat in the ballroom

Health Screening Questionnaire (*Additional Location*):

- If an attendee does not have their health screening questionnaire, ASHRM will have additional handouts available outside each educational session
 - ASHRM will have sanitized pens available for use

6. HOTEL COVID-19 PROTOCOLS

The Whitley Hotel is part of the Marriott family and because of this will be following the Marriott established COVID-19 Safety guidelines as well as their own local protocols. The Whitley has developed a robust COVID-19 preparedness plan in place to with the health and safety of all hotel guest and meeting attendees in mind. Highlights of the plan are listed below and the entire plan can be found in **Addendum B**. The Marriott COVID-19 guidelines can be found in **Addendum C**.

Protocol Highlights:

- All employees have completed COVID-19 prevention and preparedness training
- All employees required to wear masks and gloves at all times
- Social Distancing measures in place during the check in process, food and beverage service etc.
- Signage throughout the hotel stating important safety precautions and ways to mitigate risk
- Hand sanitizer throughout the property
- Reconfigured meeting room setup to ensure 6ft distancing for all meeting attendees

7. ATLANTA, GA COVID-19 INFORMATION

Atlanta has established COVID-19 safety practices and guidelines that must be followed while visiting their city. Details information can be found by following this link: <https://discoveratlanta.com/coronavirus/>. Highlights of their requirements are listed below.

MASK GUIDELINES

A national executive order requires people to wear face masks while using public transportation throughout the United States. This includes airports, airplanes, trains, subways, buses, taxis and rideshare services.

Mayor Bottoms also issued an executive order requiring face coverings in public buildings and outdoor areas within the city of Atlanta where social distancing is not possible. Masks are mandatory at all times inside Hartsfield-Jackson Atlanta International Airport. Private businesses may mandate mask requirements at their discretion.

AIR TRAVEL

HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT (ATL)

Hartsfield-Jackson Atlanta International Airport is working with the Centers for Disease Control and Prevention (CDC), U.S. Customs and Border Protection (CBP), Transportation and Security Administration (TSA), airlines, contractors and concessionaires to help manage and mitigate the spread of the virus. As this is a rapidly evolving

public health issue, the CDC will continue to conduct enhanced screenings of passengers exhibiting symptoms. Masks are required at all times inside the airport.

RIDESHARE, TAXI, LIMOUSINE AND BUS SERVICES

Companies are taking preventive action to combat the spread of COVID-19 and encourage passengers to follow CDC guidelines when riding in vehicles. Face masks are required while using public transportation throughout the United States, and private transportation companies may mandate mask requirements at their discretion.

8. COVID-19 TESTING LOCATIONS

There are multiple testing locations located throughout Atlanta at various healthcare facilities and pharmacies. The closest locations to the Whitley are:

Walgreens:

Address: 3925 Peachtree Rd NE, Brookhaven, GA 30319

Phone: (800) 925-4733

Distance from hotel: 1.5 miles

CVS:

Address: 3221 Peachtree Rd NE, Atlanta, GA 30305

Phone: (404) 869-3308

Distance from hotel: .9 miles

Additional links for testing information:

<https://www.fultoncountyga.gov/COVID-19/COVID-testing-sites>

Addendum A: Health Screening Questionnaire

ASHRM ACADEMY

Wellness Screening Questionnaire

To help protect the health of all meeting participants we are asking you to review the below questions to determine your eligibility to participate in today's event.

Are you fully vaccinated¹ _____ Yes If yes, provide date of last vaccine injection _____
_____ No

¹ full vaccination is acquired 14 days after the second dose of Moderna or Pfizer vaccine OR 14 days after the first dose of Johnson & Johnson

1. Is anyone in your household displaying any symptoms of COVID-19 in the last 14 days? **YES / NO**

2. To the best of your knowledge, have you or anyone in your household come into close contact² with anyone who has tested positive for COVID-19 in the last 14 days? **YES / NO**

² Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer (10 minutes or longer for ambulatory care services) unless wearing N95 mask during period of contact.

3. Have you experienced any of the following symptoms in the past 48 hours:

- Fever
- Chills
- Cough
- Sore throat
- Experiencing difficulty breathing or a shortness of breath
- Muscle aches
- Have you had a new or unusual headache (e.g., not related to caffeine, diet, or hunger, not related to a history of migraines, clusters, or tension, not typical to the individual)
- A new loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting

YES / NO

Do you answer "Yes" to questions 1, 2, or 3?

- ☐ **No** – Sign attestation statement below and turn in questionnaire to ASHRM staff. You may enter the classroom.
- ☐ **Yes** – See ASHRM staff person for further conversation on your responses. You may not enter the classroom at this time.

I attest the above answers are true to the best of my knowledge.

Printed Name: _____

Signature: _____ Date _____

Staff Comments: _____

Addendum B: The Whitley Hotel Preparedness Plan

YOUR GROUPS + EVENTS COVID-19 PREPAREDNESS PLANS

Dear Valued Client:

We are reaching out today to share with you the many steps we've taken to ensure your safety during this pandemic and also share how eager we are to welcome you back to our hotel.

Our hotel has responded aggressively to the pandemic through increased measures for social distancing, strict sanitation and disinfection protocols, associate awareness, training, and various other methods to help keep you and your meeting attendees safe and ensure you have the best event possible.

GENERAL CLEANING AND SAFETY

We have always taken great pride in maintaining the highest standards of cleanliness and hygiene. In response to COVID-19, we have increased the frequency with which our public areas, guest rooms, and facilities are deep-cleaned and disinfected, using hospital-grade disinfectants. We've also taken the following precautions:

- All hotel employees have completed enhanced COVID-19 prevention and preparedness training. All our associates are reminded daily of proper and frequent handwashing technique, emphasizing its importance in combating the spread of viruses.
- We insist that all associates wear masks and gloves at all times, whether they are interacting directly with a guest or another associate or indirectly via a common point of contact.
- We have taken serious measures to ensure social distancing and constantly reemphasize its importance. For example, the check-in experience at our front desk has been modified to eliminate all unnecessary contact, including through the use of custom-made glass shields. Our food and beverage operations have been modified to offer contactless ordering and delivery of a variety of delicious options.
- Signage throughout the hotel reminds guests of important safety precautions and directs them to ways to minimize contact and maximize social distancing.
- We offer hand sanitizer throughout the property for guest and employee use.

PHYSICAL DISTANCING DURING YOUR EVENT

No doubt you are concerned about how you can host an event that maximizes your group's time together while minimizing contact and proximity. To help alleviate your concerns, we have established a number of physical distancing protocols.

- Each meeting room has been reconfigured to ensure at least six feet of physical distance between attendees, with more space available as your event requires. We will work diligently with you on your event set up and delivery.
- This is a new world for all of us, and your attendees may not be comfortable or accustomed to working and collaborating in a modified way. Our associates are trained to assist, and we can also make available to you additional resources to ensure enforcement of both generally accepted social distancing requirements as well as your own.
- We scatter breaks and traffic flows cleverly to eliminate any unnecessary congregation. Doors are marked as entrance and exit. Associates can be staffed as door attendants.
- We survey meeting attendees prior to arrival to reduce risks associated with guests who may be sick.
- Thanks to technology and our audio-visual partnerships, we have ways to make your event accessible even to attendees who can't or are uncomfortable joining physically.

FOOD & BEVERAGE DURING YOUR EVENT

- We want your event's food and beverage experience to be full-service, just as it would during any other time. We're taking steps to be able to provide you a full-service experience while maintaining the safety, sanitation, and physical distancing needs that are required.
- Coffee stations will be set up and manned by a server with appropriate protective gear and made to order and to go.
- Banquet food options will be individually wrapped and either delivered to seats or selected in well-ordered and spaced queues. External pre-packaged options are also available.
- Disposable yet sophisticated flatware is used to increase the level of sanitation.
- Again, proper signage and direction is key to making this a seamless experience for your attendees and guests.

BUILDING YOUR SPECIFIC EVENT

With all these preparations already in place, we are ready to work with you to design your special event. We will uniquely diagram your space, identify your necessary equipment and meeting amenities, and develop a special food and beverage service. Furthermore, a number of additional options are available to provide even more safety and comfort to your meeting attendees, such as in-meeting disinfection, disposable covers, personal protective equipment packs, and much more.

When the planning is done, we will ensure that you are completely satisfied and excited for your event and comfortable it will take place in the safest and cleanest of environments.

Addendum C: Marriott Covid-19 Guidelines

An aerial photograph of the Chicago skyline, featuring prominent skyscrapers like the Willis Tower. In the foreground, there's a body of water (likely Lake Michigan) and a park area with trees showing autumn foliage. A road with cars runs along the water. A semi-transparent white box with text is overlaid on the lower part of the image.

A LOOK INSIDE:

HOTEL SPACES

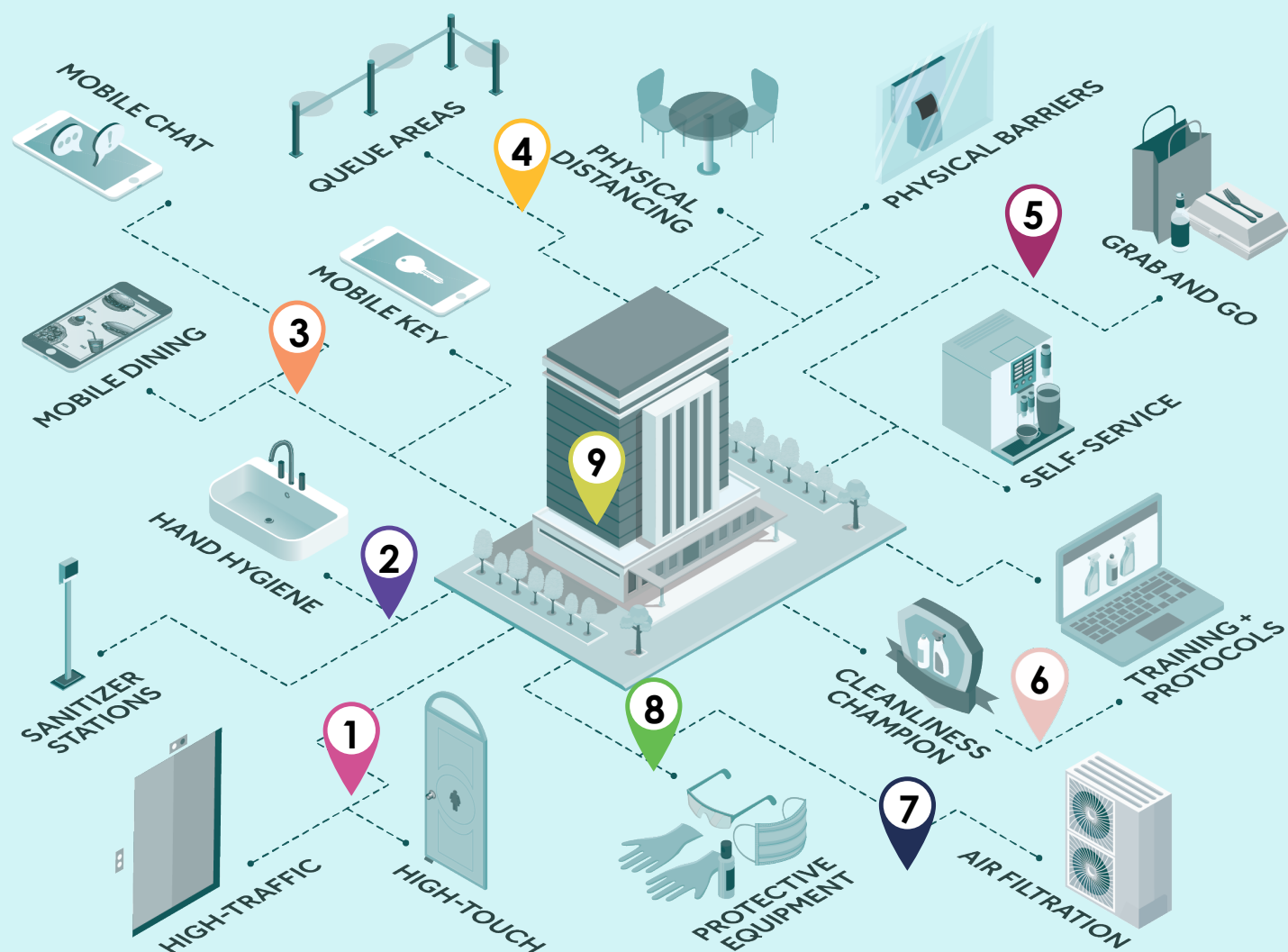
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants+ Bars, Meetings, Events, Guest Rooms, Pools + Resorts, and Golf.

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
MAY 18, 2020



TOTAL HOTEL

1 ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces

2 HAND HYGIENE

Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel

3 LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

4 PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5 MINIMIZING REUSE

Minimizing shared use items and appliances; using disposable and single-use items

6 TRAINING

On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

7 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8 PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all associates and appropriate PPE provided for associates to wear

9 INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission



ARRIVAL SPACES

1 PARKING

Modified lots to promote self-parking; adjusted protocols for valet parking for guest and associate safety

2 SHUTTLES + TRANSPORTATION

Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

4 DOOR HANDLES + KNOBS

Modified entry options including doors propped open, no-touch foot opening levers, or associate-attended

5 CLEANING + DISINFECTING

Deeper, more frequent cleaning of high-traffic and high-touch areas

6 HAND SANITIZER DISPENSERS

Dispenser stationed throughout hotel, with focus in high-traffic areas

7 LOUNGE FURNITURE + QUEUES

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8 PUBLIC RESTROOMS

Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9 BUSINESS CENTERS

Equipment sanitized between use; remote-printing options



FRONT DESK

1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service in over 3200+ hotels

2 SELF-SERVICE KIOSKS

Alternate check-in methods for non-mobile guests through self-service kiosks where available

3 QUEUES + STANCHIONS

Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements

4 ASSOCIATE CARE

Physical barriers at front desk; associate focus on hygiene and disinfection

5 HAND SANITIZER DISPENSERS

Dispensers stationed throughout hotel, with focus in high-traffic areas

6 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to a guest

7 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

8 CONCIERGE

Modified service with focus on digital and self-service options

9 RETAIL + MARKETS

Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout



RESTAURANTS + BARS

1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use

2 RESERVATIONS

Defined occupancy and seating times; require reservations to control flow when busy

3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

4 BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for garnishes and glassware

5 ALTERNATE MENU OPTIONS

Alternate menu options including paper disposable, digital, and chalk boards

6 FOOD DISPLAYS

Elimination or strict modification of self-service food stations; physical barriers in place for most displays

7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items at guest tables

8 GRAB AND GO

Modified food delivery including grab-and-go, pick-up stations, and ready-to-eat options

9 PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout



MEETINGS

1 REGISTRATION

Separate registration areas; options for signage and physical barriers

2 ROOM SETS

Linenless table options; customized floor plans with seating capacities reviewed for each individual event

3 AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4 GUEST FLOW

Clearly marked meeting entrances/exits and one-way directional signage

5 BREAKS

Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic

6 MEALS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

7 TABLE SETTINGS

Minimized table settings, pre-packaged or disinfected between use

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

9 REQUESTS AND BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials



BANQUET EVENTS

1 ARRIVAL

Doors may be propped open; one-way directional signage for entry/exits; stations for queuing

2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

3 GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

4 MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

5 BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

6 TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

7 CLEANLINESS

Surfaces including tables, chairs, and all high-touch items sanitized between events

8 AUDIO/VISUAL

Sanitized equipment following each use and associate management of A/V equipment

9 OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements



GUEST ROOMS

1 ENHANCED CLEANING

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2 FURNITURE

Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3 AMENITY KIT

Disinfecting wipes provided in guest rooms

4 HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5 REMOVAL OF NON-ESSENTIAL ITEMS

Reducing or removing non-essential high-touch items (magazine or books, etc.)

6 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7 REMOVAL OF SHARED USE

Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

8 ASSOCIATE ENTRY + PPE

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room

9 DELIVERY

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery



SPA + FITNESS

1 ENHANCED CLEANING

Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

2 SANITATION STATIONS

Hand washing and hand sanitizer stations placed in common areas

3 PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.

4 SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

5 LOCKER ROOMS

Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

6 FITNESS ALTERNATIVES

Promotion of in-room and outdoor fitness alternatives

7 MENU OF SERVICES

Proactive communications on all service adjustments; added low- or non-touch treatments

8 APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each

9 PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property



POOL+ RESORT

1 ENHANCED CLEANING

Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

2 FOOD + BEVERAGE

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3 PHYSICAL DISTANCING

Increase in space between tables, chairs, and equipment in all pool, beach, golf and resort areas

4 SELF-SERVICE STATIONS

Self-service stations (water, sun screen, etc.) may be replaced with single-use alternatives

5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

6 TOWEL STATIONS

Towel desks, hutches, or stands should be sanitized hourly

7 BEACH EQUIPMENT

Surf boards, paddles, sports equipment, and all shared use items sanitized between use

8 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use

9 TENNIS

Modified operations to singles play only, not switching sides of court; use of own numbered tennis balls



GOLF

1 CLUBHOUSE CLEANING

Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

2 CLUBHOUSE FOOD + BEVERAGE

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3 GOLF CAR STAGING

Modified golf car staging; single-rider use only unless riding with member of the same household

4 GOLF CAR CLEANING

Deep cleaning and sanitation of every golf car before and after guest usage

5 GUIDELINES FOR PLAY

Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

6 PRACTICE FACILITY

Will remain open but limited to 50% capacity, with increased spacing between hitting stations

7 COURSE SET-UP

Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

8 GOLF INSTRUCTION + FITTING

Instruction or fitting may be conducted on individual basis

9 ASSOCIATE CARE

Focus on hygiene and disinfection; face masks worn as part of uniform