



**HAWAII
GREEN BUSINESS
PROGRAM**



HAWAII STATE
DEPARTMENT
OF HEALTH



Board of Water Supply



**'A LO H I L A N I
R E S O R T**

WAIKĪKĪ BEACH



Alohilani Resort's Commitment:

- Reforestation efforts via Hawaii Legacy Hardwoods.
- Completed official Energy Audit to identify performance and areas of opportunity
- Education
 - All associate meetings, partnership with HI Energy
 - Onsite GREEN Team
- Recycling program implemented
- Kipsu Message link capability
- Create Website communication on COVID-19 operational changes and safety measures
- In room Marketing all via E-Platform
- Guest room Bulk Amenity line
- Partnership with Waiakea Water
- Mechanical Plant upgrades:
 - Energy Star Rated
 - Cooling Tower: Low Efficiency pumps
 - VFD's installed
- Low flow aerators
- Property level enhancements:
 - LED Lights throughout
- Elimination of Single Use Plastics
- Participation in the SEM Program: Strategic Energy Management Program.
- Sustainable Meeting Practices
- Digital Signage
- Refillable water stations in our lobby
- Refillable water pouches placed in guest rooms
- Supporting local farmers
- Discounted bus passes for associates
- Set Landscape Irrigation System timers for early morning watering.
- Use native and drought-tolerant plants for landscaping.
- All unwanted furniture and office equipment are donated to community organizations.

COVID 19 Precautionary Measures

In response to COVID-19, they have initiated and are maintaining industry-leading and scientifically driven elevated cleanliness standards to safeguard the well-being of guests and colleagues. Their strengthened safety and sanitizing measures incorporate the latest guidance from the world's leading health authorities, including the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), and apply to all guest rooms, public and staff-only areas.

The comprehensive strategies they are employing are rooted in industry experience, based on the latest scientific guidance, and utilize hospital-grade cleaners and best practices designed to prevent the spread of viruses. These strategies are updated regularly to reflect the most current science and technology available.

Our “Be Well. Stay Well.” Safety & Cleanliness protocols include, but are not limited to, the following to keep guests and associate safe and comfortable:

- Keeping our Distance. Social distancing measures have been implemented in all public, event and staff-only areas of the hotel.
- Sanitizer Stations Throughout. Touch-less hand sanitizer stations are placed throughout all public, event and staff-only areas of the hotel.
- Enhanced and More Frequent Cleaning. EPA-rated hospital-grade disinfectants are standard protocol and used in guest rooms and to clean public, event and staff-only areas of the hotel.
- Personal Protection Equipment Required. Orders issued by the State of Hawaii mandate that masks be worn in all public areas. All hotel associates are required to wear face masks and gloves. Guests are required to wear face masks in all resort public areas.
- In-room Safety Kits Provided. Upon arrival, each room includes a sealed safety kit containing a face mask, a pair of disposable gloves and disinfectant wipes.
- Your Room is Your Room. No hotel personnel enter a guest’s room during their stay without guest permission

Training and Education. All hotel associates undergo regular training on the latest safety and cleanliness guidelines.

Safety Protocols

- Proper hand washing and other safety protocol trainings are conducted regularly. Guests are also encouraged to adhere to regular 20-second hand washing/sanitizing guidelines.
- Front desks are equipped with plexiglass sneeze guards, and all staff (e.g. front desk, concierge, valets, etc.) will be required to wear personal protection equipment (PPE), including masks and gloves.
- Social distance markers are placed in all public areas (where applicable) to encourage social distancing awareness.
- COVID-19 policies and protocols are provided to each guest upon check-in as well as in pre arrival communications.
- Elevator capacity is limited, as appropriate, to maintain social distances in controlled spaces.
- Should a guest or staff member be diagnosed with COVID-19 after leaving the hotel, all guests and staff that were present at the same time will be notified. If a guest or staff member is diagnosed while staying with us, proper isolation protocols will be followed pursuant to CDC and WHO guidelines, and guests and staff will be notified.

Cleaning Protocols

Front Desk Check-In / Check-Out Protocols

Guest Rooms

- EPA-rated hospital-grade disinfectants are used to clean each guest room, with special attention paid to all high-touch surfaces (e.g. door handles, light switches, etc.).
- Your Room is Your Room. No hotel personnel enter your room during your stay without your permission. 'Alohilani Resort Waikiki Beach provides replenished amenities throughout your stay – including towels and linens– in sanitized packaging. **For stays of 6 or more nights, Full Cleaning Service is provided on day 3. Additional days of cleaning service are available at your request for an additional fee and by appointment only.**
- Upon arrival, each room includes a sealed safety kit containing a face mask, a pair of disposable gloves and disinfectant wipes.
- Guests are encouraged to use mobile keys where available. In the event of key card usage, all guest keys are disinfected via UVC light treatment upon check out.
- For the laundry and cleaning of bed linens and towels, sealed laundry bags are utilized during transportation to and from the cleaning facility.

Public Areas

- We utilize EPA-rated hospital-grade disinfectants throughout all public areas, including:
 - Elevator cabs
 - Public restrooms
 - Pool areas
 - Fitness center
 - Restaurants
- All high-touch public area surfaces such as handrails and door handles are wiped down with EPA-rated hospital-grade disinfectants.
- All guest touch points are sanitized after each transaction, including credit cards devices (where applicable) pens, registration countertops and room key cards.
- Touch-less hand sanitizer stations are located in key areas throughout the hotel including hotel entrance, front desk, meeting room landings and elevator landings.
- Pool furniture is cleaned using EPA-rated hospital-grade disinfectants and chaise lounges are cleaned and covered after each use to identify cleaning has been completed.

Restaurants & Bars

- Prior to opening each day, we employ EPA-rated hospital-grade disinfectants on all areas.
- Touch-less hand sanitizer stations are placed at entry points.
- Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
- We provide no-touch table service adhering to safe social distancing guidelines.
- Digital menus are provided via QR code. Single use, disposable menus are also available.
- All shared items and food and beverage areas are sanitized after each use

- No-touch in-room dining is served with sustainable disposable wares and left outside your door with a knock to let you know that your meal has arrived.

Spa and Fitness

- Thorough and easy-to-follow safety guidelines are posted at the spa and fitness entrance.
- EPA-rated hospital-grade disinfectants are used to clean all communal areas (waiting areas, locker rooms, etc.), with special attention made to all high-touch surfaces.
- All soft surfaces are cleaned with hospital-grade anti-microbial disinfectant and water.
- Touch-less hand sanitizer dispensers are located in restrooms, locker rooms, waiting areas and in the welcome lobby.
- All furniture, fitness equipment and room layouts accommodate social distancing guidelines.
- All guest touch points are sanitized after each use, including fitness equipment, credit card devices (where applicable), pens, registration countertops, and lockers.
- All spa grooming tools are washed, disinfected and properly stored after each client use.
- Use of the spa, fitness equipment and classes require an advance reservation to ensure social distancing guidelines. Make your reservation by calling 808-200-5063.

Meetings & Events

- Prior to commencement of any meeting or event, EPA-rated hospital-grade disinfectants are utilized on all areas.
- Attendance is limited to 35 square feet per attendee to maintain necessary social distancing space.
- No-touch table service is implemented to adhere to safe social distancing guidelines.
- Sustainable disposable packaging is used for all meals and breaks whenever possible.
- Tables and chairs are spaced a minimum of 6 feet apart to allow for safe distances between guests.
- Hand sanitizer stations are placed at all entry points in meeting spaces.
- Safety guidelines are posted at all meeting entryways.
- Breaks are staggered to minimize group sizes.
- Safety protocol reviews with meeting and event planners are conducted prior to any event to ensure adherence to our rigorous policies.