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DATE: March 03, 2020
TO: Deidra Renahan
FROM: Grand Hyatt Washington
SUBJECT: Grand Hyatt Washington Actions: COVID-19

Grand Hyatt Washington is committed to caring for our guests, colleagues and customers, as your safety and wellbeing is a top priority.

We continue to closely monitor the COVID-19 situation, remain vigilant, and follow recommended precautionary measures, protocols and guidelines from various health organizations including the World Health Organization (WHO), U.S. Centers for Disease Control and Prevention (CDC), and local authorities, in an effort to ensure our guests, colleagues and customers remain in a safe and healthy environment.

In January 2020, a comprehensive guide about COVID-19 was shared with all Hyatt hotels globally, including Grand Hyatt Washington, that outlines what is COVID-19, how to protect against transmission of virus, operational procedures if the virus is confirmed among a colleague or guest, and more.

At this time, specific measures in place at Grand Hyatt Washington include:

- Additional cleaning measures in public areas, restaurants, meeting spaces, guestrooms, and fitness center
- Hand sanitizer pumps will be available for guests and colleagues at the front desk, in public areas and in the fitness center
- In addition, in the interest of all guests and colleagues, if a guest or colleague exhibits symptoms of COVID-19, it remains a high priority for our hotel to safely relocate these individuals to a place where they may receive appropriate medical attention.

As the situation evolves, we will continue to follow recommended measures that may be provided by the District of Columbia Health Department. We will make operational changes and consider additional precautionary measures, as necessary.

On a global scale, Hyatt has assembled a global cross-functional response team to monitor new information and promptly update company-wide guidance – and Hyatt has also engaged an infectious diseases and health expert to provide COVID-19 research findings and information.