

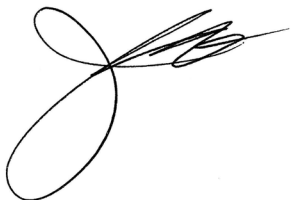


## Certified Safe & Clean Program

Club Quarters' mission has always been to provide a safe haven for business travelers and urban explorers. As we all face the effects and implications of COVID-19, we remain even more committed to the health and safety of our team members and guests. In an effort to further improve our already thorough cleaning guidelines, we have thoughtfully and methodically enhanced every aspect of our cleaning and safety procedures as part of the "CQ Certified Safe & Clean Program". Our program not only adheres to the guidelines set forth by the Center for Disease Control and Prevention (CDC) in the US, the National Health Service (NHS) in the UK, and the World Health Organization (WHO), but is also certified by both medical and industry experts in terms of cleaning products, cleaning procedures and materials. All hotels will go through strict, frequent audits to ensure compliance and adherence to the program.

We are prepared and eager to welcome you back into a safe and comfortable Club Quarters. We hope to see you soon.

Sincerely,



John Paul Nichols, Chief Executive Officer  
Club Quarters Hotels

## How our program is certified

- Diversey is a global provider of cleaning and disinfecting products to hospitality, healthcare and retail facilities.



- They will certify how and where we clean (procedures) and the products we use (standards)

- Bureau Veritas is a global leader in testing, inspection and compliance of hotel cleanliness.



- They will certify and audit the procedures we are taking to assure the health, safety and hygiene conditions of our hotels and personnel



- Corporate Medical Advisors (CMA) are medical experts providing health advisory services in the context of the COVID-19 pandemic. They are a part of International SOS – a leading medical services and security company.



- They provided guidance and counsel on CQ's Certified Safe & Clean Program, and will provide ongoing inspection and customization of the program.



### Touchless Arrival Experience

- Check in using our mobile app or website
- Kiosk check in using your mobile phone
- Digital mobile key on your mobile phone
- Plexiglass shields at front desk



### Guest Rooms

- Certified sealed clean
- Single use amenities
- Text messaging with hotel staff
- TV remote controlled with mobile phone
- Contactless room delivery and pick up



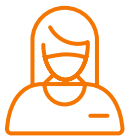
### Enhanced Cleaning Protocols & Procedures

- Temperature checks in lobby for guests
- Medical guidance & consulting with COVID-19 safety protocols
- Masks worn by guests in public areas
- Increased frequency of high-touch areas with EPA certified to kill COVID-19 disinfectants
- Additional hand sanitizer stations in public areas
- Focus on hotel air quality by increased cleaning of HVAC systems, changing of filters, and introduction of outside air



### Social Distancing

- Clear indicators for social distancing in all public areas and elevators
- Guest flow markers in high traffic areas throughout the hotel
- Capacity limitations for common areas
- Masks worn by guests in all public areas



### Employee Safety & Training

- Daily health screening, for team members, including temperature checks
- Personal Protective Equipment (PPE) used at all times
- Training on new enhanced cleaning process
- Frequent cleaning of associate common areas



### Food & Beverage

- Recommended food delivery services with select providers that can charge your hotel bill
- Secure area for food drop off and pick up

