



## Introducing SAFE 360™



Towne Park's industry leading comprehensive health, sanitation and safety assurance solution provides hoteliers, staff and guests the confidence that Towne Park services are consistently delivered safely and with care. **Safe 360™** follows best practices in health, cleanliness and safety based on recommendations from leading health experts to ensure the wellbeing and trust of all those that enter the doors of your property.

**Safe 360™** is backed by **Towne Flex™**, a new financial and staffing model to provide you with the unmatched levels of flexibility you need during these uncertain times and into the future.

### With Towne Park you will have the best-in-industry operational solutions partner with:

- Years of experience operating in healthcare environments focused on the unique cleanliness, care and safety practices required in healthcare. We currently partner with more than 250 leading institutions including Cleveland Clinic, Mayo Clinic, Northwell Health, Providence St. Joseph's Health, HCA and more.
- Enhanced health, sanitation and safety practices developed working on the front lines with these healthcare institutions during the Covid-19 pandemic. Our proven and comprehensive standards, SOPs and training has been adapted to meet the requirements of leading hotels.
- Towne Park's more than 30 years of experience operating the most complex, 1000+ room hotels and resorts provides a unique combination of team, expertise and resources required to re-open hotels safely and effectively. We can ramp up staff and operations as needs evolve.

## Towne Park Safe 360™ Guest Assured

**Safe 360™** is the new Towne Park gold standard for sanitization, health and safety to support hotel owners, guests, visitors and staff.

**Safe 360™** combines proven practices developed in the healthcare environment with dedicated training and innovative technologies to ensure healthy and safe hotel experiences.

**Safe 360™** is guest assured, providing your staff and guests comfort and confidence in your property, knowing that all services and team members will follow our best in class health and sanitation practices with continual communication and verification to ensure the utmost level of care and trust.



## Safe 360™ Standard Operating Practices



### Valet & Self-Parking

- Safe, sanitized handling of every guest vehicle including single use steering wheel covers, and wipe downs of high touch areas with disinfectant.
- Sterilization of all vehicle keys using our UV Key Safe system or with disinfectant.
- All team members will be equipped with appropriate PPE including masks and implement glove replacement after every guest interaction.
- Vehicle Sanitation Verification leveraging our proprietary Towne Link app. We electronically document and verify each vehicle is sanitized following approved processes provide photo confirmation to the hotel and guest assuring completion.
- Additional opportunities to support contactless parking technology solutions including:
  - Digital valet and bell tickets transferred directly to guests' mobile devices
  - Text-to-retrieve or QR code-to-retrieve solutions
  - No-touch self-parking equipment installations and/or system upgrades



### Greeter/Ambassador

- Our Greeter/Ambassadors can be flexible and serve multiple roles including welcoming guests to your property, supporting and monitoring social distancing practices or assisting with employee screening.
- Food valet service gives you the option of having our team deliver food to guest rooms from either on-site F&B operations or third-party delivery services. Food valet will follow all recommended hygiene and PPE requirements.



### Bell Service

- Hotels with Towne Park bell service include bell cart sanitation after every use. Carts maintained exclusively by Towne Park for safety verification to ensure uninterrupted chain of custody.
- Bell team outfitted with all appropriate PPE including masks and gloves in alignment with your brand and guidance.



### Shuttle Service

- All shuttle operations will support social distancing practices by transporting smaller groups and ensuring appropriate spacing among passengers.
- Our new standards include vehicle sanitation with disinfectant wipe down of exposed surfaces following each trip. Each vehicle will also be equipped with hand sanitizers.
- Shuttle drivers are provided all appropriate PPE including masks and a change of gloves following each trip.
- We also provide the option of using vehicle disinfecting fogging solutions at the close of each day, or in between shifts if desired.

## Enhanced Safe 360™ Solutions



### Health Screening & Monitoring Services

Towne Park can manage screening and monitoring for all employees, ensuring your team is ready to serve.

- Enhance your employee and guest safety with health screening services utilizing health questionnaires developed in collaboration with leading hospitals during the Covid-19 pandemic.
- Options for continual temperature monitoring with contactless infrared thermometers, biometric/thermal scanners or other solutions.
- Operational management and support for your properties' social distancing programs.



### Light Cleaning & Sanitation

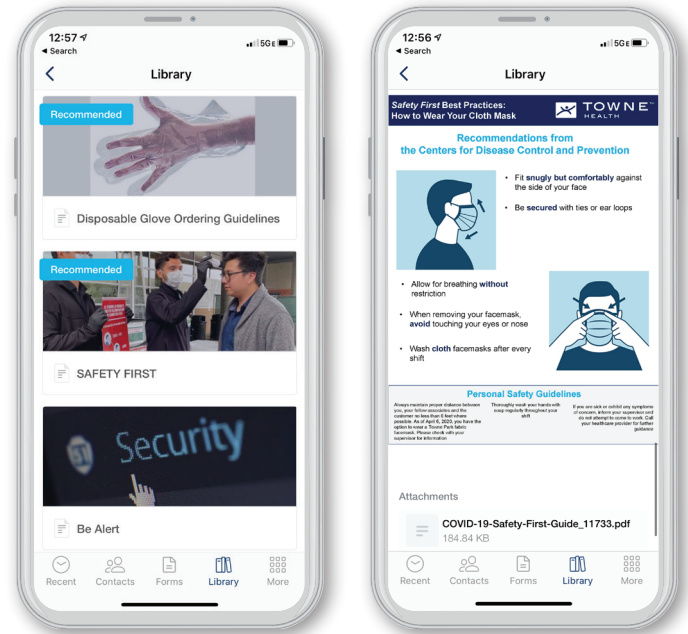
- Towne Park can continually sanitize public spaces including lobby areas, doors, handrails, elevators, parking areas, self-parking equipment, and other areas determined by the hotel.

## Training & Support



### Associate Safe 360™ Training & Support

- Each Towne Park team is fully trained in our proprietary Safe 360™ SOPs, including:
  - Initial hire and monthly recertification training for all screening, safety & sanitization practices.
  - Appropriate use of approved PPE that aligns with both hotel, local government and health expert standards. We will also offer the option for a customized look and feel to enhance the hotel brand as appropriate.
  - Training and operational practices will be provided through our **Towne Link** mobile app to ensure consistent and timely training and certification. Towne Link provides digital validation and record keeping confirming all training and operational standards are met.
  - Health & temperature screening can be provided for each employee. Towne Park will not only monitor our team but can provide monitoring for the entire hotel team as well. We offer multiple monitoring programs tailored to both local requirements and the goals of the property. The scope and elements of the program are developed in collaboration with each ownership/operating team.



## Safe 360™ means guest assured confidence.

We not only provide your guests with the gold standard for arrival and departure solutions, but with the communication and verification to ensure the safety and confidence of guests, visitors and staff. With Towne Park Safe 360™ your property will offer the highest level of care and guest experience for today's dynamic hospitality needs. Safe 360™ provides not only the safety you require but the guest satisfaction and financial outcomes you need.

