

# MEETING NEW EXPECTATIONS

Marriott International has redefined processes and reimagined spaces to align with expert protocols on cleanliness. Meeting planners and their attendees will see key changes in their event experience at every stage through the planning process and on-site execution.

## PLAN

Leverage our Connect with Confidence materials to review our Commitment to Clean initiatives, new meeting and event protocols and best practices from other events executed around the world. Arrange a virtual site inspection with the hotel and consult with their designated Cleanliness Champion.

## BOOK

Work with our team to develop a customized plan to meet your specific needs. Easily book our new innovative solutions with our hotels and partners. Finalize the details of your event, including expected social distancing practices for attendees; contactless registration; virtual/live hybrid meeting solutions; and food & beverage offerings.

## MEET

Experience the “new normal” for meetings and events. On-site registration conducted at multiple desks with space for queueing. Where available, utilize contactless services through our Marriott Bonvoy™ or Meetings Services app. Room sets reinforce social distancing. AV equipment sanitized between uses. Breaks and food and beverage stations are separated for each event.



**COMMITMENT TO CLEAN**



**CONTACT LIFE EXPERIENCE**



**HYBRID MEETINGS**



**PHYSICAL DISTANCING**



**REDESIGNED FOOD & BEVERAGE**



## MEETING & EVENT SPACES

### LESS CONTACT, MORE CONVENIENCE

- Reducing seating capacity according to the local laws and government regulations specific to each market. Where possible, outdoor spaces will be utilized.
- Consulting with each meeting planner to review and align on expected social distancing practices and cleanliness protocols.
- Equipping associates with required personal protective equipment.
- Enabling live/virtual hybrid meetings through live-streaming capabilities.
- Leveraging technology to reduce contact via mobile check-in, event registration and attendee badging.



## MEALS & BREAKS

### NOURISHING THE 'NEW NORMAL'

- Setting meals and breaks in spaces reserved for the specific event (i.e., no co-mingling with other event attendees).
- Offering a wide variety of hygienic F&B options tailored to group size, including: grab & go, canned & bottled beverages and plated service.
- Redesigning F&B station set-ups to maintain appropriate distancing.
- Breaks served by associates or providing pre-packaged options for guests.
- Reducing or removing non-essential items, including linens, pre-set plates, glassware and chargers, décor and other non-essential items.



## DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to disinfect meeting spaces.
- Sanitizing restrooms as often as every hour.
- Disinfecting frequently touched items such as elevator buttons, escalator & stair handrails and door knobs as often as every hour.
- Providing hand sanitizer stations throughout the meeting spaces.



## GUEST ROOMS

### A SANCTUARY

- Deep cleaning for high-touch areas.
- Limiting in-stay housekeeping frequency to reduce contact.
- Mobile Check-In and Mobile Key (where available).
- Mobile Chat and Guest Requests via Marriott Bonvoy App (where available).
- Offering sanitization wipes for guest use.

## FACE COVERING POLICY



All Marriott International associates wear face coverings as a part of their uniforms. Following American Hotel & Lodging Association (AHLA)'s "Safe Stay Guest Checklist", Marriott International requires all guests to wear a face covering in its hotels in North America, the Caribbean and Latin America.

*"Health experts have made it clear that wearing face coverings in public spaces is one of the easiest steps that we can all take to protect one another and reduce the spread of COVID19. As part of our commitment to clean, we made it a brand standard that associates wear masks and set an example."*

*– Arne Sorenson, Marriott International President and CEO, July 20, 2020*

# MeetSAFE Guidelines

Meetings and events support more than ten million jobs worldwide. To help get the live event industry, event planners, and our teams back to work and begin the road to recovery following the COVID-19 pandemic, meeting safely will undoubtedly be a priority.

PSAV and our family of companies will be at the forefront in safe meeting practices related to the services provided by our industry leading brands. As shelter-in-place restrictions ease, physical distancing and enhanced cleaning procedures will remain an essential part of making people comfortable with meeting.

Risk and health are two key considerations for businesses and associations. An anticipated phase one recovery for our industry likely represents smaller meeting sizes following evolving government guidelines. With fewer people meeting and a cleaning routine in place, the risk to attendees will be reduced.

## How will meeting safely in the early stages of recovery look?

Working alongside venue partners, PSAV is designing a series of meeting formats, equipment packages, and recommendations that address how to reduce risk, increase confidence, and promote health within the meeting space. Meeting design, room layout, traffic flow, technology considerations and enhanced cleaning procedures are at the heart of this offering with the goal to make the meetings and events industry strong, and healthier than ever.





## Meeting Design Options: Local to Global Solutions

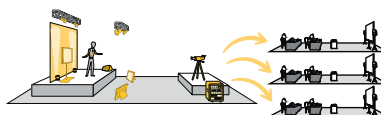
As people return to in person meetings, smaller groups could potentially fall into three meeting designs:

### MEETSafe Design 1 One Room



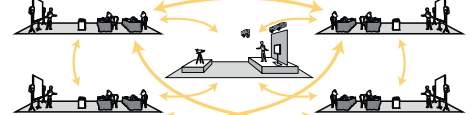
Ideal for a smaller group meeting in a single room at one venue. With physical distancing in mind, screen placement, sound reinforcement, and the ability to connect with others not able to physically attend will be key considerations.

### MEETSafe Design 2 Multi-room, Broadcast Communication



Accommodates large groups that may need to be split into multiple rooms at the same venue. Building off the technology in design one, broadcasting to multiple rooms will be critical and the use of digital tools that support two-way collaboration will add to the experience.

### MEETSafe Design 3 Multi-room/Multi-venue, Networked Communication



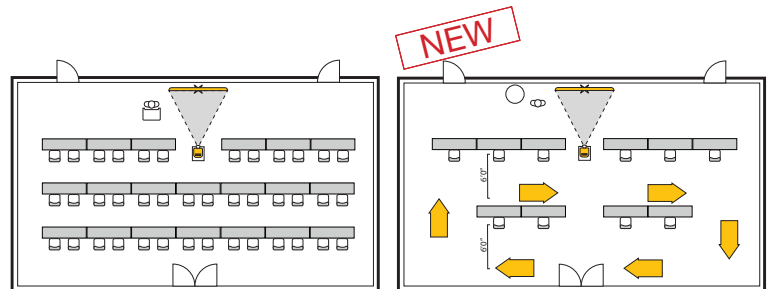
For events that bring attendees from multiple venues and potentially multiple rooms together. The ability to have several presenters delivering messages to multiple audiences simultaneously will require a suite of technology solutions to make the experience feel as if everyone is meeting together as one.

\*Hybrid: All three meeting designs can incorporate a virtual stream for attendees or presenters that are not able to make the in-person meeting.



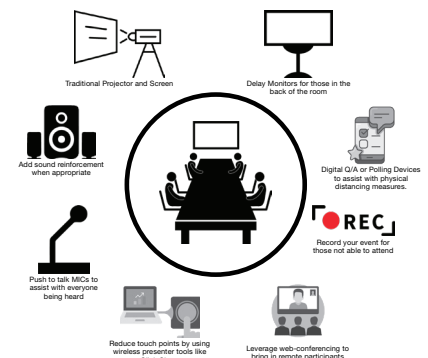
## Room Layout, Traffic Flow

With the meeting design in mind, room layouts may look different. Incorporating physical distancing and traffic flow will reduce risk and promote health within the meeting environment. Tables and chairs may be spaced to meet best practices and floor decals, and other forms of signage may inform attendees on the best way to move through the space to limit contact. Technology equipment will be sized according to the new space with the addition of virtual components as necessary.



## Technology Considerations

This illustration highlights technologies that can help support these meeting designs. Beyond traditional items like projectors and screens, items to support sound reinforcement, recording, web-conferencing and digital tools for polling and Q&A should be considered.



## Cleaning Guidelines

As the event space changes, it will be more important than ever to create a space that continues to promote collaboration and engagement and while focusing heavily on hygiene.

PSAV is educating our team members on enhanced cleaning procedures. We are doing this to help stop the spread of germs as we strive to build upon our commitment to safety. Tent cards will indicate when equipment has been cleaned, with particular attention to high-touch items such as microphones, keyboards, wireless presenters and markers.