



*Marriott Confidentiality and Proprietary Information 03/13/2020*

## **Best Practices for Partial or Full Building Closure**

Since every property is different in its design and complexity, it is impossible to establish standardized procedure for partial or full building closure for all hotels. The Engineering team should know and understand their building and systems better than anyone, and it is up to them to determine the right procedures to control operating costs and protect the asset for the owner, without adversely impacting water safety or indoor air quality. Below are some best practices and suggestions to consider when preparing the building for partial or full closure:

### **Partial Building Closure due to Reduced Occupancy**

As occupancy declines in the hotel, it is recommended to consolidate guests to the same areas of the building like a tower or wing, or the lower guest room floors in a high-rise building. Once this is complete, the property may want to consider restricting access to the unoccupied areas by posting signage, securing doors, or restricting access through elevator programming. Some elevators or escalators may be able to be shut off completely. Escalators that are shut down should be blocked off at each end to ensure no one uses them. Where possible, elevators should be “parked” on the floor of egress and locked out. Other best practices for reduced occupancy include the following:

- Consolidating and shutting down kitchens as business needs allow. For instance, shutting down the Room Service or Banquet Kitchen and using the Main Kitchen for all food and beverage needs.
- Reducing and consolidating food stored in walk-in refrigerators and freezers. After eliminating all perishables, food can be moved to one or more walk-in refrigerators or freezers, and the others can be temporarily shut down.
- Reducing the hours of operation per day of the hotel laundry or closing completely some days.
- Ensure all washers and dryers are loaded to rated capacity to reduce run time.
- Batch all ironer work together and complete at pre-determined time to reduce run time.
- Work with the waste hauler and recycling company to reduce the number of pick-ups based on occupancy and usage.
- Work with Elevator company to eliminate after-hour callbacks except for entrapments. All repairs should be done during normal business hours.

### **Full Building Closure Best Practices**

- If it becomes necessary to close the building, it is recommended to have a Caretaker Team with the proper experience to protect and maintain the building and equipment.

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- The Caretaker Team may also work with a 3<sup>rd</sup> party security firm during shutdown. You will need to provide them with all necessary keys and key contact information. Additionally, you should brief them on the location of critical systems and utility shut offs in the event an emergency.
- All members of the Caretaker Team should have a two-way radio or other device to ensure communication with other members of the Team.
- Depending on the size and complexity of the building, it is recommended that the Caretaker Team include a knowledgeable and experienced engineering associate for some or all shifts.
- The Engineering Leader should determine what rounds and readings should continue to take place during the building closure.
- It may also be necessary to exercise some of the equipment during the building closure, such as the emergency generator, therefore trained associates should be scheduled accordingly.
- Notify vendors and service providers of building closure and postpone reschedule service as needed including waste hauler, recycling company, window washer, cleaning companies, etc.
- Notify utility providers of building closure and discuss the implications to usage and rates.
- Shut off electrical to exterior signage during full closure.

**System Shutdown During Partial or Full Building Closure**

- Shut off all non-critical natural gas or propane equipment, like kitchen or laundry equipment if not being used and extinguish all pilot lights.
- Ensure kitchen hood systems and associated hood make-up-air systems are shut down on lines where gas has been shut off.
- Natural gas or propane equipment required to maintain air or water temperature within the building should remain operational.
- Shut off power to escalators, and some elevators, if not needed during building closure. Escalators that are shut down should be blocked off at each end to ensure no one uses them. Elevators should be “parked” on the floor of egress and locked out. Be sure these overrides do not interfere with emergency power elevator programming or fireman’s mode of operation.
- Shut off or reduce lighting in unoccupied areas. Work with Loss Prevention to ensure reduced lighting levels do not create a safety and security issue for guests or associates. Any egress hallways or pathways identified by EXIT signs should remain lit.
- Review [SOP 2.10 - Guideline for Managing Building Water Safety](#) to understand the implications of a partial or full closure of the building on the water-related systems and equipment.

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- Shut down ice machines on unused guest floors, and in unused banquet areas or kitchens. Remove and discard all ice in the machine and follow the proper start-up procedures when turning machines back on including replacement of the water filter.
- The temporary closure of swimming pool and spas. Spas can be completely drained. Do not completely drain pools. If possible, maintain water treatment of the pool water.
- The temporary shutdown of decorative fountains or water features. If possible, drain the system or maintain water treatment throughout the shutdown period.
- Secure doors in unoccupied areas without restricting emergency egress.
- Shut off power to all non-critical electrical equipment.
- Electrical power should be maintained for all equipment related to fire and life safety, building HVAC, and other equipment or systems needed during the closure.
- Zone temperatures for comfort cooling or heating can be set to an energy conservation setting in unoccupied or lightly occupied areas. However, temperatures should never be allowed to go below 12.8 C (55 F) or above 29.4 C (85 F). Additionally, humidity should be maintained between 40% and 60% relative humidity in occupied buildings and should never go below 30% or above 65% in buildings closed for business.
- Decorative landscape and building lighting can be reduced or shut off, however, walkways and building egress must remain on.
- Secure all exterior doors but ensure all fire exits remain fully operational.
- If you have questions regarding your specific building systems and whether they should be shut down, please reach out to your Area Director of Engineering.

Examples of the critical equipment that should NOT be shut down during a partial or full building closure include, but are not limited to, the following:

- Fire Alarm System
- Emergency Lighting
- Fire Pump
- Sprinkler System Controls
- Computer Room AC
- Domestic Water Pumps
- Sewage Ejection Pumps
- Sump Pumps or Lift Stations (Dewatering Pumps)
- Radio Repeaters
- Cell Phone Towers or Repeaters
- Security Systems, Cameras, and Monitors
- PBX Switch
- Building Automation System

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- It is recommended to keep all HVAC system components operational to prevent indoor air quality issues later. This equipment includes chillers, cooling towers, air handlers, MAUs, FCUs, exhaust fans, etc. Some of this equipment, however, can be set to energy saving modes if so equipped.

**Ensuring Water Safety During Partial or Full Building Closure**

- The cooling water treatment program inclusive of all required monitoring and testing must be maintained during a building closure.
- Depending on the length of the partial or full building closure it may be necessary to flow water at multiple locations throughout the building to prevent the water from stagnating and to prevent the need for a required disinfection of the system later.
- It is recommended to create a local round in Transcendent for flowing water in areas of the hotel that have been closed and unoccupied for more than 7 days. Flowing both hot and cold water for 5 minutes minimum, every 7 days, will prevent the water from becoming stagnant and prevent odors from emanating from the drains.
  - In guest rooms, water should be flowed through all fixtures including the bath sink, bar or kitchen sink, tub spout showerhead and handheld shower.
  - The toilet should be flushed twice and lightly scrubbed if needed.
  - Public restrooms, back of house sinks, kitchens, and laundries should also be included in this round if closed for more than 7 days.
- During this round it is recommended to also pour fresh water down floor drains to keep the traps wet and prevent odors from emanating from the drains.

If the hotel has been partially or fully closed for any period, it is important to follow the proper procedures outlined in the separate document entitled Best Practices for Opening After a Partial or Full Building Closure. If you have any questions regarding this document or the procedures for closing or opening your building, please reach out to your Area Director of Engineering.