



June 17, 2020

Honorable Kate Gallego
Mayor
City of Phoenix
Phoenix City Hall
200 W. Washington Street
Phoenix, AZ 85003

Mayor Gallego,

On behalf of Arizona's businesses, we thank you for your continued leadership during the COVID-19 pandemic. We are facing unprecedented challenges which has impacted the business industry significantly. The state has lost nearly \$2 billion in visitor spending, 40% of hospitality jobs have been lost and many businesses have permanently closed.

Although segments of our industry have started to reopen, we are still in the midst of a global pandemic and are nowhere near recovery. We urge you and members of the Phoenix City Council to collaborate with our industries to prevent further job loss and business closures.

Businesses are being cautious and methodical when it comes to taking proper precautions to limit and reduce the spread of COVID-19. In fact, the tourism and hospitality industry has worked diligently with leading national experts on best practices and enhanced sanitation protocols to ensure the health and well-being of employees and guests visiting and staying at our hotels.

Case in point, the Arizona Lodging and Tourism Association recently launched the AZSAFE+CLEAN Certification program in an effort to build consumer confidence and awareness about the safety and cleanliness of hotels and resorts in response to COVID-19. The certification is in partnership with the American Hotel and Lodging Association's Safe Stay initiative which builds upon various sanitation best practices and recommendations from national hospitality and public health experts. This program is an innovative way for the industry to show guests the hard work being done to keep these properties clean and safe for staff and guests.

Some of the hotel-specific best practices include:

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.



The Honorable Mayor Kate Gallego

Phoenix Policy and Request for collaboration with industries to prevent further job loss and business closures.

Page 2

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.

These guidelines and protocols have been part of extensive retraining for management and staff. As the COVID-19 situation evolves, the hotel and lodging industry will re-evaluate and continuously incorporate the necessary cleaning and sanitation protocols to follow new CDC guidelines and best practices.

Arizona's lodging and tourism industry has been extremely innovative and resilient when it comes to providing a safe and healthy experience for all who visit our state, but it is still in a dire situation. As executives who represent various business interests, we respectfully ask that you work with us as the City of Phoenix develops any proposals that can potentially impact the retail, food and hospitality industries so we can provide feedback and analysis. Many businesses are already on the brink of collapse and it's vitally important not to implement any costly mandates on businesses struggling to survive.

Thank you Mayor Gallego for your support and collaboration.

Sincerely,

Handwritten signature of Kim Sabow in black ink.

Kim Sabow
President & CEO
Arizona Lodging & Tourism Association

Handwritten signature of Todd Sanders in black ink.

Todd Sanders
President & CEO
Greater Phoenix Chamber of Commerce