

**CORRESPONDENCE
FROM
APRIL 20, 2020
CITY COUNCIL
MEETING**

Iraheta, Alba

Subject: FW: Hospitality Workplace Protection Ordinance

From: Paul Leclerc [<mailto:paul.leclerc@langhamhotels.com>]

Sent: Friday, April 17, 2020 12:21 PM

To: Tornek, Terry <ttornek@cityofpasadena.net>

Subject: Hospitality Workplace Protection Ordinance

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Dear Mayor Tornek, my hope is that you and your family are all safe and healthy. These are terrible times and I cannot begin to imagine the increased demands on you and your team.

Mayor Tornek, it is my understanding there is a request from Unite Here, Local 11 that the City of Pasadena consider adopting a Hospitality Workplace Protection Ordinance. The current wave of third party interest is not the first in our recent period of unrest. Unite Here has made similar claims in Culver City, Los Angeles and Santa Monica. The standing demands of Unite Here, specifically targeting the hospitality industry, should not be without consideration of all businesses in general and not solely limited to the hospitality sector. Businesses of all types are fighting this invisible enemy (Covid-19) together and have faced extraordinary operational and financial challenges. With every business tested in unique ways, the course of action has been different for each. Guidance for such mitigating strategies should only be evaluated on a temporary basis until business resumes with some normalcy and vary based on low (caution) or medium exposure risk levels for all businesses and in partnership with the Occupational Safety and Health Administration (OSHA) and local health officials.

The Langham Huntington responded to this crisis immediately and took various emergency measures to limit the impact of the COVID-19 virus on our colleagues, their families and our guests. With the COVID-19 situation evolving rapidly, we are confident that we had the right business contingency plan in place to quickly respond to circumstances that impacted our business and people. As the *heart of the community*, we stepped up to support our colleagues, guests and community.

In late February, the hotel began conducting twice-weekly *Coronavirus Contingency Working Group* meetings to address our response to health, safety, service, colleague support and adoption of practices to minimize job loss and preparation to adjust business based on CDC and Government recommendations. It has consistently been our intent to maintain a direct connection to our colleagues, while being open and transparent about the ever evolving change and measures being taken for their safety and comfort.

Throughout this pandemic, the hotel has put into place timely and effective measures to protect colleagues and guests. The hotel educated colleagues with our *Everyday Prevention* campaign on reducing the spread of COVID-19, increased routine cleanings and sanitation, installed a legion of additional hand sanitizing stations in key colleague areas, provided personal protective equipment such as disinfectant, gloves and masks, adopted a relaxed attendance policy, and continued to work diligently to meet and exceed recommendations from the CDC and other health officials.

Colleague accommodations have been continuously explored and considered with the intent to provide care and relief in these unprecedented times. Given the adjustment to business levels and furloughs, the hotel provided colleagues with care packages containing essential food and home products. Operational and benefit updates were, and continue to be, provided to colleagues on a weekly basis through an email/mass notification message platform. Human Resources provided relief in the form of unemployment guidance, in person assistance and connected colleagues to the Employees Assistance Program (EAP). The hotel has made every effort to abate layoffs, while furloughing colleagues to protect benefits and jobs. As it pertained to paid leave, the hotel offered the use of paid sick leave, 48 hours (6 days), or extended leave for colleagues who were impacted by COVID-19.

The Langham Huntington responded quickly by putting into place immediate coronavirus protections for colleagues, with an emphasis on our existing OSHA policies and regulations and in coordination with CDC, state and local health officials. The hotel voluntarily suspended operations on April 8, 2020 as part of our ongoing efforts to remain flexible and respond

appropriately to decrease the spread of COVID-19 and lower the impact in our workplace. At this singular point in time, when various businesses are consumed with business livelihood efforts and a public-health crisis, it is imperative that such demands be considered temporary and measures considered with current fully operating businesses. The Langham Huntington will continue to respond with care and concern, as experts of our business, to the changing conditions of this crisis with full consideration for colleague's health, safety and well-being as the top priority.

Mayor Tornek, thank you for your due diligence in considering the economic impact this would have on the Pasadena hotel community, the Pasadena Convention Center, and other impacted facilities such as Caltech.

With warm regards,

Paul

Paul Leclerc
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THE LANGHAM

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Iraheta, Alba

From: cityclerk
Sent: Friday, April 17, 2020 6:56 PM
To: Flores, Valerie; Iraheta, Alba; Jomsky, Mark; Martinez, Ruben; Novelo, Lilia; Reese, Latasha; Robles, Sandra
Subject: FW: Hospitality Workplace Protection Opposition

From: Siamak Nassirpour
Sent: Friday, April 17, 2020 6:55:52 PM (UTC-08:00) Pacific Time (US & Canada)
To: cityclerk
Subject: Hospitality Workplace Protection Opposition

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Good Afternoon Council Members of The City of Pasadena,

Recently we have been informed of the Workplace Protection Ordinance that Unite Here is attempting to introduce to the local hotels and other organizations through the city of Pasadena. My colleagues and I have read through the proposed ordinance and strongly feel that all the recommendations that are made in light of what our industry and our city is going through with Covid-19, as well as the suggestions to ensure our employees who are currently working as essential workers are fully protected and aware of the safety and hygiene protocols, are and have already been in place.

Throughout this pandemic, the Westin Pasadena has put into place timely and effective measures to protect colleagues and guests. The hotel has not only provided the PPE's recommended by CDC and local government such as masks, gloves, and face shields, but has also taken the time to educate each colleague on how to effectively wear and remove the PPE's. The training has helped our colleagues understand in depth how they can protect themselves and help reduce the spread of the Covid-19 virus. In addition, we have increased our routine cleaning and placed hand sanitizing stations in front and back of the house for our guests and colleagues to sanitize throughout the day. As it relates to our Room Attendants, in addition to all the hygiene and PPE requirements that I have highlighted in this paragraph, we have also adopted a more relaxed uniform policy, allowing more washable clothing items and plastic aprons for further protection. Our Room Attendants have also been given less rooms to clean, in some cases 2 to 4 credits depending on the condition of the rooms, as well as completely eliminating stay-over service if the guest is present in those rooms for less exposure. For the front of the house colleagues, we have also taken drastic measures to install glass shields at our reception desks as well and placing decals in our registration area enforcing the social distancing while our guests are waiting to be assisted.

As you know, due to this pandemic and the significant loss we have experienced in our industry and city, we all have faced extraordinary operational and financial challenges. Due to this drastic drop in our business demand, along with the city ordinance to close sit down restaurants and bars, as well as limiting social gatherings to not exceed ten people, we have placed the majority of our workforce on a temporary layoff. While this has been a very difficult and emotional decision to make, we are confident that our team will return as soon as some of the restrictions are lifted by the mayor and the governor and business volumes start returning to normal. We have had and continue to have direct communication and connection with our colleagues while being open and transparent about the ever evolving change and measures being taken for their safety.

The Westin Pasadena will continue to respond with care and concern, as experts of our business, to the changing conditions of this pandemic with full consideration for colleague's health, safety and well-being as our top priority. Our city, industry, and businesses don't need to rely on this type of legislation or ordinance.

Remain well and be safe,
Siamak

Siamak Nassirpour
General Manager

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Iraheta, Alba

From: A.J. Stanford <alicejstanford@gmail.com>
Sent: Sunday, April 19, 2020 7:19 PM
To: Public Comment
Subject: Please Support Hospitality Worker Protections, Item 26

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Thousands of hard-working hospitality workers, including many Pasadena residents, have lost their jobs. We need a strong job security law to make sure Pasadena residents can return to their jobs when the coronavirus crisis ends.

Good afternoon,

My name is Alice Stanford I have lived in Pasadena for the past 10 years. I work at the JW Marriott at LA Live in downtown LA.

According to worker reports, the Chateau Marmont initially told employees that they would be able to maintain their insurance during the downturn. Two days later, the hotel told workers that they would be terminated, with no continuing health insurance or a commitment to recall workers when the hotel recovers. The "rack rate" for a one-bedroom suite at the hotel is currently \$885 a night.

Workers at Mr. C's Hotel report a similar experience. According to worker reports, on March 13th, hotel management at Mr. C's Hotel distributed individual letters to employees notifying them they were being terminated immediately. Workers also report that the hotel informed them their positions would be eliminated due to the coronavirus outbreak and they would receive no severance money. Fired employees were offered COBRA health coverage for only one month.

After 9/11, the City of Santa Monica passed a worker job security law to ensure that hotel workers displaced by the economic impact of 9/11 could return to work in order of seniority when business returned. Please give staff direction to draft a right of recall and worker retention ordinance, which will ensure that workers laid off during the coronavirus crisis will have a job to return to when the crisis subsides.

Thank you,

Alice Stanford

Martinez, Ruben

Subject: FW: AR 26

Importance: High

From: Joe Titizian

Sent: Monday, April 20, 2020 10:01:17 AM (UTC-08:00) Pacific Time (US & Canada)

To: cityclerk

Subject: AR 26

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Dear City Clerk,

As we all know the fight against Covid19 is a priority amongst all of us. The health and safety of our team members, guests, partners, and all community members are at the top of the list. Representing the only UniteHere hotel in Pasadena the Hilton already is governed under a CBA which covers several points within AR 26. The confusion is at what point would the CBA apply compared to AR 26. I feel the City of Pasadena has implemented several great measures to already secure our city and all of its different industries. I do not understand why Pasadena needs to consider any additional ordinance like AR 26. All concerns should be addressed to all business sectors in Pasadena and not only hospitality. Why are we being singled out? Does the city have no confidence that they are doing the right thing?

We do live in uncertain times and need to work together. We cannot single out company's or industries as to what's best for them without collectively considering all involved.

Throughout this pandemic, the Hilton Pasadena has put into place timely and effective measures to protect colleagues and guests. We have increased routine cleanings and sanitation, installed additional hand sanitizing stations in key colleague areas, provided personal protective equipment such as disinfectant, gloves and masks. We meet daily to update and reinforce all of the changing guidelines. We have suspended all F&B operations and have reduced the hotel available rooms by 60%. Although we have limited Occupancy at this time we still our doing our best to keep team members updated as well as providing assistance to all as it relates to signing up for unemployment and extending benefits. Our CBA does cover rehires however and we have adopted that same policy as it relates to our non-union team members.

The Hilton Pasadena will continue to respond with care and concern, as experts of our business, to the changing conditions of this crisis. The full consideration of health, safety and well-being for team members, hotel guests and our community will remain our top priority.

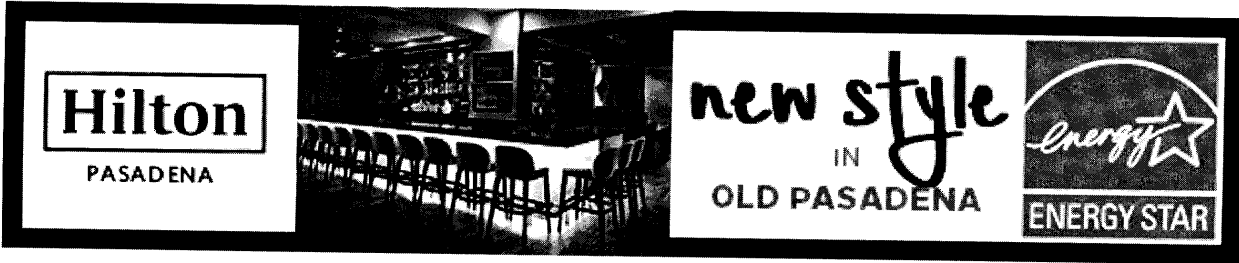
Joe Titizian

General Manager

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Martinez, Ruben

Subject: FW: Courtyard Old Town Pasadena

From: Mike Owen
Sent: Monday, April 20, 2020 12:00:15 PM (UTC-08:00) Pacific Time (US & Canada)
To: cityclerk
Subject: Courtyard Old Town Pasadena

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Dear Pasadena City Leaders,

We appreciate your time and dedication in ensuring the needed measures to keep us all safe are communicated effectively. This includes our hotel team members, guests and citizens of our great city. The Courtyard Pasadena has been vigilant in staying alert for any new changes and updates to safety practices associated with the Coronavirus and Covid-19 crisis that are communicated from a city, county and state level.

When the city of Pasadena recommended closing restaurants and offering take out service only, the hotel complied immediately and ensured there were no gatherings of over 10 people anywhere in the hotel. The Courtyard Pasadena also has taken the measures of providing face masks, gloves, hand sanitizer and all other safety precautions very seriously and provided these items to hotel team members immediately. The hotel continues to provide updated training and safety measures to all team members and guests. We feel this has been a very positive relationship and we appreciate the city's guidance and communication to ensure the safety of the hotel team members and guests as do all other businesses within our great city.

We understand a third party is desiring to offer assistance to the hospitality industry in this time of great need and challenge, however this does not appear to be a need as our city leaders have proven themselves quite capable of working with their business partners in communicating and implementing the needed safety practices and precautions to not only keep our hotel team members safe, but all businesses within Pasadena. We have been great partners for 20 years and although the current challenge is the greatest we have faced together, we fully expect through effective communication and practice to successfully navigate and begin growing again, together.

Thank you for your time and leadership during this time

MIKE OWEN

GENERAL MANAGER

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