

EMEA Cleaning Protocol – FAQ's

HOTEL CLEANLINESS

What hotel cleaning procedures changed as a result of the pandemic?

On a daily basis, our hotels around the world are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

- Guest Rooms: Hotels continue to use cleaning and disinfecting protocols recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- Public Spaces: Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms, and room keys.
- Heart of House: In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff facilities.

What cleaning practices are Marriott hotels following today?

Marriott International has long had a reputation for high standards of hotel cleanliness with well-established cleaning processes and training in place. Our hotels around the world are working to adopt the latest guidance on hygiene and cleaning. The measures implemented in our hotels are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Initial steps to combat the virus include:

- Clear guidelines on chemicals and equipment to be used that are against viruses
- Increased frequency of cleaning and disinfection at highly frequented areas and regularly touched surfaces. e.g. counter at front desk, elevators, public bathrooms, room keys and gym equipment
- Protocols in place to clean guest rooms after guests depart and before next guest arrives
- Increased frequency cleaning in the Heart of House, where associates work behind the scenes
- Increased associate health, safety and knowledge efforts, including hand hygiene protocols and specific COVID-19 related trainings
- Social distancing effort such as floor graphics/ signage in lobbies and dining areas to remind guests to maintain social distancing protocols and removing or re-arranging furniture.

The company is also rolling out a multi-pronged platform to elevate its cleanliness standards and hospitality norms and behaviours to meet the new health challenges presented by the current pandemic environment. This will include:

- A Global Cleanliness Council to tackle the realities of the COVID-19 pandemic at the hotel level and develop the next level of global hospitality cleanliness standards, norms and behaviours.
- Roll-out of enhanced technologies, including electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotel. In addition, the company is testing ultraviolet light technology for sanitizing keys for guests and devices shared by associates.
- A dedicated Cleanliness Champion in each of our hotels. The Cleanliness Champion is certified as an expert and is responsible for the hotel's cleanliness program pull-through leveraging standards and tools

What is the Marriott Global Cleanliness Council?

Marriott has created the Marriott Global Cleanliness Council to tackle the realities of the COVID-19 pandemic at the hotel level and further advance the company's efforts in this area. The Marriott Global Cleanliness Council is focused on developing the next level of global hospitality cleanliness standards, norms and behaviors that are designed to minimize risk and enhance safety for consumers and Marriott associates alike.

The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and includes both in-house and outside experts in hospitality, epidemiology, sanitation and protective health and hygiene technology.

Their mission is to identify and deploy scientifically supported best practices and innovations for protecting the health of hotel associates and guests.

Is Marriott using any new cleaning technologies to sanitize its hotels?

Marriott is progressively deploying electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotel. In addition, the company is conducting a series of tests to assess the benefits and efficacy of new technologies, such as ultraviolet light technology, to enhance current cleaning practices.

What is electrostatic spraying?

Electrostatic spraying is a cleaning method where a device is used to apply an electric charge to a disinfectant, enabling the disinfectant to more effectively cover a surface than traditional cleaning methods.

How much is Marriott investing for on the roll-out of its new cleaning measures?

Because we have properties of various different sizes and facilities – from large resorts to small boutique hotels, it's difficult to give a ballpark figure on costs.

Are products used to sanitize common areas and guestrooms non-toxic and safe - particularly for people with allergies?

Hotels use U.S. Environmental Protection Agency [EPA] or local authority approved cleaning products that are safe for associates and guests. If you have a specific allergen or safety question about the products used by a hotel you will be staying at, we encourage you to reach out to the hotel for information on their specific products and practices.

How often are lobbies and other public hotel areas cleaned?

Hotels have increased the frequency of cleaning and disinfecting in public spaces and these cleanings should be immediately evident to the guest. Hotel teams are focused on cleaning frequent contact surfaces such as front desk check-in counters, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, escalator and stair handrails, fitness center and spa equipment, bar and dining surfaces, etc. If guests have questions about a specific hotel's cleaning practices, they should speak with the hotel team.

Will Marriott's enhanced sanitization efforts be used throughout their properties – managed and franchised?

Marriott is rolling out a multi-pronged platform to elevate its cleanliness standards and hospitality norms and behaviors to meet the new health and safety challenges presented by the current pandemic environment. This platform, which is mandatory for all managed and franchised hotels, will enhance the well-established cleaning processes and training that are already in place.

If a hotel was a quarantine facility/ hospital/ essential worker housing: Is the property safe for guests?

Marriott International takes its standards for hygiene and cleanliness extremely seriously and the health and wellbeing of our guests and associates is our top priority. We have very specific reopening guidelines and protocols in place for our properties which includes precautionary hygiene measures including additional sanitization across all guest rooms and public areas.

Properties that have been used to accommodate patients or medical workers will have a deeper level of inspection and cleaning requirements.

We continue to be guided by local government regulations across our various markets and are following the direction they and other health experts such as the WHO and CDC provide.

Reports suggest COVID-19 can spread through air conditioning. What is Marriott doing to manage this?

Across our properties, we are increasing fresh air intakes to the maximum capacity. Furthermore, we have implemented more efficient filters in the units and are keeping our ventilation permanently running.

GUEST HEALTH & SAFETY

What hygiene and safety items are being used and made available to all guests?

The CDC and WHO warn about direct, person-to-person contact as the primary way COVID-19 is spread. To help alleviate the risk of transmission this way, the company will be using signage in its lobbies to remind guests to maintain social distancing protocols and removing or re-arranging furniture to allow more space for distancing. Marriott is also evaluating adding partitions at front desks to provide an extra level of precaution for our guests and associates and is making PPE available to our associates. Hand sanitizing stations are installed in high-traffic areas, including the entrances to the hotels, near the front desk, elevator banks and fitness/spa and meeting spaces. In addition, hotels will be placing sanitization kits or cleaning wipes that guests can use in guest rooms.

What will happen when a guest checks in and has to stand in line?

Hotels are implementing social distancing guidelines which meet or exceed local guidance, including signage, physical partitions at the front desk and floor markers to help guests maintain appropriate social distancing. Further, our Marriott Bonvoy members are being encouraged to use our Mobile App check-in/out and Mobile Key features (where available) to reduce the amount of time spent at front desk. We recommend utilizing our Mobile Chat service to communicate with our hotels before, during and after their stay.

What enhancements are being made to cleaning practices in your guest rooms?

Hotels are continuing to use cleaning and disinfecting protocols recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

What options do guests have to make their stay “touchless”?

The Marriott Bonvoy mobile app has several functions guests can use to reduce personal interactions at check-in and throughout their stay. With the app, guests can check-in/check-out, unlock their door (in certain locations), proactively chat with hotel associates, request common items via a pick list, and place food and beverage orders (in certain locations).

Will you restrict hotel capacity for a period in order to reduce interaction between guests?

We are planning for a range of scenarios that require us to be agile in a fast-changing world. Our scenario planning involves markets coming back on different timelines, with government travel restrictions and public health mandates that have different requirements and may integrate different social distancing requirements.

Our goal is to offer flexibility in our hotel operations so that we can provide safe solutions for our customers, associates and our owners that will adapt to whatever comes our way in the ‘new normal’ as we continue to serve our guests.

Are there limits on how many people can congregate in lobbies or other public areas?

Each hotel is monitoring and adhering to guidance from its local authorities. Measures that hotels are taking currently include: helping guests to keep distance from each other in our lobbies/public spaces through increased social distancing signage and removing excess furniture/seating to create more space. In addition, enhanced operational protocols are under development to provide consistent guidance for the entire portfolio.

How will guests know that the hotel they are staying at is cleaned to these new standards?

Our new cleanliness practices and protocols should be immediately evident to the guest. They will see increased cleanings in our hotel public spaces, with particular attention paid to high-touch items, and each hotel will have information available on the specific cleaning practices used in guest rooms between each guest.

Which properties have mobile app services for check-in, room access, special requests and room service ordering?

Mobile check-in/out, service requests and chat, which can also be used for room service ordering, are supported across our entire portfolio of hotels (excluding Protea Hotels). Other features – including Mobile Key and Mobile Dining – are available at many of our hotels. Marriott Bonvoy app users will see those features appear automatically for any hotel they are staying at.

Will Mobile Key become a requirement for all properties?

Our mobile technologies provide reassurance and distancing options for our guests. In over 3,300 hotels, phones can be used to check in, access rooms, and order room service. We look forward to growing that number throughout the year.

Will Marriott look into keeping occupied guestrooms distant from each other? So, no two rooms next to each other are occupied at the same time?

This is not something that we are considering at the moment, however we will remain flexible in our operations.

Will guests receive masks upon arrival?

Masks will be available to guests, upon request.

Will guests receive disinfecting wipes?

We will be placing sanitization kits or cleaning wipes that guests can use in their guest rooms.

Will guests have their temperature checked upon entering the hotel?

The implementation of temperature testing for guests and associates in our hotels will be driven by local Government/regulatory guidance and requirements or the laws in the country of operation.

ASSOCIATE HEALTH & SAFETY**What is Marriott doing to ensure associates will be comfortable working in a hotel?**

The steps we're taking on cleanliness and new hospitality norms are as much about the health and safety of associates as they are about our guests. If we've learned anything during this pandemic, it is that we are all in this together. By taking care of associates and following these new protocols – we will be collectively taking care of our guests and the global community.

Our approach includes a recommitment to associate well-being, retraining on hygiene and safety behaviors and reinforcing their role in making the hotel a safe and comfortable environment. In terms of PPE, associates will have access to masks, chemical resistant gloves, disposable aprons, shoe covers and protective clothing.

Have you changed work protocols or processes to safeguard associates from COVID-19?

We are committed to monitoring the latest guidance from the ECDC and WHO and are updating their protocols and developing appropriate guidelines for hotels which include everything from training on safety, sanitation and social distancing protocols, to providing appropriate personal protective equipment and access to hand sanitizers while on property. In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, canteens, laundry rooms and staff offices.

Is COVID-19 specific training being made available to associates?

Yes. Marriott has created training specifically on COVID-19 and related protocols. We are now working with our experts on Marriott's Cleanliness Council to develop role-specific training for hotel teams with frequent guest contact including Housekeeping, Food & Beverage, Hotel Operations and Security.

GENERAL**How will hotels handle meetings and events?**

Our teams are working on rolling out guidelines specific to meetings and events in our properties. This will include overall set up of the facilities, placement of food and beverage breaks, manning guide and associate training. We will also closely work with customers to also understand and implement their respective guidelines and restrictions.

How is Marriott adapting its food and beverage operations?

Food safety and our overall F&B operations are key focus areas as we adapt to this 'new normal' in the age of COVID-19. To ensure our guests a healthy and safe environment in our F&B facilities, we have partnered with Ecolab to develop

guidelines that include standard and remediation procedures focused on cleaning and sanitizing of all relevant F&B areas, front and back of house.

Our teams are also working on rolling out specific safety measures, which includes:

- Social distancing measures within our outlets
- Food handlers and supervisors will be trained on safe preparation and service practices
- F&B operations will conduct self-inspection using the company's food safety standards as guidelines, and compliance is validated by independent audits
- Modifying our operational practices for in-room dining and designing new approaches to buffets
- Room service will be specially packaged and delivered right to the door without contact
- More grab and go services for guests
- Training videos for all operational associates that includes hygiene and disinfecting practices
- Alternatives for menus – QR Codes, one-time use menus, LED screen menus around the outlets, etc.

Will you continue to serve food from buffets in your hotels?

Following the announcement on our new cleaning protocols, our team is working through a range of other new processes and procedures – such as implementing social distancing protocols in our public spaces and food and beverage outlets – all designed to ensure we're ready for the recovery.

In regard to buffets we are giving guidance to our hotels to first of all ensure they are following local regulations on social distancing and health guidance. Buffet service tends to only apply to breakfast in the majority of our hotels. As buffet style service can lead to congregations of guests and staff together, we are advising properties to evaluate whether to offer a buffet or instead consider an a la carte breakfast or grab & go option. This decision will be guided by the size of the dining space, the volume of guests and volume of staff available on any given day.

If a hotel opts to continue offering a buffet service, hotels are required to carry out specific health and hygiene measures, for example:

- Ensure frequent hand-washing for staff
- The wearing of gloves when handling/ serving food
- No re-use of serving plates/ utensils if possible
- Buffet utensils washed, rinsed and sanitized every 30 minutes
- Dish machine temperatures verified every shift
- Food runners, buffet attendants and food handlers undergo a health assessment as permitted by law
- Ongoing disinfecting of buffet areas and equipment using approved chemicals
- Placement of hand sanitiser stations in suitable locations near buffet area
- Restaurant furniture to be sanitised after every meal period; tables to be sanitized before turning the table
- Large groups broken down into smaller tables
- Social distancing guidance in place for guests when queuing for tables and food

What solutions are proposed so that this does not affect the customer experience?

For an industry that thrives on empathy and human connection the impact of social distancing measures on the hospitality sector is going to be significant – for both the hoteliers and the guests.

Interaction and engagement are one of the key elements of a travel experience. However, the 'new normal' means health and hygiene will be at the forefront of our customers' minds, and as hoteliers we are reimagining how we can deliver the customer experience in a hygienic yet human way.

We are grateful for the trust our guests have shown us through the years and we want them to see and understand what we are doing and why we are doing it - so that when they walk through the doors of one of our hotels, they know our commitment to their health and safety is our priority, whichever of our brands they are staying with.

We hope that social distancing will be a relatively short-term requirement and will reduce as the impact of the virus decreases or vaccines/ testing improve. However, what is here to stay is a focus on cleanliness and hygiene

What other measures are you going to take to counteract the coldness of the lack of customer contact and to continue providing excellence in luxury hotels service?

While we can use technology for some elements of the hotel experience e.g. check-in, we need to also consider how we keep doing the small personal touches that have a big impact when travelling – the welcome on arrival, thoughtful gifts, scents and flowers, handwritten notes from the General Manager, general recognition, concierge services, luggage assistance. This is particularly important for our luxury hotels, where travellers are able to be more selective about where and how they travel.

One result of COVID-19 is that space itself may become part of the definition of luxury – the ability to maintain personal space and enjoy a sense of space. This is something that many luxury resorts, hotels and villas will be able to offer more easily than other accommodation options.

Is this focus on cleanliness the beginning of a new era for hospitality?

As this situation continues to evolve in such different ways around the world it is incredibly difficult to predict the future of hospitality. However, one thing that is clear is that whenever the longed-for recovery comes, it will bring a new sense of 'normal' for travel.

Coronavirus is almost certainly one of the biggest global events – and challenges – of our lifetime. The global pandemic has not only shifted travelers' expectations, it has fundamentally changed human attitudes and behaviors at a speed we've never seen before – and all organisations, including ours, will have to adapt and respond to those new requirements. In the short term our hotels are finding ways of combining rigorous cleaning standards and social distancing with the human touch.

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