WE CARE

Connect with our colleagues through instant messaging to avoid unnecessary contact

Temperature checks for all guests and employees at all points of entry

Paperless check-in and express check-out service

Sanitary kit (face mask, mask holder and hand sanitiser gel) is provided upon check-in

High traffic areas are treated with Nano Titanium Dioxide

Sanitise all guest touch points with neutral disinfection cleaner every hour

Suitcase disinfection service is available upon request

Clean and sanitise all air conditioner filters on a monthly basis

COVID sensitive rooms with enhanced cleaning protocols and contactless service

All colleagues are equipped with face masks and gloves when cleaning the room

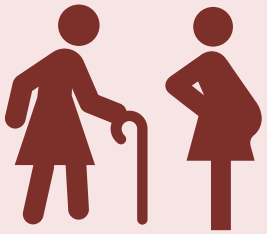
All gym equipment, spa treatment rooms and limousines are sanitised after each use

All restaurant dining tables are disinfected after each use and menus are offered through a QR code

COVID-19 Update – New measures for our employees

- Enhanced health and safety training measures have been put in place for all colleagues
- Temperature checks
- Thermographic CCTV cameras in place in most of our hotels
- Double cleaning shifts
- Significant increases in regular disinfection is conducted across all hotel areas focusing main touch points
- Preventive measures distributed to all suppliers and contractors
- Maintain close contact with local health authorities and monitor the situation on a daily basis

Types of Guests – 3 Guest Covid Lockdown Behavioral Levels

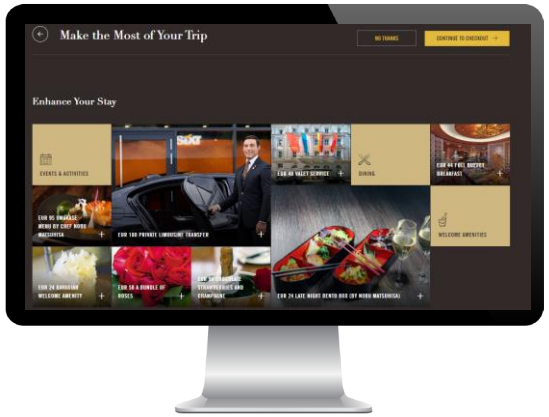
"COVID SUPER SENSTIVE"	"COVID CAUTIOUS"	"COVID FATIGUE"
		
Guest is very sensitive and more vulnerable, wants NO interactions. Luggage is handled by guest, remote check-in, extensive use of HelloMO, assignment of a COVID sensitive room (removal of decorative pillows, blankets, etc.)	Most guests will fall into this category and our SOPs will be designed for this level; however, colleagues can pivot from here to either direction	Guest is not concerned about COVID and is not necessarily following guidelines, expect full service and may infringe on distance to our colleagues

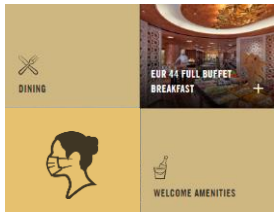
COVID-19 Update – New measures for our guests

- Health declaration forms
- Guest preferences on service, cleaning levels and interaction with colleagues will be established prior to arrival
- 'We Care' package with face masks, hand sanitizers and disposable gloves will be provided upon arrival and departure
- Disinfect luggage before delivery to the room
- Housekeeping will only clean the room in the absence of the guest and text/message
- Guest room bedding and linens cleaned and changed daily
- Food & Beverage – table distancing measures in all Restaurants & Bars (aligned with local requirements)
- In many locations, our hotel spas and wellness areas have introduced private areas for training and treatments

Pre-Arrival without Hello MO

Booking via MO.com





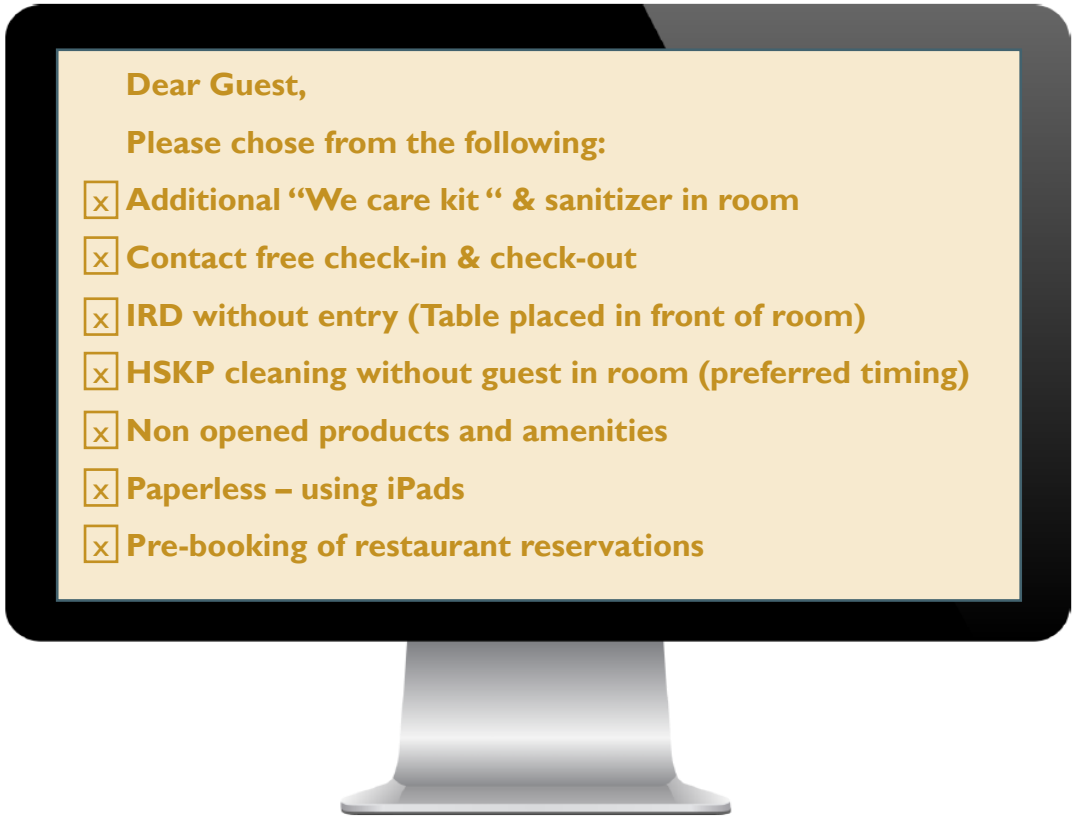
The guest sets health Covid-19 preferences directly during the booking process or with the automatic pre-arrival email

Booking via Agent, Call or Mail

The guest sets health Covid-19 preferences later via Survey-Monkey with the pre-arrival email

Hello MO available:
USA - MOBOS, MOMIA, MONYC, MOWAS
EMEA - MODOH, MODUB, MOLON, MOMLN,MOPRG
APAC - LMHKG, MOHKG, MOJKT, MOMAC, MOSIN, MOWFJ

Email includes QR code to Hello MO



Re-opening Hotels

- Mandarin Oriental, Guangzhou
- Mandarin Oriental Pudong, Shanghai
- Mandarin Oriental, Sanya
- Mandarin Oriental, Jakarta
- Mandarin Oriental, Kuala Lumpur
- Mandarin Oriental, Singapore
- Mandarin Oriental, Hong Kong
- The Landmark, Hong Kong
- Mandarin Oriental, Macau
- Mandarin Oriental Bangkok – July 3rd
- Mandarin Oriental, Bodrum
- Mandarin Oriental, Prague
- Mandarin Oriental, Geneva
- Mandarin Oriental Jumeira, Dubai
- Mandarin Oriental, Doha – July 1st
- Emirates Palace, Abu Dhabi
- Mandarin Oriental, Miami – July 1st
- Mandarin Oriental, Canouan – July 1st