

WE  CARE

Overview

- Mandarin Oriental has implemented a ‘We Care’ Health and Safety program to further safeguard the comfort and health and safety of guests and employees
- Designed to ensure our guests remain well cared for while upholding the level of service, they have come to expect from Mandarin Oriental
- Plan for the “new norm” (which is undefined and speculative)
- Differentiate service, calibrate guest behavior and monitor
- Technology solutions – digitalization blended with in person experiences



High Standard of Health & Hygiene

- Maintaining the Lloyd's Register "Safe Hotel" I60 standards with strict cleanliness protocols
- Lloyds Register, an internationally recognized independent assessor, audit the Group's rigorous Fire, Life, Health, Safety & Security standards on an annual basis and have verified the new additional methods in place
- Incorporating sanitization with hospital grade sanitizer following the deep clean
- Support the cleaning with an in room steaming routine (cushions and mattress, pillows etc.)
- The use of steam vs more chemicals will also support **wellness** for colleagues and guests



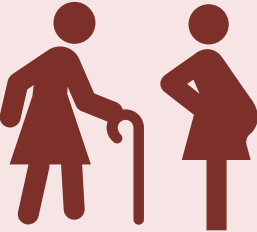
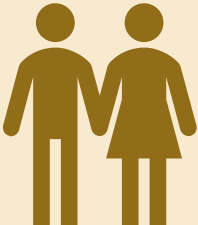

Examples of some “We Care” initiatives

- 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 to ensure guests have a comfortable stay and onward journey
- Housekeeping will only clean the room in the absence of the guest and text/message once the room has been cleaned and sanitized
 - Throughout the cleaning process, hotel colleagues will be provided with personal protective equipment and enhanced training designed to protect their well-being while continuing to deliver exceptional service



Types of Guests

- 3 Guest COVID Lockdown Behavioral Levels

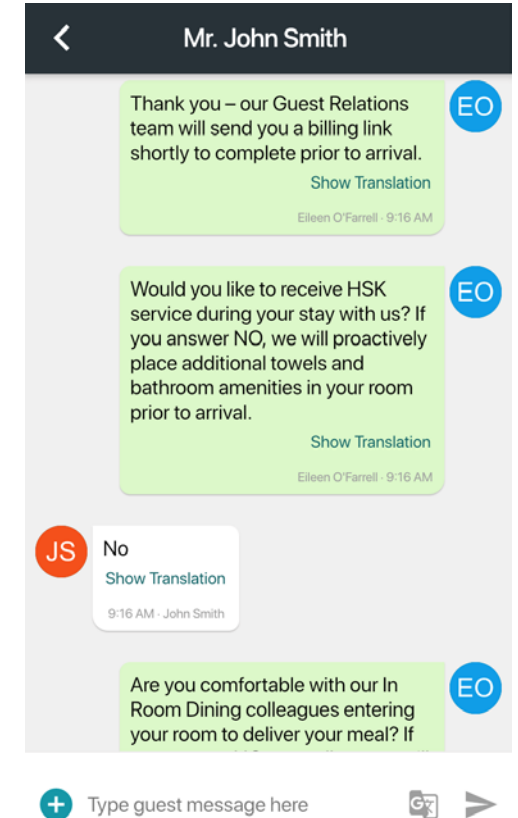
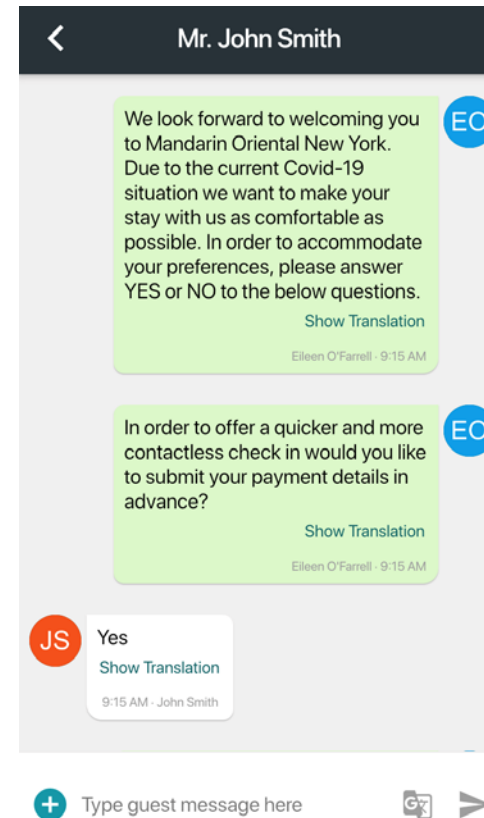
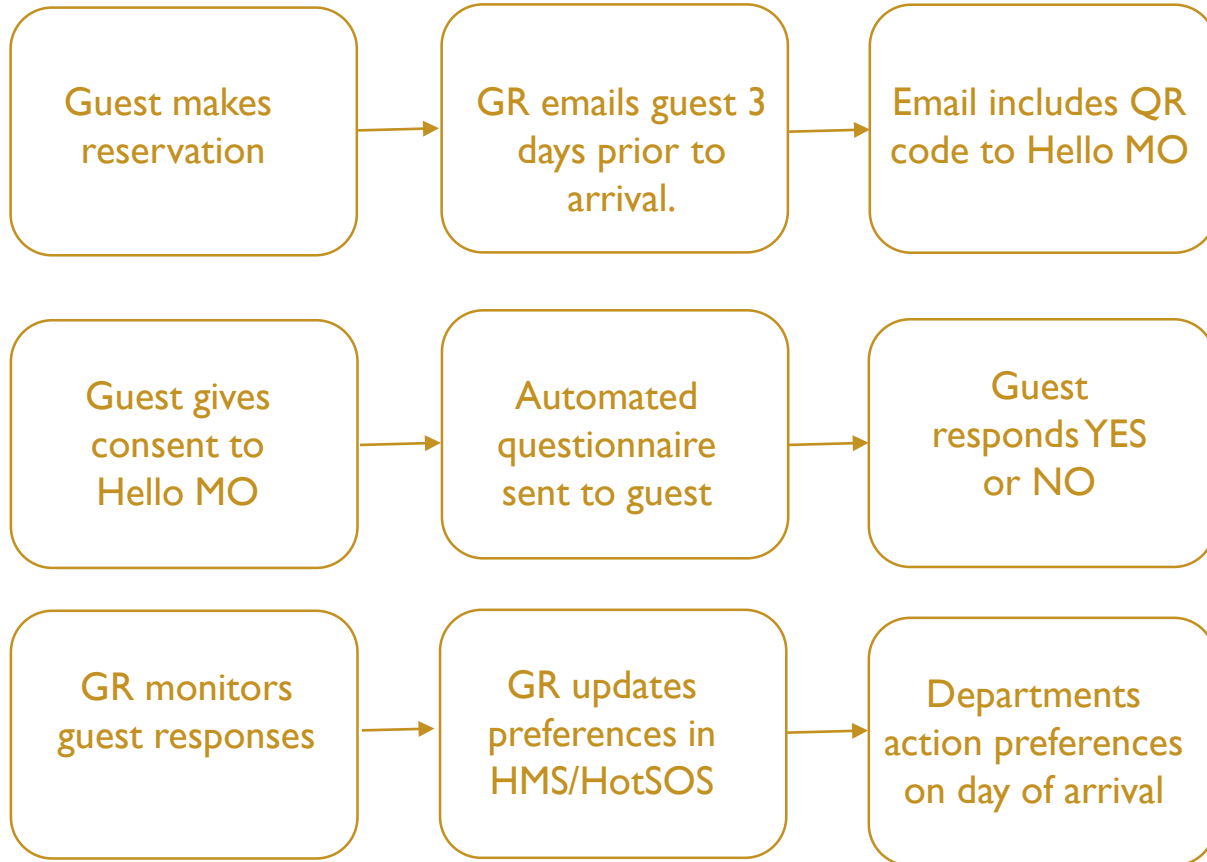
“COVID SUPER SENSITIVE”	“COVID CAUTIOUS”	“COVID FATIGUE”
		
<p>Guest is very sensitive and more vulnerable, wants NO interactions. Luggage is handled by guest, remote check-in, extensive use of HelloMO, assignment of a COVID sensitive room (removal of decorative pillows, blankets, etc.)</p>	<p>Most guests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



Guest Journey

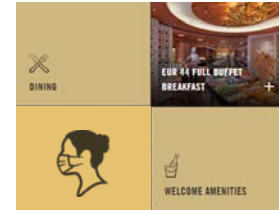
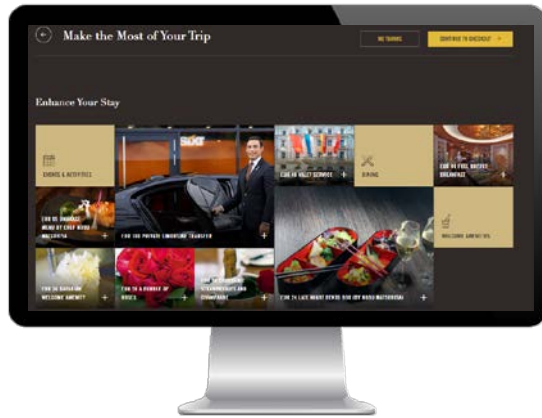


HelloMO



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

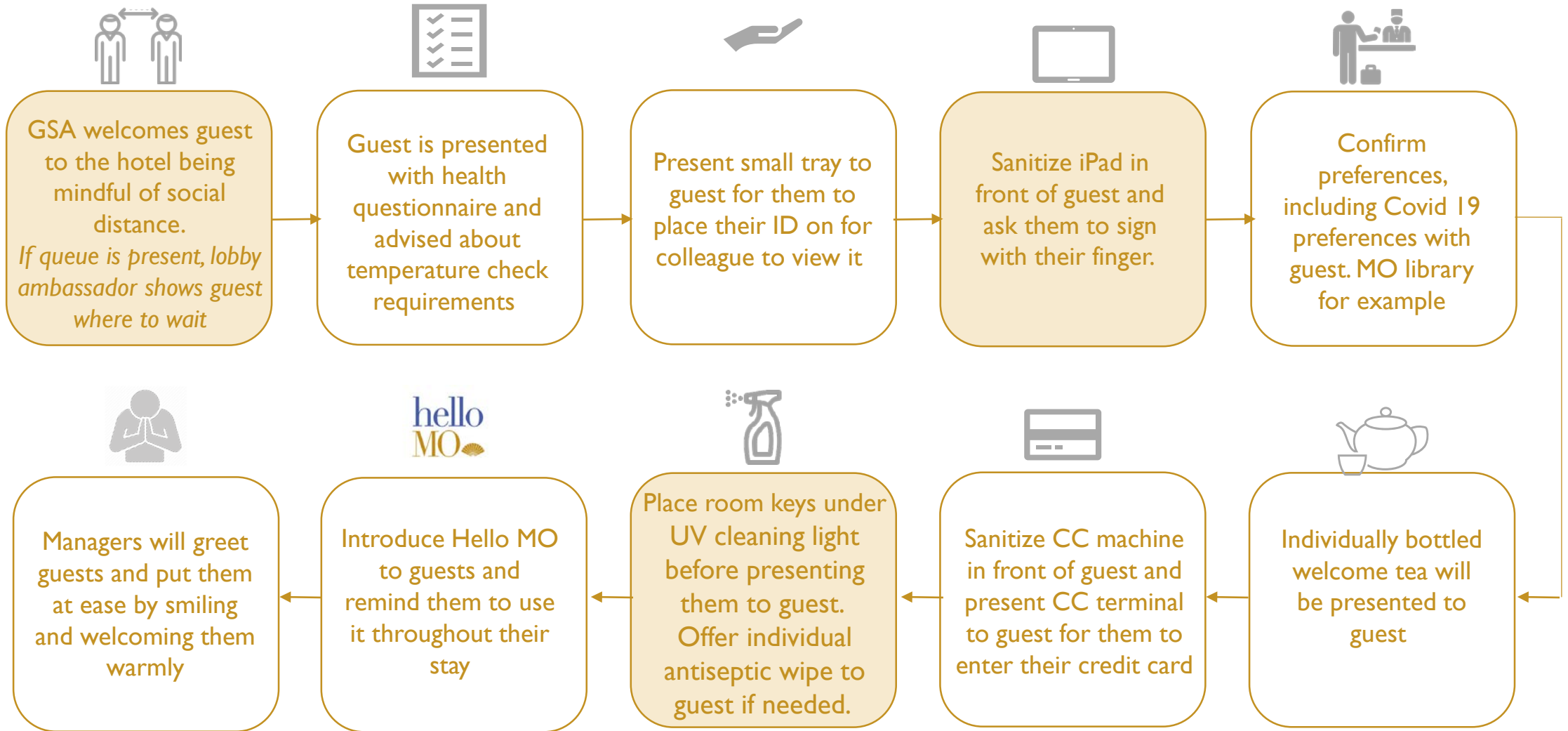
Dear Guest,

Please chose from the following:

- Additional "We care kit" & sanitizer in room
- Contact free check-in & check-out
- IRD without entry (Table placed in front of room)
- HSKP cleaning without guest in room (preferred timing)
- Non opened products and amenities
- Paperless – using iPads
- Pre-booking of restaurant reservations



Check-In





MO Welcome Lounge
Requirement for Group Arrival

Engagement with MP
Group charges, TD preferences, Luggage Handling Fee

Pre-set keys/allocation
Guests allocated and guaranteed CI on arrival

Group Arrival
Maximum 1 Bus with 40 guests

Welcome "Mai Greeting" & We Care Kit

Luggage Delivery
Sanitized Luggage delivered if opted for by guest.

Fans of MO Welcome Amenity
Wrapped & Sealed Amenities with a local sense of place

Partial Escort
Intro Hotel Facilities
Optional: Host to meet on floor.

HelloMO
Seamless, digital communication with the guest throughout stay

Check in Kiosks
1) iPad for Reg Card
2) Verify ID / Scanner
3) Confirm Preferences
4) Present Keys

MO Lounge
Preset Welcome Drinks, packaged disinfectant wipe & Gel Sanitizer

Luggage
Delivery to Lounge or directly to room

Group Arrival

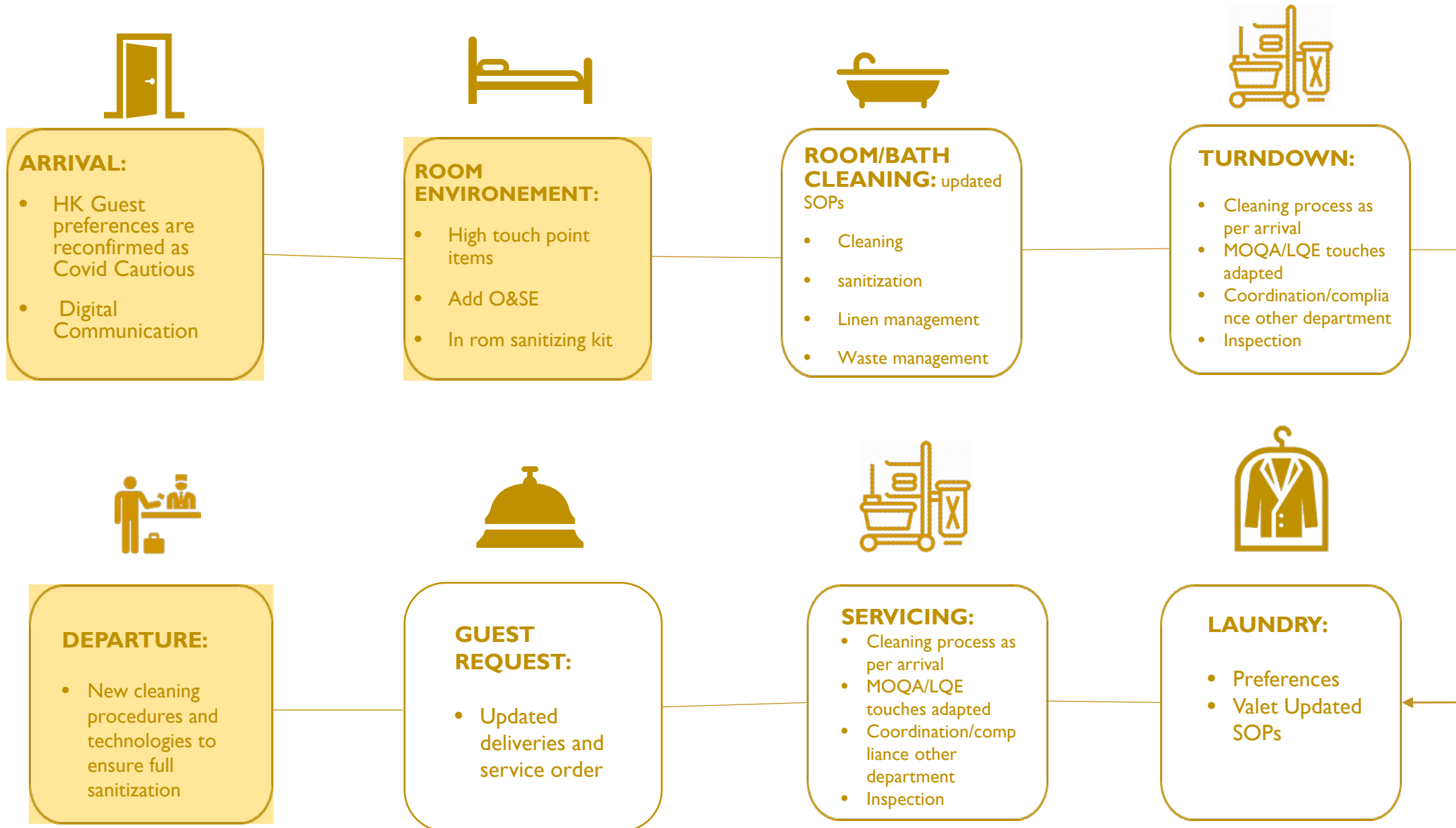
Thermogenic Camera
Seamless Temperature Check

Suspect Infected COVID-19
Isolate Group in MO Lounge & BCM Pandemia

Escort
Designated Group Ambassadors



Housekeeping



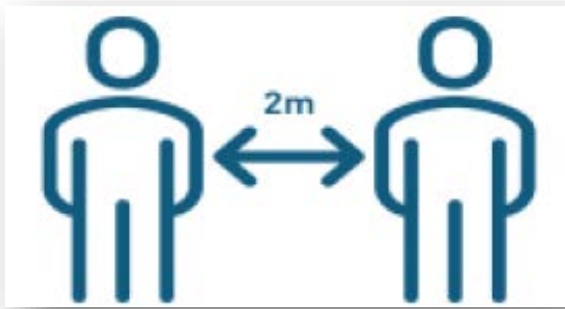
Colleague Journey





What are some of our hotels doing

- Thermal screening at hotel entrances
- Provide guests with a We Care packet
- Disinfect luggage before delivery to the room
- Hand sanitizer readily available in all common areas
- Social distancing set up in all restaurants and bars
- Offer driving protection kit for in house guests





MANDARIN ORIENTAL
THE HOTEL GROUP