

INTRODUCING:

MARRIOTT INTERNATIONAL COMMITMENT TO CLEAN

Marriott
INTERNATIONAL

Asia-Pacific

UPDATED:
JUNE 4, 2020

OUR APPROACH

A LONGSTANDING COMMITMENT

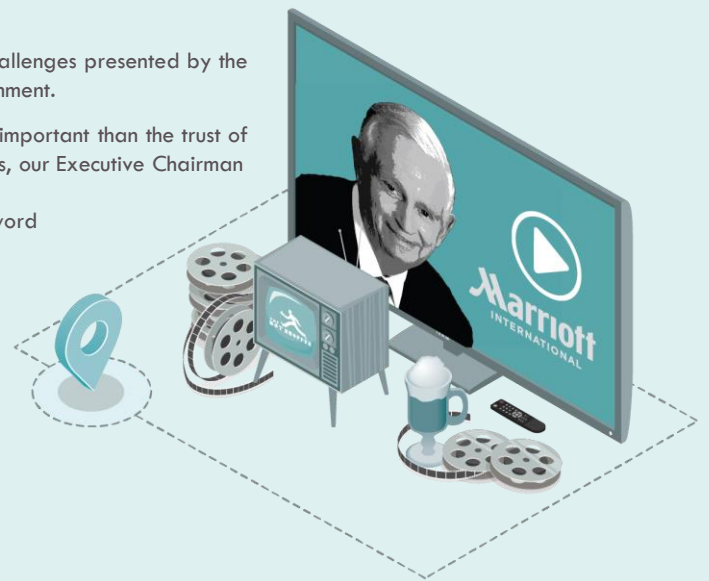
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about travel differently now. We are too. That's why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors

to address the unique challenges presented by the current pandemic environment.

Because nothing is more important than the trust of our guests and associates, our Executive Chairman JW Marriott, JR. wanted to give you his word on our new processes.

[Take a look.](#)



GLOBAL GUIDANCE, LOCAL EXECUTION

We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of which we are a part.

Our new protocols work for all 30 brands. While elements of these new practices may vary based on differing geographies, travelers should know that our hotels will continue to follow local government and public health guidelines and operate with health and safety top of mind.

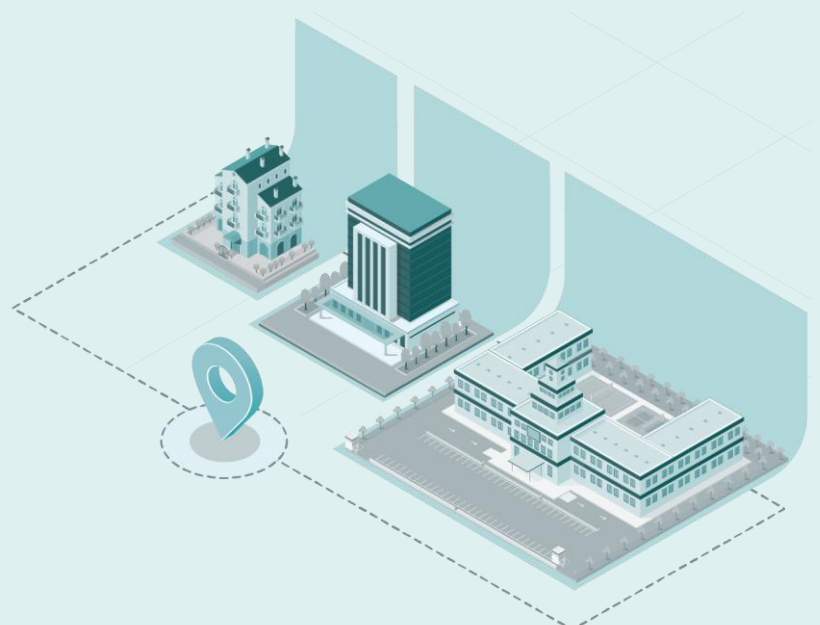
A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high-traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us.

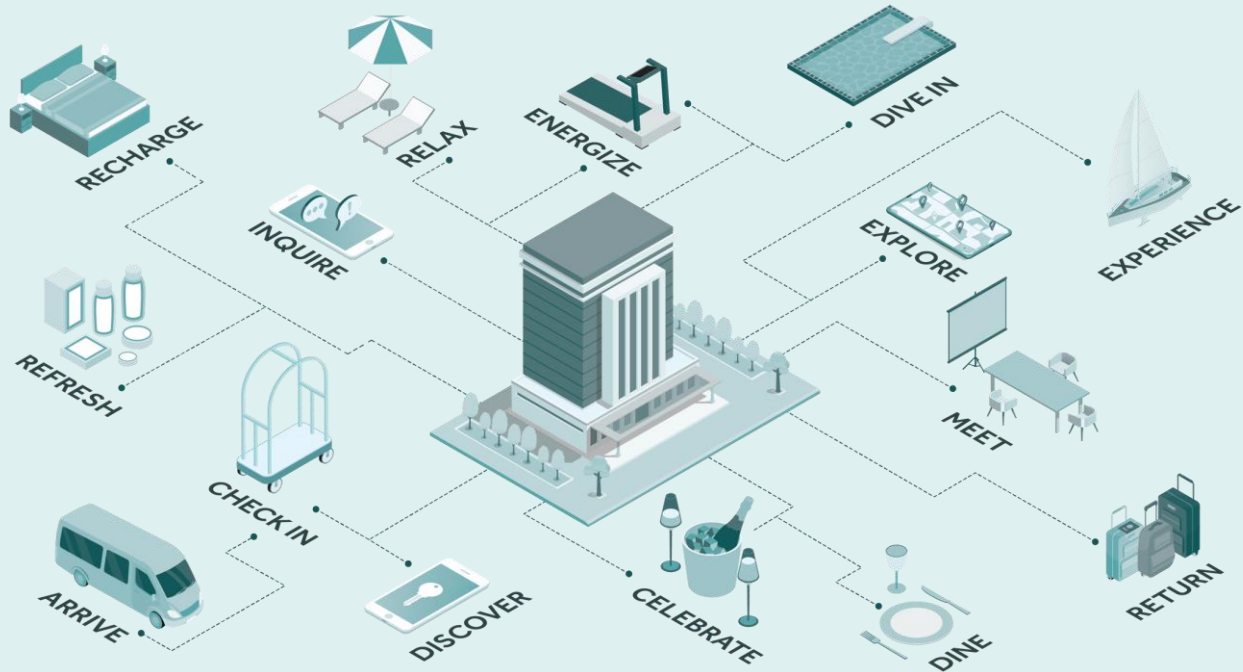
You can count on us, and we know we can count on you.



WE'RE IN THIS TOGETHER.

OUR COMMITMENT

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us. We will travel again soon. And, when you are ready to:



we'll be ready to welcome you.

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers healthy. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

✓ DEEPER, MORE FREQUENT CLEANING

- Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and escalator handrails
- Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

✓ YOUR SANCTUARY

- Deep cleaning** each guest room between stays
- Removing nonessential high-touch items that can't be disinfected, and providing **disinfecting wipes** in every guest room

✓ LESS CONTACT, MORE CONNECTION

- Using **mobile technology**: Mobile Key and Mobile Requests via the Marriott Bonvoy™ app
- Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queuing areas
- Supporting hybrid meetings **via live-streaming capabilities**

✓ NOURISHING THE 'NEW NORMAL'

- Providing a variety of **'grab and go'** contactless food + beverage options
- Redesigning food + beverage** station set-ups to ensure physical distancing; removing non-essential items
- Tailoring options** for groups and enabling reserved spaces

OUR PLAN

CLEANING PRODUCTS + PROTOCOLS

To provide a clean and healthy environment for guests, customers, and associates, we use disinfectant products that have been approved and certified by the U.S. Environmental Protection Agency (EPA), and other international government environmental agencies, as applicable, for use against emerging viruses, bacteria, and other pathogens. Our enhanced cleaning protocols adhere to the recommendations set forth in the EPA Emerging Pathogen Policy or local regulatory guidance regarding cleaning and sanitization. Public spaces, including high-touch areas, are cleaned and disinfected more frequently. In guest rooms, we focus on cleaning deeply between guest stays. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

We have provided the guidance below to all our Asia-Pacific hotels to enable a consistent approach to addressing COVID-19. While individual hotel practices may vary based on locales and surrounding circumstances, this framework illustrates the seriousness with which we approach our responsibilities as stewards of the travel industry.

CREATING TRANSMISSION BARRIERS



Less Contact, More Connection

Hotels will implement touchless or low-touch solutions and adopt contactless technologies including: Mobile Key, Mobile Chat and guest requests via the Marriott Bonvoy™ app.

Guest greetings will be modified to a nod, wave, or a bow, while continuing to ensure guest needs are met.



Providing Personal Protective Equipment (PPE)

All associates that wear a Marriott badge will wear a face covering as a part of their uniforms.

Guests should wear personal face masks or coverings and should abide by local regulations.

Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, may be offered where available.



Physical Distancing

Guests and associates should practice physical distancing by standing at least 6 feet (2 meters) away from other people not traveling with them.

Certain areas, such as arrival queues or gathering areas will be marked with signage and, if necessary, one-way guest traffic flow will be indicated.

Where applicable, lobby furniture, restaurant layouts, and other public seating areas will be reconfigured.

We are happy to work to customize seating capacities and room sets to meet individual distancing needs of group customers.

ENHANCING SANITATION



Emphasis on Hygiene & Cleanliness

Each hotel will be required to have a hygiene plan; associates will be required to be aware of and follow for personal hygiene, physical distancing and PPE, in compliance with all local public health guidance.

Hand sanitizing stations for guest use will be placed in all high-traffic areas and public spaces.



Deeper, More Frequent Cleaning

Enhanced cleaning protocols include frequently disinfecting high-touch items and sanitizing restrooms frequently, with the right chemicals and procedures to kill COVID-19.



Cleanliness Training

We're building on our reputation for high standards of hotel cleanliness with well-established cleaning processes. In addition, each property is required to have a *Cleanliness Champion* to help lead the hotel in how it can ensure a clean environment for guests and associates. Additionally, associates will be required to take training on COVID-19 and sanitation protocols.



Leveraging Technological Innovations

We have initiated plans to roll out enhanced technologies at our properties over the next few months, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to sanitize surfaces throughout hotels. While guests may not see these technologies immediately, these sprayers can rapidly clean and disinfect entire areas and can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas.

In addition, we are testing ultraviolet light technology for sanitizing guest room and shared devices.

PROMOTING HEALTH SCREENING



Guests and Hotels: A Shared Responsibility

Guests are critical in preventing the spread of COVID-19 and other infectious diseases. To fulfill this responsibility, hotels will provide COVID-19 related signage and materials describing good health practices.

Signage will be posted to remind guests of physical distancing guidelines and hygiene practices to prevent the spread of disease.

Associates are educated on the proper way to wear, handle, and dispose of PPE, as well as the appropriate way to wash hands, sneeze, and to avoid touching their faces.



Thermal Screening

Where allowable by law, hotels may have a place at entry points for discreet and non-invasive temperature checks for associates and vendors. Where required by law, guests may also be required for screening.

Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will be denied entry and be directed to appropriate medical care.



Associate & Guest Health Concerns

Hotels will respond swiftly to associate and guest health concerns and follow all current public health guidelines. Associates feeling sick are encouraged to stay home. Those exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work. Additional protocols specific to COVID-19 are in place and summarized below.



Guidance to Local Public Health Resources

Hotels continually monitor and become educated on requirements and guidance from local health authorities and practice those requirements throughout the hotel.

Where testing or treatment of guests or associates is needed, hotels will provide appropriate resources to the available local public health options.

NOURISHING THE 'NEW NORMAL'



Enforcing our Food Safety Protocols with Self-audit platform

When serving food and beverages, hotels will continue to follow guidelines from Marriott International Global Food Safety Standards and local law regulations.

Marriott's food and beverage operations are required to conduct self-inspection using the company's food safety standards through a digital self-audit platform.



Tailored Options for Meetings & Events

Modifications to Food and Beverage service will aim to reduce person to person contact.

Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with physical distancing designed into every meeting set.



Eliminate or Modifying Shared Use / Reuse Items

In restaurants and bars, items such as condiments, silverware, glassware, napkins, etc. should not be pre-set on tables, to allow for effective disinfection in between each guest. Sealed, packaged, or single-use items, disposable or digital menus may be offered as alternatives.

Self-service items that can't be disinfected after guest use, such as ice scoops, candy/fruit bowls, must be removed and replaced with alternative options, such as pre-packaged or associate-attended.



Deliver Contact Less Service

Hotels will promote the use of mobile chat and requests via Marriott Bonvoy™ app for room service and additional amenities, with contactless delivery.

Mobile check-in, mobile key and mobile check-out will also be available in some of the hotels.

COVID-19 CASE PROTOCOLS

We have additional guidelines in place in the event that a hotel is alerted to a case of COVID-19, including:

Case Notification. If a guest starts to feel ill, they will be encouraged to contact health authorities. Extensive crisis communications plans are in place, so that appropriate quarantine procedures and cleaning protocols may be implemented.

Occupied Guest Room Recovery Protocol. In the event of a guest with a confirmed or suspected case of COVID-19, their guest room will be removed from service to undergo a specific cleaning protocol. The guest room will not be returned to service until the room has been disinfected, and consistent with the guidance issued by local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.



A LOOK INSIDE:

HOTEL SPACES

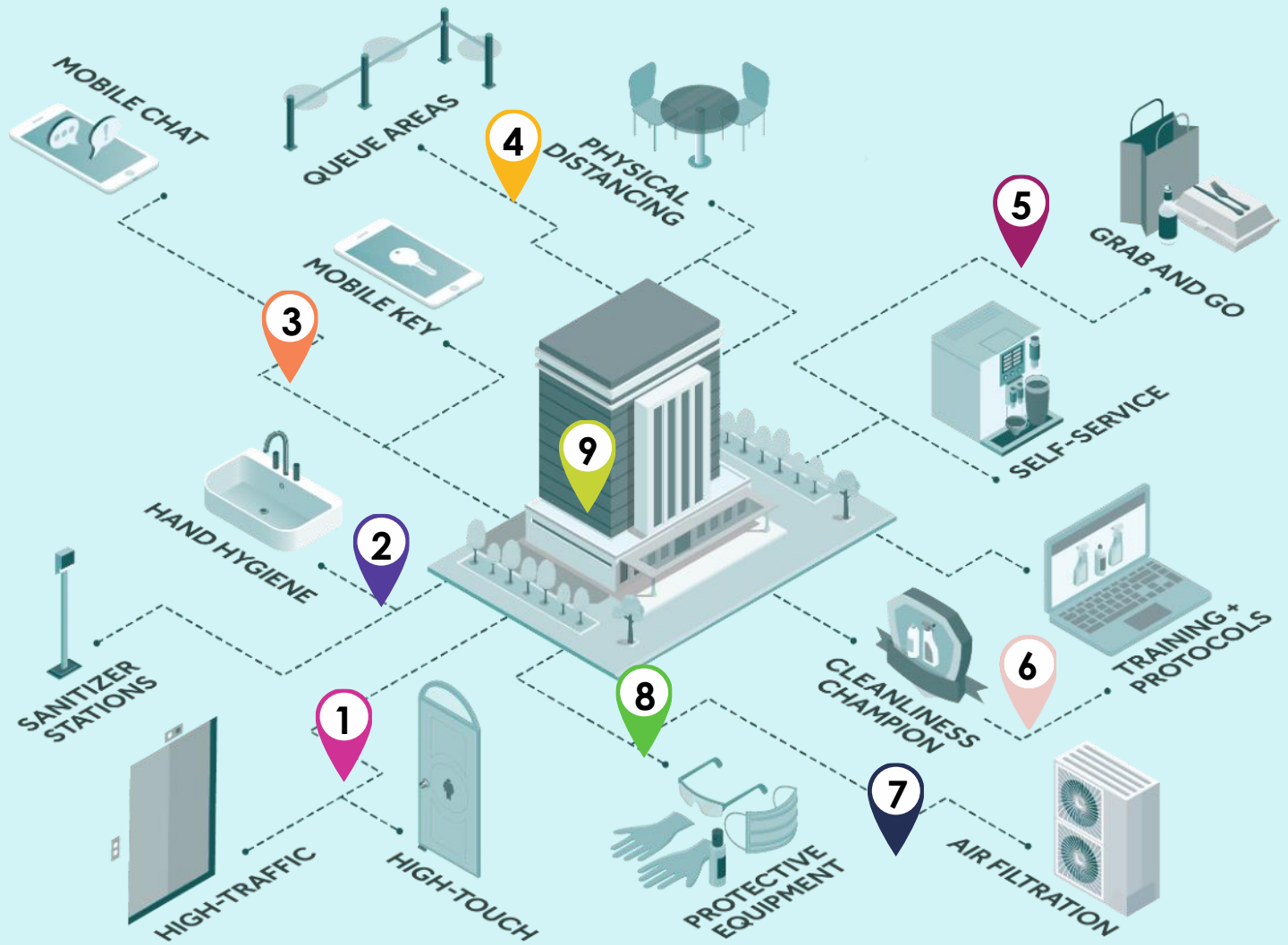
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

Topics are organized by the main physical spaces in the hotel: Total Hotel, Arrival Spaces, Front Desk + Lobby, Restaurants+ Bars, Meetings, Events, Guest Rooms and Pools + Resorts.

Marriott
INTERNATIONAL

COMMITMENT
TO CLEAN

UPDATED:
JUNE 4, 2020



TOTAL HOTEL

1 ENHANCED CLEANING

Protocols for every space of the hotel; especially for high-traffic spaces and high-touch surfaces

2 HAND HYGIENE

Hand washing requirements for associates; sanitizer dispensers placed throughout the hotel

3 LESS CONTACT, MORE CONNECTION

Utilization of the Marriott Bonvoy™ app: Mobile check in, Mobile check out, Mobile Key and mobile request/chat

4 PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

5 MINIMIZING REUSE

Minimizing shared use items and appliances; using disposable and single-use items

6 TRAINING

On-Property Cleanliness Champion; updated training and protocols for all associates with daily reinforcement

7 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

8 PERSONAL PROTECTIVE EQUIPMENT

Face coverings required for all associates and appropriate PPE provided for associates to wear

9 INDIVIDUAL HOTEL PLANS

Hotel-specific Commitment to Clean Plan that outlines how the hotel cleans, disinfects, and mitigates transmission



ARRIVAL SPACES

1 PARKING

Modified lots to promote self-parking; adjusted protocols for valet parking

2 SHUTTLES + TRANSPORTATION

Reduced seating capacity; modified or removal of non-airport shuttles; all transportation sanitized between trips

3 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

4 DOOR HANDLES + KNOBS

Modified entry options including doors propped open, no-touch foot opening levers, or associate-attended

5 CLEANING + DISINFECTING

Deeper, more frequent cleaning of high-traffic and high-touch areas

6 HAND SANITIZER DISPENSERS

Dispenser stationed throughout hotel, with focus in high-traffic areas

7 LOUNGE FURNITURE + QUEUES

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions

8 PUBLIC RESTROOMS

Deeper, more frequent cleaning of public restrooms frequently and after high guest use

9 BUSINESS CENTERS

Equipment sanitized between use; remote-printing options



FRONT DESK

1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: Mobile check in, Mobile check out, Mobile Key and mobile request/chat

4 ASSOCIATE CARE

Associate focus on hygiene and disinfection

7 BELL CARTS

Luggage sanitized after associate touch; bell carts sanitized after each use

2 SELF-SERVICE KIOSKS

Alternate check-in methods for non-mobile guests through self-service kiosks where available

5 HAND SANITIZER DISPENSERS

Dispensers stationed throughout hotel, with focus in high-traffic areas

8 CONCIERGE

Modified service with focus on digital and self-service options

3 QUEUES + STANCHIONS

Queuing through floor decals and stanchions; signage to remind guests of physical distancing requirements

6 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to guests

9 RETAIL + MARKETS

Personal care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations such as self-checkout



RESTAURANTS + BARS

1 REDUCED SEATING

Modified floor plans and reduced seating to ensure physical distancing; surfaces sanitized between guest use

2 RESTAURANT OCCUPANCY

Defined occupancy and seating times to control flow and maintain social distancing

3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols; weekly self-audits on Marriott Global Food Safety Standards

4 BAR SERVICE

Cocktail equipment sanitized every 20 minutes; modified procedures for ice, garnishes and glassware

5 ALTERNATE MENU OPTIONS

Alternate menu options including disposable paper, digital, and chalk boards

6 FOOD DISPLAYS

Elimination or strict modification of self-service food stations.

7 SELF-SERVICE APPLIANCES

Sanitization of self-service appliances between use; elimination of shared items

8 GRAB AND GO

Modified food & beverage delivery including grab-and-go, pick-up stations, and ready-to-eat options

9 SANITIZATION

Disinfect furniture after every meal period; wipe down all tables and chairs with disinfectant between customers.



MEETINGS + EVENTS

1 ARRIVAL

Separate registration areas; options for signage and guest flow management

2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

3 AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees

4 BREAKS

Single-serve and pre-packaged condiments, food and beverage; breaks coordinated across groups to manage guest traffic

5 MEALS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, hand sanitization and queue management

6 BEVERAGE

Cocktail equipment sanitized every 20 minutes; modified procedures for ice, garnishes and glassware

7 TABLE SETTINGS

Minimized table settings, disinfected between use

8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

9 OUTSIDE VENDORS

Updated policies to include temperature checks, cleanliness, PPE, and sanitization requirements



GUEST ROOMS

1 ENHANCED CLEANING

Deeper cleaning between guest stays; focused on using the right chemicals in every single part of the room

2 FURNITURE

Deep cleaning and disinfection of all furniture, fixtures, and surfaces (head boards, end tables, etc.)

3 AMENITY KIT

Disinfecting wipes provided in guest rooms

4 HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, pulls, electronic and temperature controls)

5 REMOVAL OF NON-ESSENTIAL ITEMS

Reducing or removing non-essential high-touch items (magazine or books, etc.)

6 EQUIPMENT

HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection (under development)

7 ASSOCIATE PPE

Associates must wear appropriate Personal Protective Equipment (PPE) when performing disinfecting, laundry and engineering activities.

8 DELIVERY

Promoting use of mobile chat and requests via Marriott Bonvoy™ app for additional amenities, with contactless delivery



SPA + FITNESS

1 ENHANCED CLEANING

Sanitization of equipment, treatment rooms, and lounge areas between use; high-touch surfaces cleaned hourly

2 SANITATION STATIONS

Hand washing and hand sanitizer stations placed in common areas

3 PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.

4 SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

5 LOCKER ROOMS

Lockers and keys sanitized between use; assigned lockers staggered to increase physical distancing

6 FITNESS ALTERNATIVES

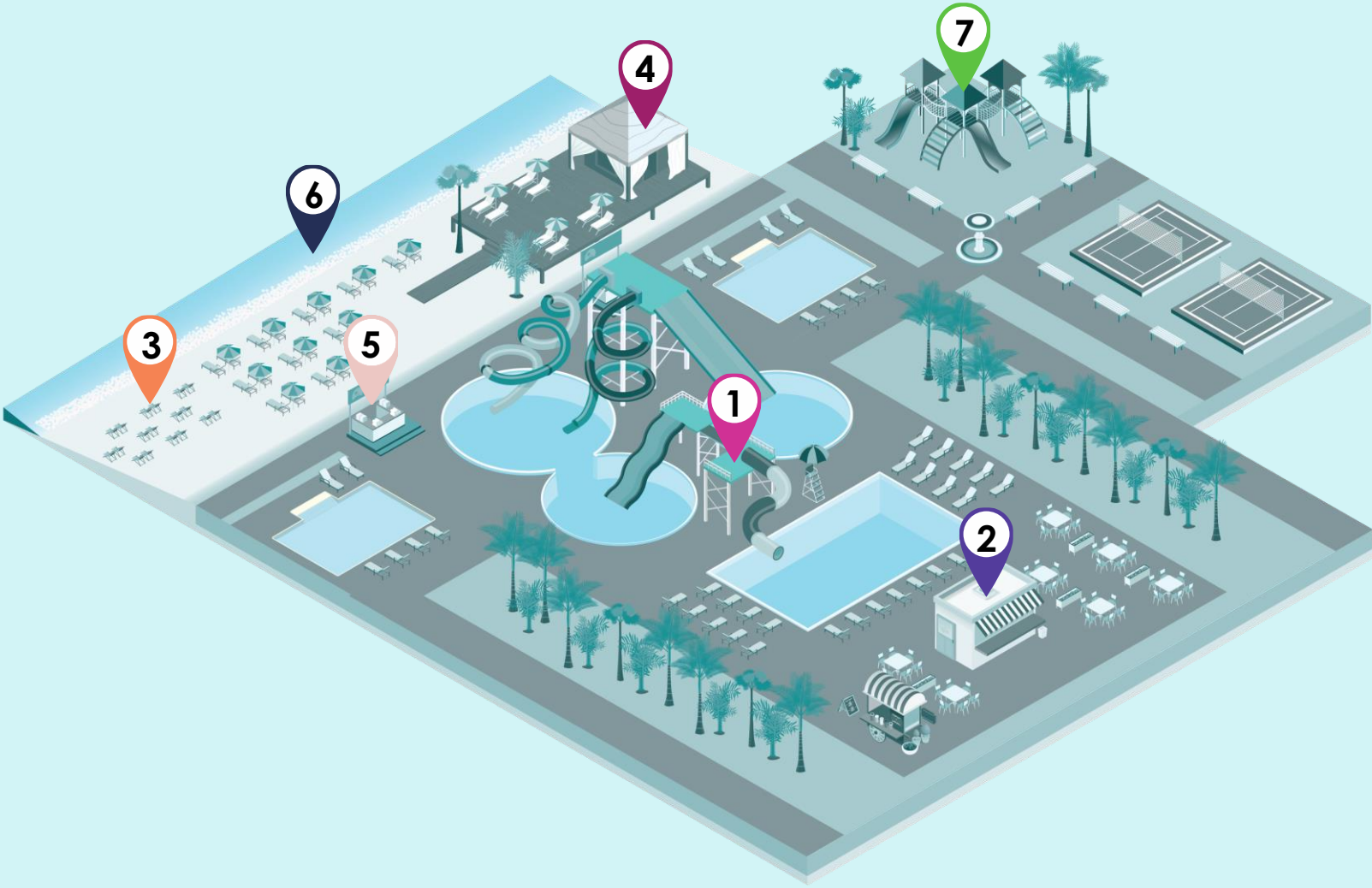
Promotion of in-room and outdoor fitness alternatives

7 MENU OF SERVICES

Proactive communications on all service adjustments; added low-touch or non-touch treatments

8 APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between each appointment



POOL+ RESORT

1 ENHANCED CLEANING

Focused on using the right chemicals in every area; sanitizing equipment, surfaces and furniture between use

2 FOOD + BEVERAGE

Grab-and-go food delivery options; pre-packaged and single-use cutlery condiments, etc.

3 PHYSICAL DISTANCING

Increase in space between tables, chairs, and equipment in all pool, beach, golf and resort areas

4 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

5 TOWEL STATIONS

Towel desks, hutches, or stands should be sanitized at least every 2 hours

6 BEACH EQUIPMENT

Surf boards, paddles, sports equipment, and all shared use items sanitized between use

7 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use

We believe that travel connects us to each other, widens our perspective, enriches us and inspires us.

We will meet again soon.

And, when you and your guests are ready, we look forward to welcoming you.

