



GLOBAL CLEANLINESS COUNCIL

A NEW WAY OF LOOKING AT CLEANLINESS

APRIL 21, 2020

The St. Regis Bal Harbour Resort



"We are living in a new age, with COVID-19 front and center for our guests and our associates. We are grateful for the trust our guests have shown us through the years. We want our guests to understand what we are doing today and planning for in the near future in the areas of cleanliness, hygiene and social distancing 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. It's equally important to us that our associates know the changes we are making to help safeguard their health as they serve our guests."

**Arne Sorenson,
President and Chief Executive Officer, Marriott International**



GLOBAL CLEANLINESS COUNCIL

A HOLISTIC APPROACH DESIGNED TO TAKE CARE OF OUR GUESTS AND ASSOCIATES

- Marriott International: senior leaders from across global operations disciplines like housekeeping, engineering, food safety, occupational health & associate wellbeing.
- Outside experts: advisory members from Ecolab, Adventist Healthcare, School of Hospitality & Tourism Management at Purdue University and Department of Food Science at Cornell University.

ENHANCED TECHNOLOGY

TO COUNTER VIRUS SPREAD

- Electrostatic sprayers (with hospital-grade disinfectant to sanitize surfaces throughout the hotel).
 - Uses the highest classification of disinfectants recommended by the CDC and WHO.
 - Rapidly cleans and disinfects entire areas.
 - Can be used in a hotel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas.
- Ultraviolet light technology for sanitizing keys for guests and devices shared by associates.



CLEANLINESS CHANGES

AN EVEN HIGHER
STANDARD OF CLEANLINESS

- Public spaces: surfaces are thoroughly treated with hospital-grade disinfectants and that this cleaning is done with increased frequency.
- Guest rooms: all surfaces are thoroughly cleaned with hospital-grade disinfectants. Marriott will also be placing disinfecting wipes in each room for guests' personal use.



The Westin New York at Times Square

GUEST CONTACT

- Signage in its lobbies to remind guests to maintain social distancing protocols.
- Removing or re-arranging furniture to allow more space for distancing.
- Partitions at front desks to provide an extra level of precaution for our guests and associates.
- Working with supply chain partners to make masks and gloves available to associates.
- Installing more hand sanitizing stations at the entrances to its hotels, near the front desk, elevator banks and fitness and meeting spaces.
- Reminding guests that in over 3,200 hotels, they can choose to use their phones to check in, access their rooms and make special requests.



FOOD SAFETY

- Room service will be specially packaged and delivered right to the door without contact.
- Enhanced sanitation guidelines and training videos for all operational associates that includes hygiene and disinfecting practices.
- All food handlers and supervisors are trained on safe food preparation and service practices.
- Food and beverage operations are required to conduct self-inspection using the company's food safety standards as guidelines, and compliance is validated by independent audits.
- Modifying its operational practices for in-room dining and designing new approaches to buffets.



Palace Hotel, a Luxury Collection Hotel, San Francisco