

Health and Safety Assurances at Mandarin Oriental

At Mandarin Oriental, the comfort, health, safety and security of our guests and colleagues is always our primary concern. Rest assured that we continuously maintain the highest level of Fire, Life, Health, Safety & Security standards across all areas of our hotels at all times. These standards are audited annually by an internationally recognised independent 3rd party assessor.

Because of the current COVID-19 pandemic, additional measures have been introduced to ensure your comfort and safety. The Group continues to monitor the changing situation and is following the direction of the **World Health Organization** and other relevant health and government authorities according to each location, and we are swift to adapt our procedures accordingly.

Enhanced Health and Safety Measures have been introduced as part of our groupwide ‘We Care’ initiative:

- Prior to arrival, guests will be asked if they would like to discuss personal preferences on service levels and interaction with colleagues
- Mandatory health declaration forms are required on arrival at the hotel and restaurants for both guests and colleagues
- Temperature checks are underway for all guests and colleagues, as well as standard protocols for handling temperature detections of 37.5 degrees Celsius and above
- Thermographic CCTV cameras in place in most of our hotels
- Mandarin Oriental branded ‘We Care’ personal protective equipment (PPE) available for all guests to use during their stay, which include face masks, disinfectant hand sanitisers and disposable gloves
- Appropriate personal protective equipment are worn by all colleagues throughout the hotel
- Enhanced health and safety training measures have been put in place for all colleagues, including the correct procedures for wearing PPE equipment, social distancing awareness and case notification protocols
- Preventive measures have been distributed to all suppliers and contractors
- Significant increases in regular disinfection is conducted across all hotel areas
- Increased cleaning in place of air handling and fan coil units as well as regular maintenance and filter changes
- Increased cleaning in place of all hard surfaces throughout hotel public areas and in guest rooms – focusing on frequently used elements such as door handles and lift buttons
- Increased anti-viral disinfection measures in place for all in room soft furnishings and surfaces e.g. telephones, bedside buttons and ornaments
- Guest room bedding and linens cleaned and changed daily and bagged in the guest room to reduce excess contact
- Laundry, bedding and linens washed at sufficiently high temperatures to ensure sterilisation
- Table distancing measures in dining outlets to ensure alignment with local requirements
- Increased use of anti-viral disinfection measures in place across all spa and wellness facilities
- In many locations, our hotel spas and wellness areas have introduced private areas for training and treatments