

## COVID-19 Information

### A message to all our guests

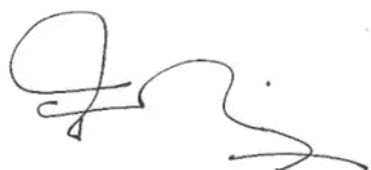
These are challenging times and now, more than ever, the comfort, health and safety of our guests and employees is our primary concern. Mandarin Oriental's extremely high standards of health and hygiene are all firmly in place at our hotels around the world, and we remain alert to advice, from health experts and government authorities, adapting our best practices accordingly.

As and when your thirst for adventure and new experiences returns, Mandarin Oriental will be here to welcome you with warmth. When you next check-in with us, you will notice certain changes in our procedures to ensure your safety and comfort, including the implementation of our 'We Care' programme.

This has been designed to ensure that you remain well taken care of and still receive the service excellence that you have come to expect from Mandarin Oriental. While we adapt to this new situation, our colleagues continue to surprise and delight our guests with service that truly comes from the heart.

Should you wish to discuss these or any specific concerns you have prior to your arrival, each hotel will be happy to do so directly with you.

In the meantime, I would like to thank you for being a fan and we look forward to welcoming you again soon.

A handwritten signature in black ink, appearing to read 'James Riley', with a stylized flourish at the end.

James Riley  
Chief Executive Officer  
Mandarin Oriental Hotel Group

*Full details of our enhanced Fire, Life, Health and Safety standards and our cancellation policies can be found here:*

## **Mandarin Oriental's 'We Care' Health and Safety Programme**



In response to the current COVID-19 pandemic, Mandarin Oriental has implemented an additional 'We Care' programme of stringent protocols to further safeguard the comfort, health and safety of guests and employees.

The Group's existing high standards of health and hygiene have been enhanced at every hotel around the world, and each property remains alert to local advice from health experts and government authorities, adapting best practices accordingly.

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.

In every department there are detailed operating procedures, manuals and training programmes that are adapted and implemented according to each individual location.

### **'WE CARE' INITIATIVES**

A full list of groupwide 'We Care' initiatives can be viewed here. While some measures may vary according to destination and local government guidelines, as you would expect from Mandarin Oriental, at all times your safety and comfort will be ensured. If you have any questions on what procedures are in place at a specific location please contact the hotel directly, who will be happy to assist.

#### **Pre-Arrival**

- Prior to arrival, guests will be asked if they would like to discuss personal preferences on service levels and interaction with colleagues.

#### **Arrival**

- Health declaration forms required on arrival as appropriate to each destination.
- 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 is 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.

## **Hotel & Guest Rooms**

- 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.
- Bedding and linen changed and cleaned daily, or less often according to preference, and washed at sufficiently high temperatures to ensure sterilization.
- 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.