



INTRODUCING:

# MARRIOTT INTERNATIONAL COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

EMEA

UPDATED:  
MAY 22, 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 to inform 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 a ‘new normal’ in hospitality 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.](#)

## SETTING THE BAR FOR THE NEW NORMAL

This ‘new normal’ will evolve and change to reflect government guidance and new societal expectations. What will never change is our commitment to keep associates, guests and customers safe. This is our utmost priority. To supplement our reputation for cleanliness and hospitality, we formed the **Global Cleanliness Council**, a team of experts from the field of medicine and public health to help us deploy scientifically-supported practices and innovations with a focus on:

### DEEPER, MORE FREQUENT CLEANING

- o **Deploying 200+ enhanced cleaning protocols** to disinfect every space, more frequently and especially during peak times
- o Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and door handles
- o Adding hand **sanitation stations** throughout the hotel, particularly in high-traffic areas

### LESS CONTACT, MORE CONNECTION

- o Using **mobile technology** such as Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy App
- o Enabling social and **physical distancing** practices, reducing allowable capacity in spaces, increased distance between furniture, and managing queuing areas
- o Fostering pre-arrival planning and communication

### YOUR SAFE SANCTUARY

- o **Deep cleaning of** each guest room between guests
- o Removing non-essential high-touch items that can’t be sanitized and providing **disinfecting wipes** in every guest room
- o Evaluating housekeeping frequency to **reduce contact** during the guest’s stay

### NOURISHING THE ‘NEW NORMAL’

- o **Redesigning Food and Beverage station set-ups** to include protective barriers; removing non-essential items
- o Offering a variety of **‘grab and go’** contactless food + beverage options
- o Tailoring options for meetings and groups to enable reserved spaces

## A SHARED RESPONSIBILITY

Through the decades, we have come together as partners both as a team and with our guests and customers. 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. Travel only when feeling well, practice good hand hygiene and social distancing in high-traffic areas throughout the hotel.

Additionally, we welcome any feedback on what we could be doing differently or better.

WE'RE IN THIS TOGETHER

# OUR PLAN

## CLEANING PRODUCTS + PROTOCOLS

To minimize risk and enhance safety for our associates, guests and customers, we are enhancing cleaning and sanitation protocols:

- ✓ Chemicals are government-approved, vetted by industry experts and safe for everyone
- ✓ Cleaning frequency is increased in public spaces and guest rooms receive deeper cleans between each guest
- ✓ Hand sanitizer stations are installed throughout high-traffic areas across the hotel

The guidance below applies to all hotels in EMEA and is intended to enable a consistent approach to addressing COVID-19. While individual hotel practices may vary based on local laws, this framework illustrates how seriously we must protect the safety of our associates, guests and customers.

## CREATING TRANSMISSION BARRIERS



### Less Contact, More Connection

Hotels continue to implement touchless or low-touch solutions including: Mobile Check In/Out, Mobile Chat, Mobile Key and Mobile Dining.

Additionally, QR codes are under development to provide easy access to digital collateral/menus and updates.

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



### Physical Distancing and Queuing

Guests and associates should practice physical distancing by standing at least 2 meters away from others, not traveling with them, including any area where guests or associates queue. Such areas are clearly marked and where possible, one-way traffic flow will be indicated.

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



### Providing Personal Protective Equipment (PPE)

All associates wear a face mask as part of their uniform. Guests are welcome to wear personal face masks and gloves and should abide by local regulations. Personal face masks and additional amenity items such as hand sanitizer, disinfecting wipes and gloves, are offered where available.



### Installing Physical Barriers

Transparent screens, plexiglass shields or other physical barriers were installed in areas such as front desk, gyms, high-traffic areas or food stations.

## ENHANCING SANITATION



### Emphasis on Hygiene & Cleanliness

Each hotel has a hygiene plan and associates are required to follow personal hygiene, social distancing and PPE guidance in compliance with local laws.

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



### Leveraging Technological Innovations

We are researching and deploying enhanced technologies, including electrostatic sprayers that use hospital-grade disinfectant to treat known pathogens as well as ultraviolet light technology for sanitizing keys and other shared devices where applicable.



### Deeper, More Frequent Cleaning

Enhanced cleaning protocols require frequently disinfecting high-touch items and sanitizing restrooms as often as every hour.



### Cleanliness Champion & 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 ensure guest and associate safety. Additionally, associates were trained on COVID-19 safety and sanitation protocols.

## PROMOTING HEALTH SCREENING



### Our Shared Responsibility

Guests are critical in preventing the spread of COVID-19. To fulfill this responsibility, hotels offer resources such as COVID-19 related signage and materials describing good health practices. Signage is posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of any disease.

Associates have been 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

The implementation of temperature testing for guests and associates in our hotels will be driven by local Government/regulatory guidance and requirements or the laws in the country of operation.



### Associate & Guest Health Concerns

Hotels 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, as defined by public health authorities, from the onset of symptoms and be symptom-free 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 have been educated on requirements and guidance from local health authorities and practice those requirements throughout the property.

Where testing or treatment of guests or associates is needed, the hotels provide appropriate resources recommended by the local public health authorities.

## NOURISHING THE 'NEW NORMAL'



### Supplementing our Food Safety Protocols with international government agencies

When serving food and beverages, hotels will continue to follow guidelines from international government agencies, as applicable.

Marriott's 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.



### Tailored Options for Meetings & Events

Modifications to Food and Beverage service aim to reduce in-person contact with guests. Traditional buffet service may be suspended, or when offered, be served by an associate wearing appropriate PPE. Physical protective barriers are in place, as appropriate, for food displays. Locations of meals, breaks, and food displays may be modified or restricted to spaces reserved explicitly for each meeting or event. We will work with customers to customize seating capacities and room set-ups to ensure safe spaces that meet their individual needs.



### Eliminate or Modifying Shared Use / Reuse Items

We minimized items (e.g., condiments, silverware, glassware, napkins, etc.) in guest rooms and on tables to allow for effective disinfection in between each guest. Sealed, packaged, or single-use silverware and paper disposable or digital menus may be offered as an alternative.

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

Guest payment methods may be modified to reduce the handling of guest personal property, including the use of trays to pass items, or to offer self-service pay-at-table options where possible.



### Grab & Go and Pre-Packaged Items

Traditional in-room dining has been modified to either no-contact delivery methods or pick-up / grab-and-go. All packaging and products are single-use and disposable. We will continue to source responsibly while working to reduce our environmental impact.

## COVID-19 CASE PROTOCOLS

We have additional protocols 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, he or she will be encouraged to contact local health authorities. Extensive 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 case of COVID-19, his or her 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 is deemed safe, and consistent with the guidance of local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.

# A SHARED RESPONSIBILITY



## 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. We are living in a new age, and we want our associates and guests to clearly understand and embrace the changes we are making.

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.

Responding effectively to a pandemic is a shared responsibility. With partnerships spanning across the travel industry, we rise together to identify the solutions that will help protect the health and safety of customers and associates. Travelers also share in this responsibility and by working together we can overcome this challenge and responsibly begin traveling again.

WE'RE IN THIS TOGETHER

A photograph of St. Stephen's Cathedral in Vienna, Austria, at night. The building is illuminated with warm yellow lights, highlighting its Gothic architecture, including a large dome and several spires. The sky is a deep blue. In the foreground, a river reflects the lights, and a few people can be seen walking along the riverbank.

A LOOK INSIDE:

## HOTEL SPACES

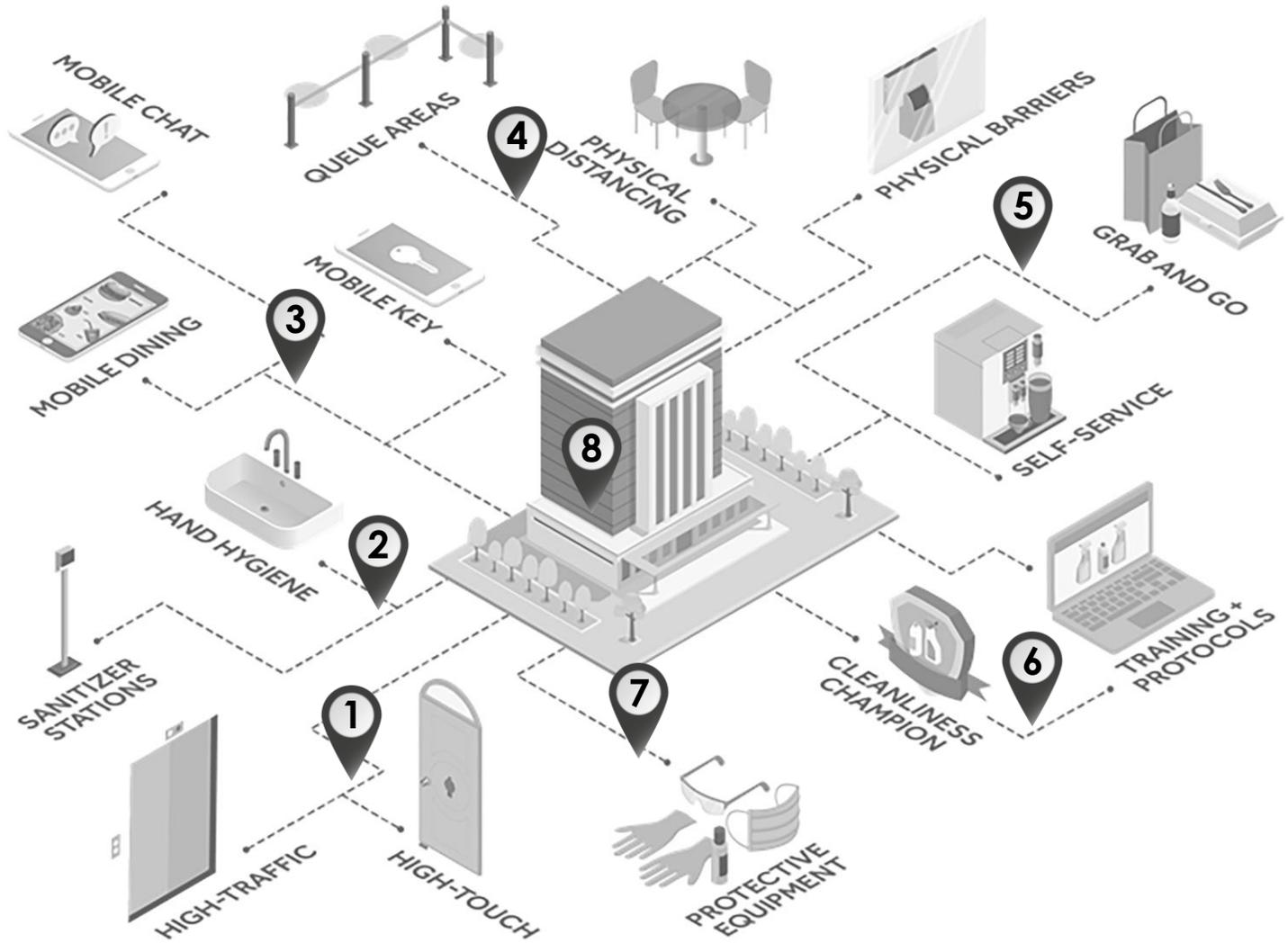
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the EMEA guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

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

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# TOTAL HOTEL

## 1 ENHANCED CLEANING

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

## 2 HAND HYGIENE

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

## 3 LESS CONTACT, MORE CONNECTION

Utilization of touchless and low-touch technology solutions such as Mobile Check-in/out, Mobile Key, Mobile Dining and Mobile Request via the Marriott Bonvoy™ App

## 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 PERSONAL PROTECTIVE EQUIPMENT

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

## 8 INDIVIDUAL HOTEL PLANS

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



# FRONT DESK

## 1 MOBILE CHECK-IN & MOBILE KEY

Utilization of the Marriott Bonvoy™ app: check in, access your room, or order room service

## 4 HAND SANITIZER DISPENSERS

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

## 7 CONCIERGE

Modified service with focus on digital and self-service options

## 2 QUEUES + STANCHIONS

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

## 5 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to handover to guests

## 8 CHECK-OUT

Mobile Check-out and alternative payment options available including contactless payment methods to facilitate social distance where applicable

## 3 ASSOCIATE CARE

Physical barriers at front desk; associate focus on hygiene and disinfection

## 6 BELL CARTS

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



# RESTAURANTS + BARS LOUNGES

## 1 REDUCED SEATING

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

## 2 RESERVATIONS

Defined occupancy and seating times; require reservations to control flow when busy

## 3 FOOD SAFETY

Appropriate PPE use for food handling; compliance with all Marriott and industry food safety protocols

## 4 BAR SERVICE

Cocktail equipment sanitized between use; modified procedures for 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; physical barriers in place for most displays

## 7 SELF-SERVICE APPLIANCES

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

## 8 GRAB AND GO

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

## 9 PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options including contactless self-checkout



# MEETINGS

## 1 REGISTRATION

Separate registration areas; options for signage and physical barriers

## 2 ROOM SETS

Linenless table options; 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 GUEST FLOW

Clearly marked meeting entrances/exits and one-way directional signage

## 5 BREAKS

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

## 6 MEALS

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

## 7 TABLE SETTINGS

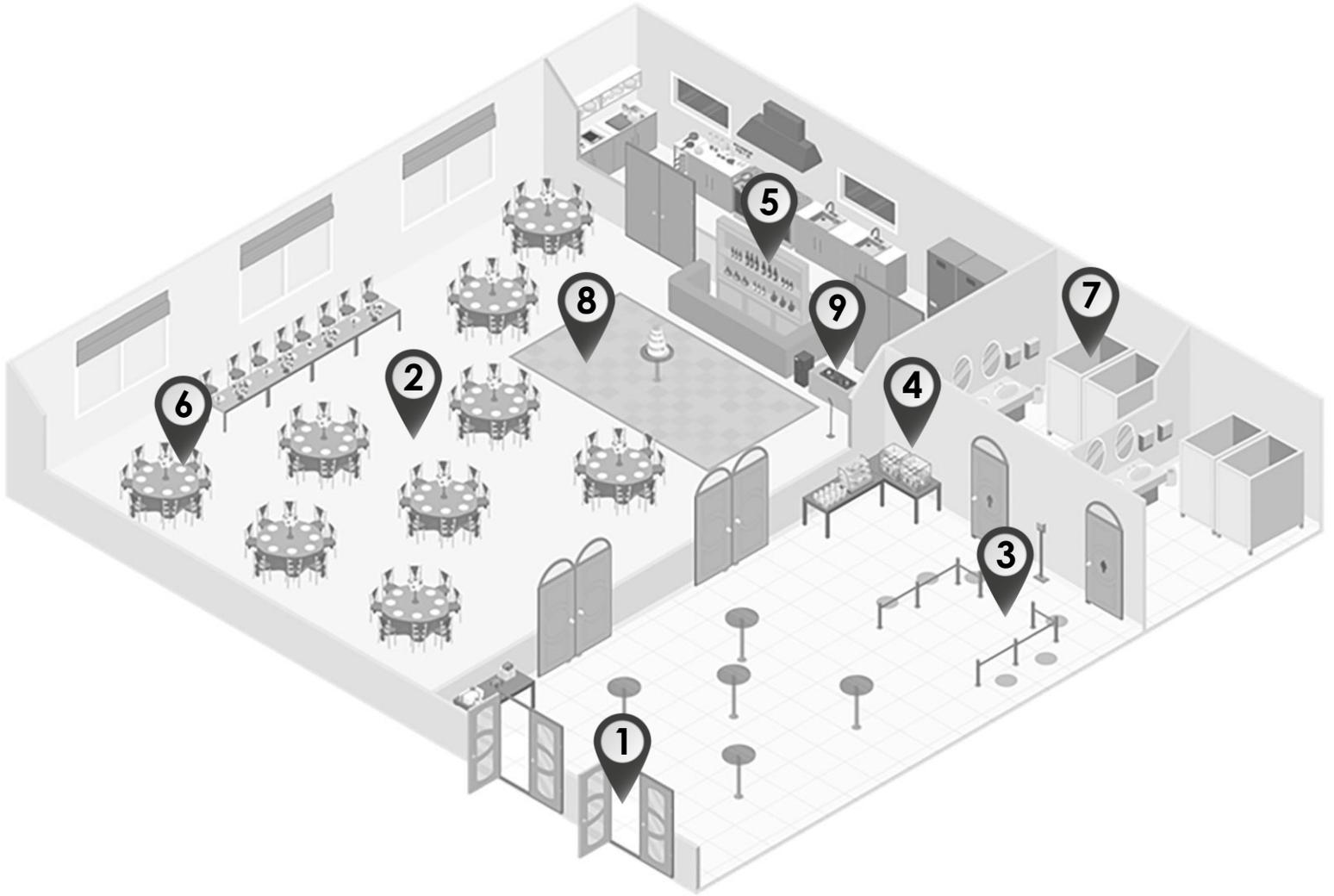
Minimized table settings, pre-packaged or disinfected between use

## 8 CLEANLINESS

More frequent cleaning in high traffic areas and during breaks

## 9 REQUESTS AND BILLING

Touchless options via Marriott's Meeting Services App, and reduced handling of planner's personal meeting materials



# BANQUET EVENTS

## 1 ARRIVAL

Doors may be propped open; one-way directional signage for entry/exits; stations for queuing

## 2 ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event

## 3 GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

## 4 MEALS + FOOD DISPLAYS

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

## 5 BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

## 6 TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

## 7 CLEANLINESS

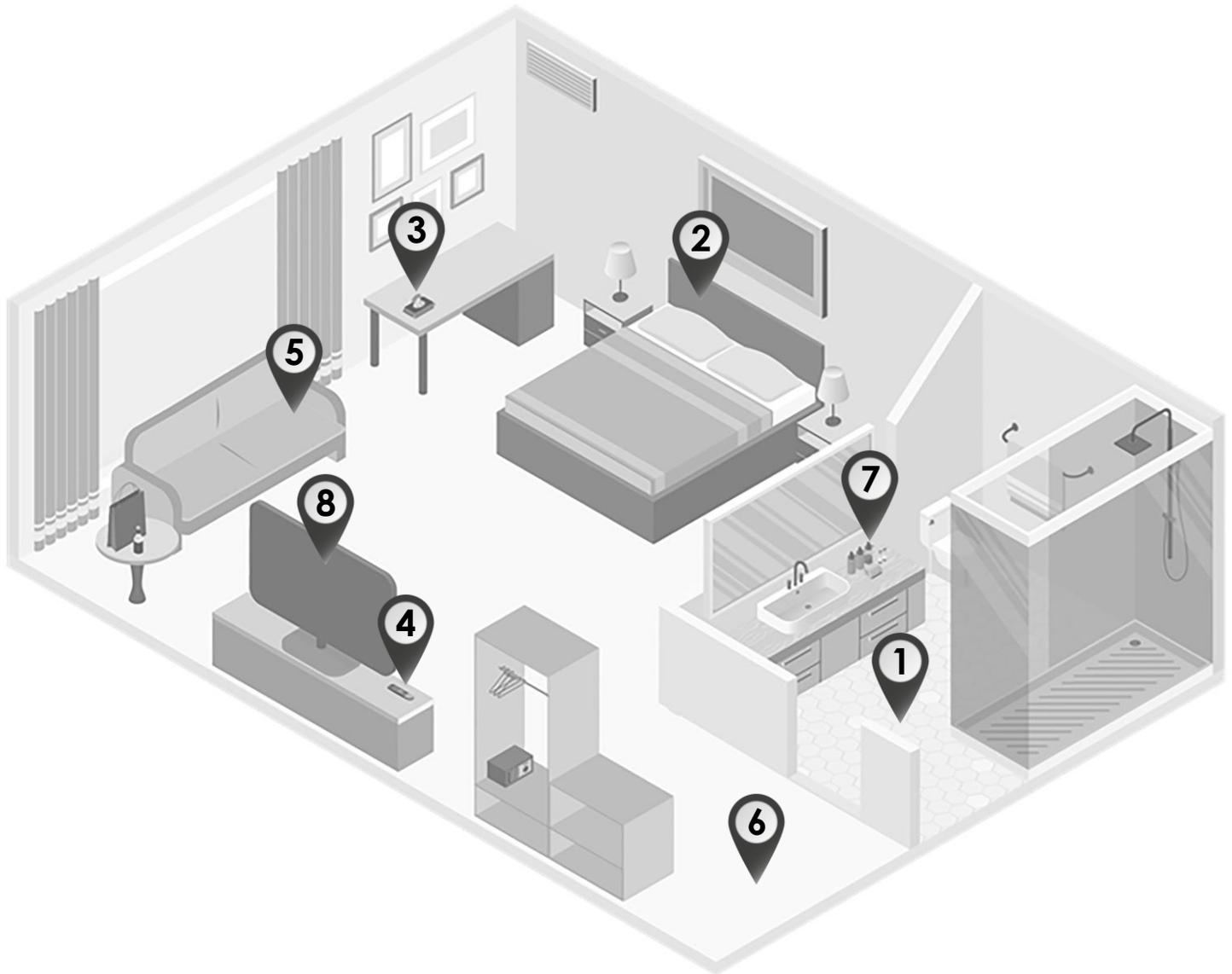
Surfaces including tables, chairs, and all high-touch items sanitized between events

## 8 AUDIO/VISUAL

Sanitized equipment following each use and associate management of A/V equipment

## 9 OUTSIDE VENDORS

Updated policies to include 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

## 4 HIGH-TOUCH ITEMS

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

## 7 DELIVERY

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

## 2 FURNITURE

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

## 5 REMOVAL OF NON-ESSENTIAL ITEMS

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

## 8 MOBILE DINING

Promoting use of mobile dining for the convenience ordering your meals digitally

## 3 AMENITY KIT

Disinfecting wipes provided in guest rooms

## 6 ASSOCIATE ENTRY + PPE

Modifying in-stay housekeeping frequency, in-room dining, and other associate entry into guest room



# 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- or non-touch treatments

## 8 APPOINTMENT SCHEDULE

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

## 9 PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property



# POOL+ RESORT

## 1 ENHANCED CLEANING

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

## 4 SELF-SERVICE STATIONS

Self-service stations (water, sun screen, etc.) replaced with single-use alternatives

## 7 BEACH EQUIPMENT

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

## 2 FOOD + BEVERAGE

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

## 5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

## 8 KIDS CLUB + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use and utilize creative space markings

## 3 PHYSICAL DISTANCING

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

## 6 TOWEL STATIONS

Towel desks, hutches, or stands are sanitized hourly. For your protection towels are not displayed

## 9 TENNIS

Modified operations to singles play only, not switching sides of court; use of own numbered tennis balls



# GOLF

## 1 CLUBHOUSE CLEANING

Deeper more frequent cleaning of locker rooms, golf shop, high traffic and high touch areas

## 2 CLUBHOUSE FOOD + BEVERAGE

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

## 3 GOLF CAR STAGING

Modified golf car staging; single-rider use only unless riding with member of the same household

## 4 GOLF CAR CLEANING

Deep cleaning and sanitation of every golf car before and after guest usage

## 5 GUIDELINES FOR PLAY

Intervals modified to 10-12 minutes; congregating discouraged before/after the round is completed

## 6 PRACTICE FACILITY

Will remain open but limited to 50% capacity, with increased spacing between hitting stations

## 7 COURSE SET-UP

Removal of water coolers and self-serve stations, ball washers, rakes; modified no-touch flagstick protocols

## 8 GOLF INSTRUCTION + FITTING

Instruction or fitting may be conducted on individual basis

## 9 ASSOCIATE CARE

Focus on hygiene and disinfection; face masks worn as part of uniform