

INTRODUCING:

# MARRIOTT'S COMMITMENT TO CLEAN

**Marriott**  
INTERNATIONAL

THE AMERICAS

UPDATED:  
MAY 15, 2020

# OUR APPROACH

## A LONGSTANDING COMMITMENT

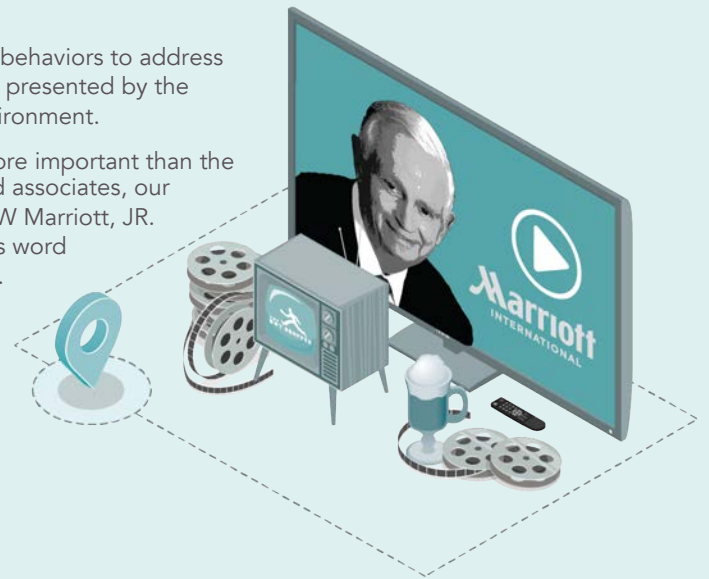
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

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.](#)



## 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 social 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.

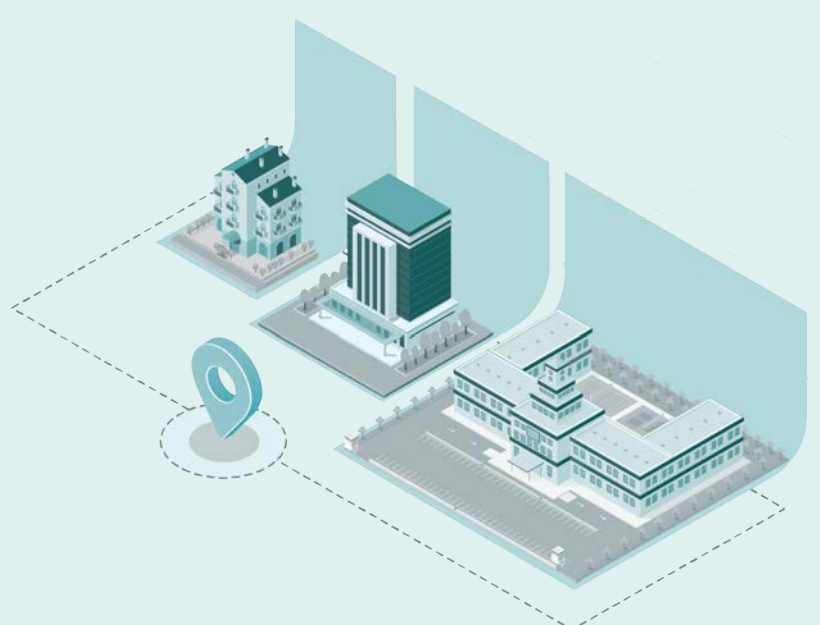
You can count on us, and we know we can count on you.

**WE'RE IN THIS TOGETHER.**

## GLOBAL GUIDANCE, LOCAL EXECUTION

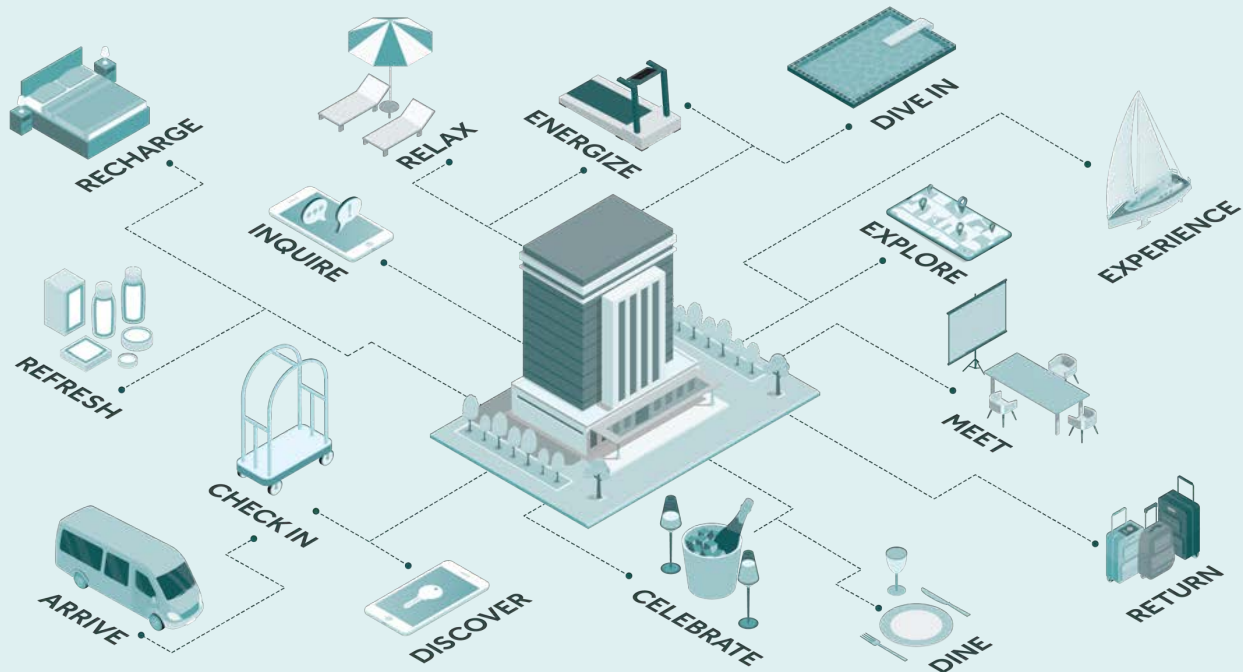
We believe that travel and tourism is a celebration of diversity that connects cultures. Globally, we fly many flags over hotels in more than 130 countries and territories. It has never been more important for us to align with local authorities to fulfill the expectations of us in the communities of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



# 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 safe. 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 over 200 cleaning protocols over each step of our guests' journey and through every physical space in the hotel. We are deploying scientifically supported practices and innovations, with specific focus on:

## ✓ 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
- ▶ Limit in-stay housekeeping frequency to **reduce contact** during each stay

## ✓ LESS CONTACT, MORE CONNECTION

- ▶ Using **mobile technology**: Mobile Key, Mobile Dining, eFolio delivery 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 queueing areas
- ▶ Supporting hybrid meetings **via live-streaming capabilities**

## ✓ NOURISHING THE 'NEW NORMAL'

- ▶ Replacing self-service buffets with a variety of **'grab and go'** contactless food + beverage options
- ▶ **Redesigning food + beverage** station set-ups to include protective barriers; removing non-essential items
- ▶ **Tailoring options** for groups and enabling reserved spaces

# OUR PLAN

## CLEANING PRODUCTS + PROTOCOLS

To minimize risk and enhance safety 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 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, and limiting in-room services during the stay. Hand sanitizer stations are installed throughout high-traffic areas across the hotel.

We have provided the guidance below to all our Americas 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 Dining, 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.



#### Installing Physical Barriers

Transparent screens, plexiglass shields or other physical barriers may be installed in areas such as desks, booths, fitness centers or food stations.

### 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, social distancing and PPE, in compliance with all federal, state and 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 will require frequently disinfecting high-touch items and sanitizing restrooms frequently and after high-guest use, with focus on using 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 guest and associate safety. Additionally, associates will be required to take training on COVID-19 and safety 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 social 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.

## 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.

## NOURISHING THE 'NEW NORMAL'



### Supplementing our Food Safety Protocols with ServSafe Guidelines

When serving food and beverages, hotels will continue to follow guidelines from the U.S. Food & Drug Administration (FDA), as well as the National Restaurant Association's longstanding ServSafe program, and other international government agencies, as applicable.

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



### Tailored Options for Meetings & Events

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

Traditional self-service buffet service should be suspended, or when offered, be served by an associate wearing appropriate PPE, with physical protective barriers in place, as appropriate, for food displays.

Locations of meals, breaks, and food displays may be modified or restricted to spaces specifically reserved for each meeting or event, with social 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 silverware, 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.

Payment methods may be modified to reduce handling of guest personal property, including use of trays to pass items, QR codes, or offering self-service pay-at-table options where possible.



### Grab & Go and Pre-Packaged Items

Traditional in-room dining may be modified to either no-contact delivery methods or pick-up / grab-and-go. All packaging and products should be single-use and disposable.

We will continue to source responsibly while working to reduce our environmental impact.



A LOOK INSIDE:

## HOTEL SPACES

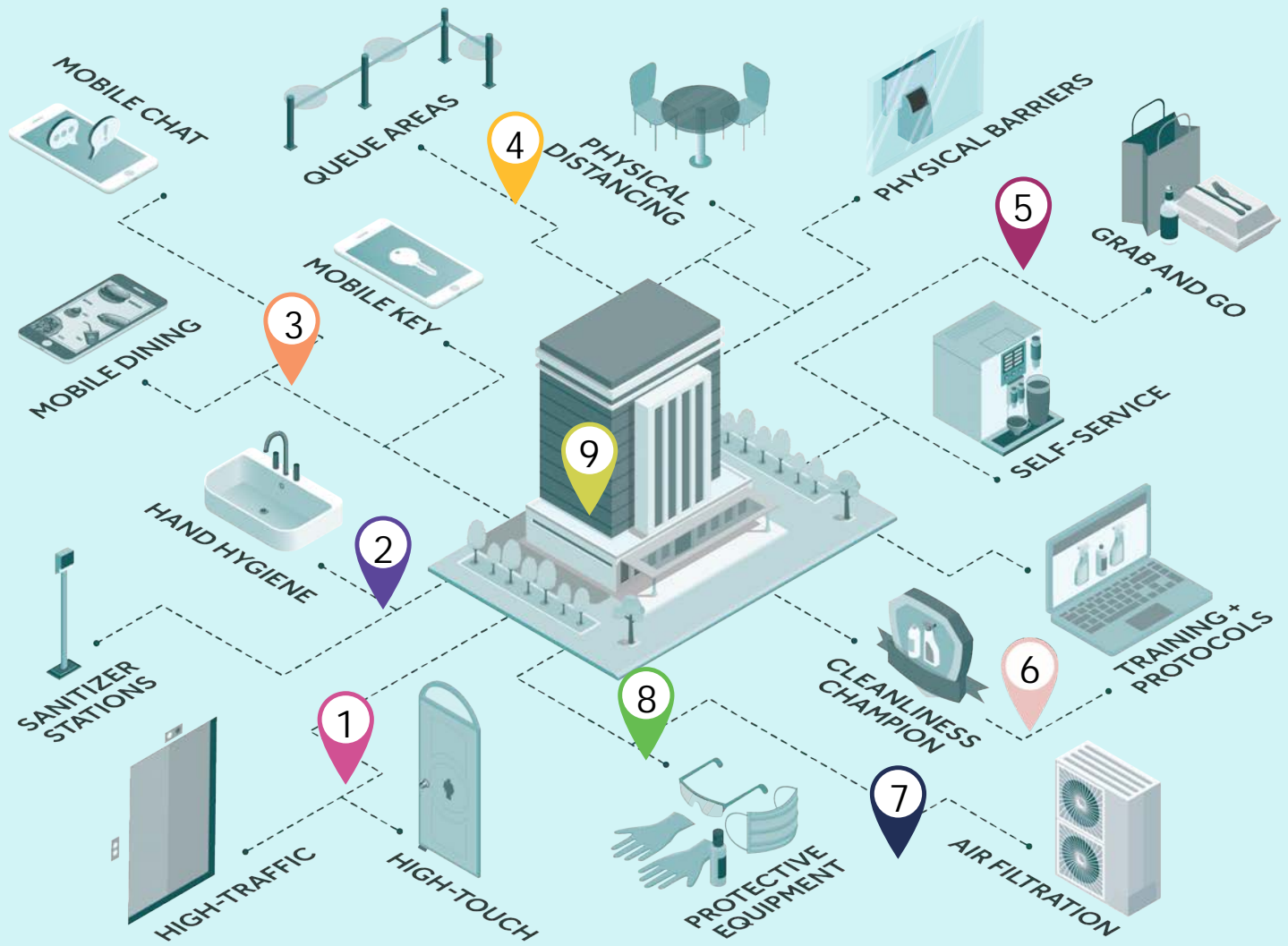
The following infographics demonstrate a look inside each physical space in the hotel, which correspond to the guidelines and protocols that hotels must follow to enhance their cleanliness practices and behaviors.

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

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# 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: check in, access your room, or order room service in over 3200+ hotels

## 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

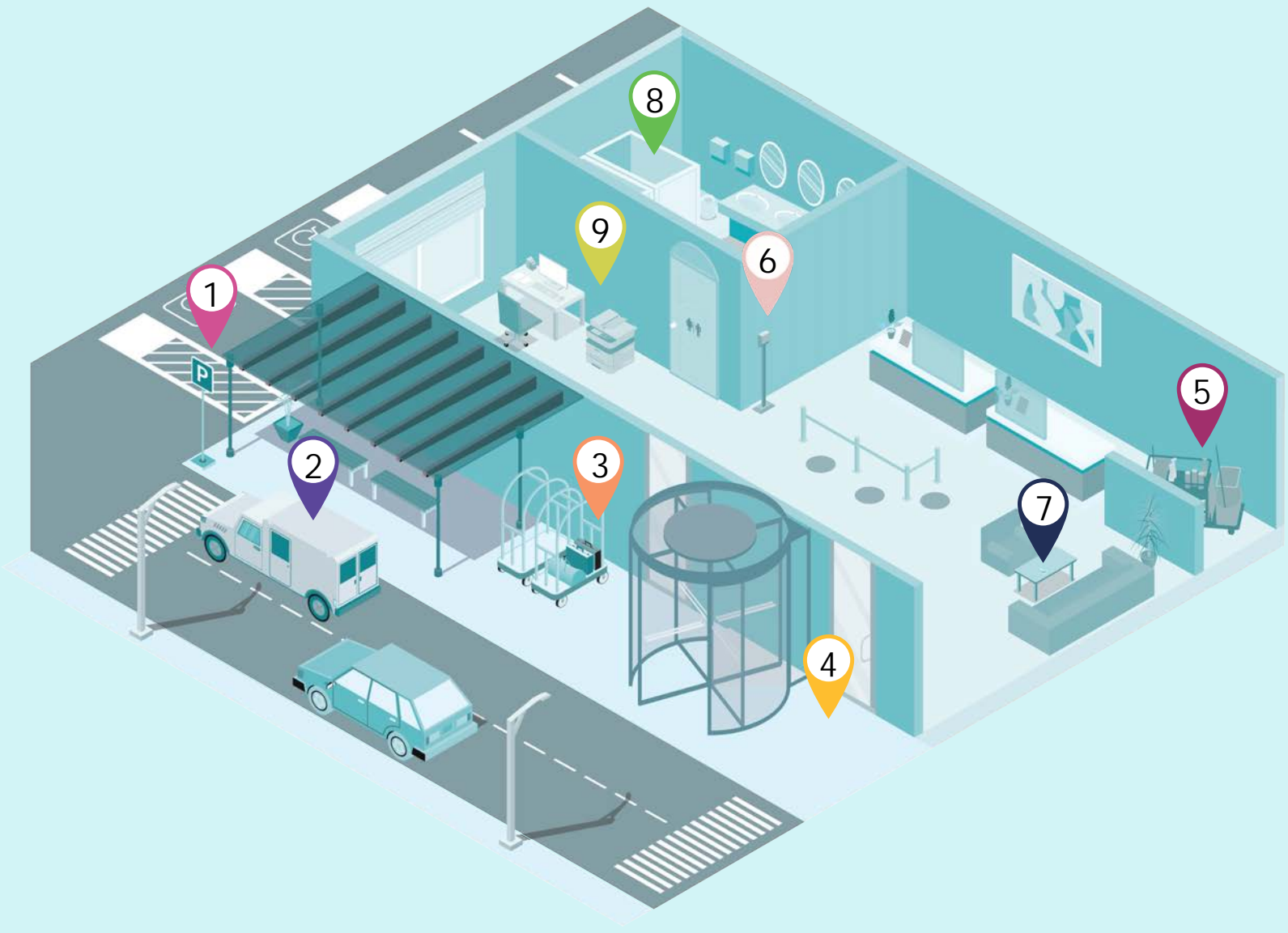
HEPA/ULTA filtration in air units and vacuums; innovative technologies like electrostatic spraying and UV light disinfection

## 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 for guest and associate safety

## 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: check in, access your room, or order room service in over 3200+ hotels

## 2 SELF-SERVICE KIOSKS

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

## 3 QUEUES + STANCHIONS

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

## 4 ASSOCIATE CARE

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

## 5 HAND SANITIZER DISPENSERS

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

## 6 DISINFECTING KEY CARDS

Disinfected between stays; keys sanitized prior to distributing to a guest

## 7 BELL CARTS

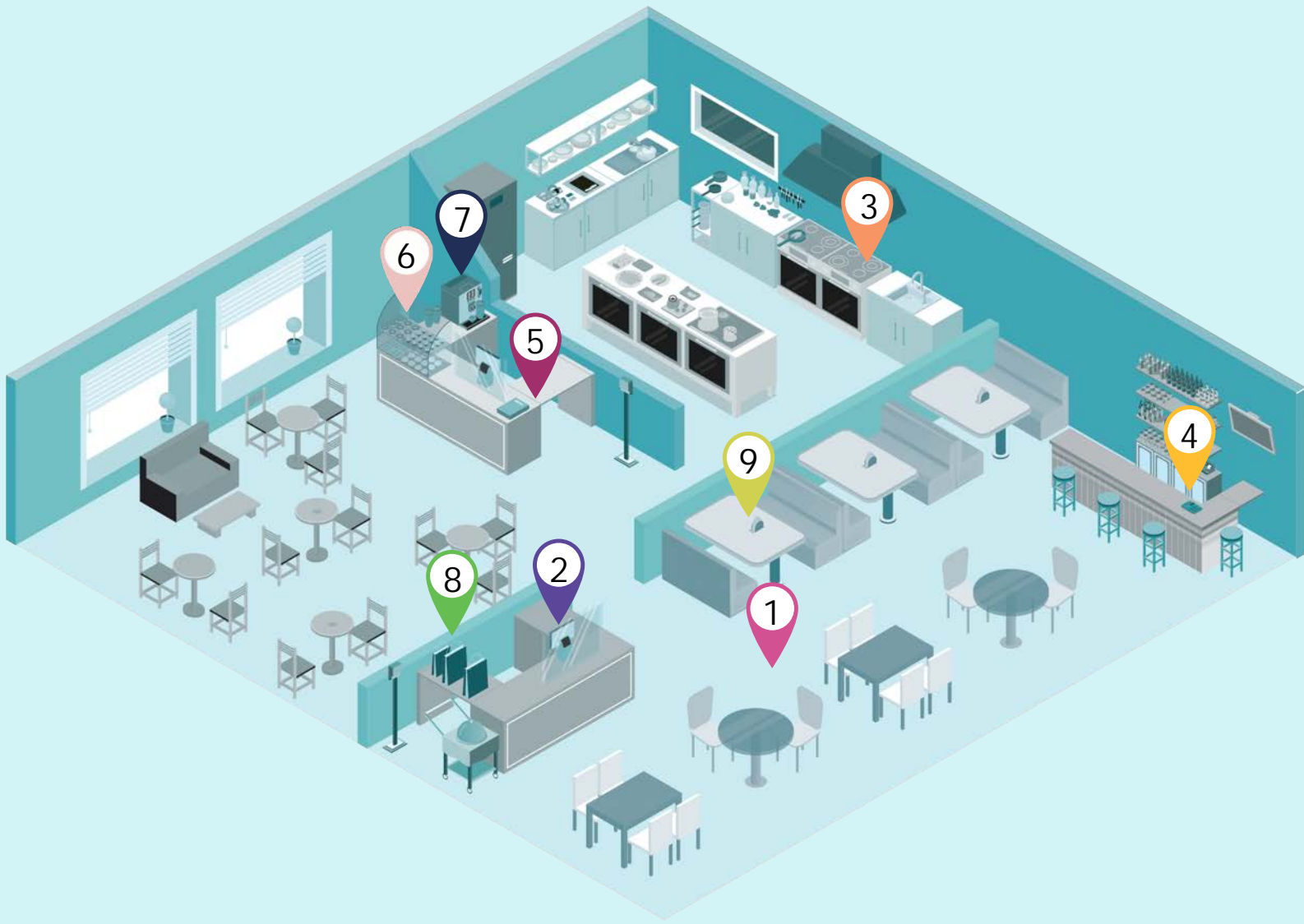
Luggage sanitized after associate touch; bell carts sanitized after each use

## 8 CONCIERGE

Modified service with focus on digital and self-service options

## 9 RETAIL + MARKETS

Personal Care items (masks, gloves, sanitizer, disinfectant wipes) available; modified operations like self-checkout



# R+B OUTLETS

## 1 REDUCED SEATING

Modified floor plans and reduced seating to ensure social 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 DISPOSABLE MENUS

Alternate menu options including paper disposable, 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

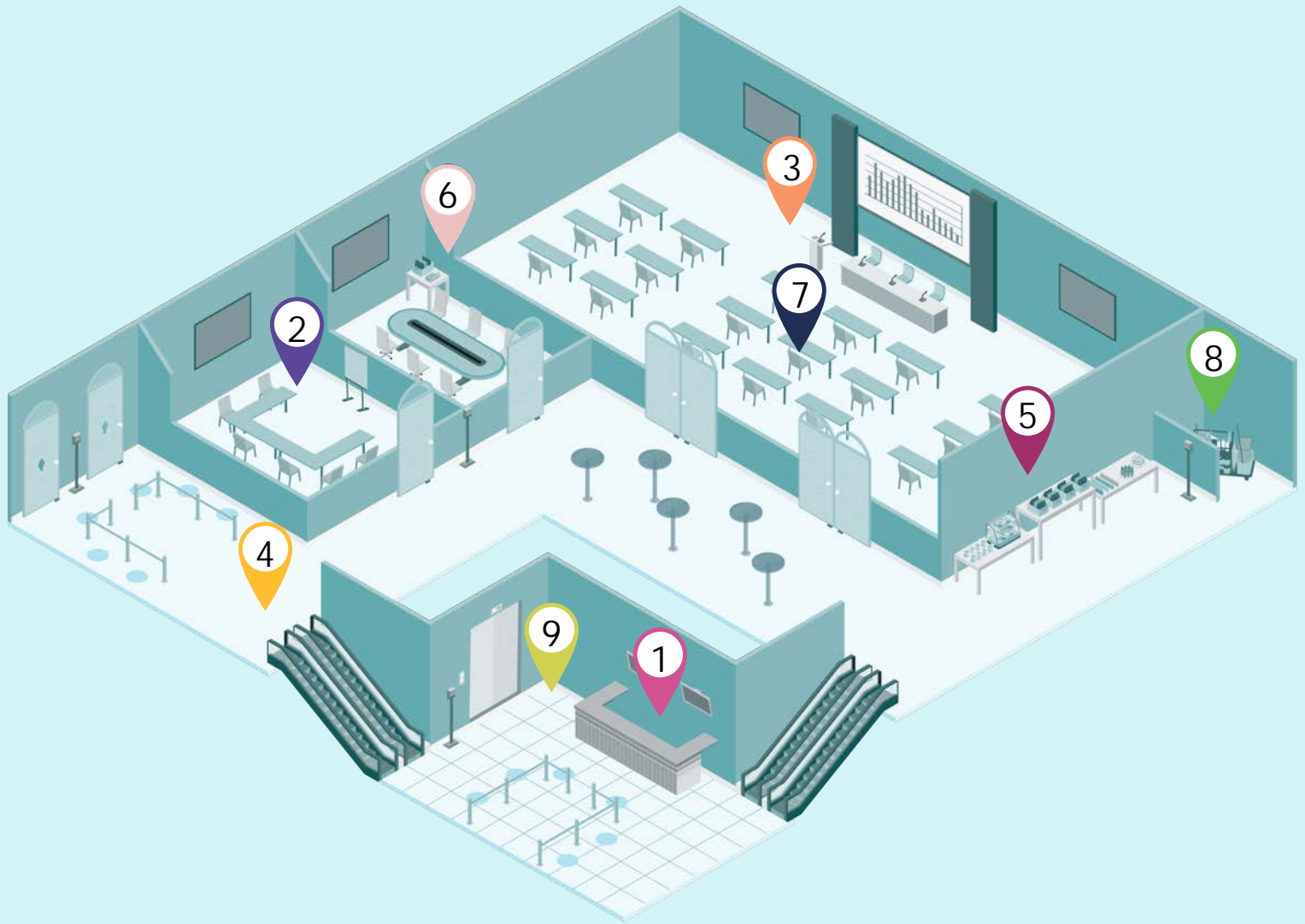
Sanitization of self-service appliances between use; elimination of shared items at guest tables

## 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 + during breaks

## 9 REQUESTS + BILLING

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



# BANQUET EVENTS

## 1 ARRIVAL

Doors 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 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 clean of disinfection of all furniture and fixtures (head boards, night tables, etc.)

## 3 AMENITY KIT

Disinfecting wipes provided in every room for every guest stay

## 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 REMOVAL OF SHARED USE

Removing shared use items on guest floors (ice machine buckets, scoops, etc.)

## 8 ASSOCIATE ENTRY + PPE

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

## 9 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 TREATMENT MENU

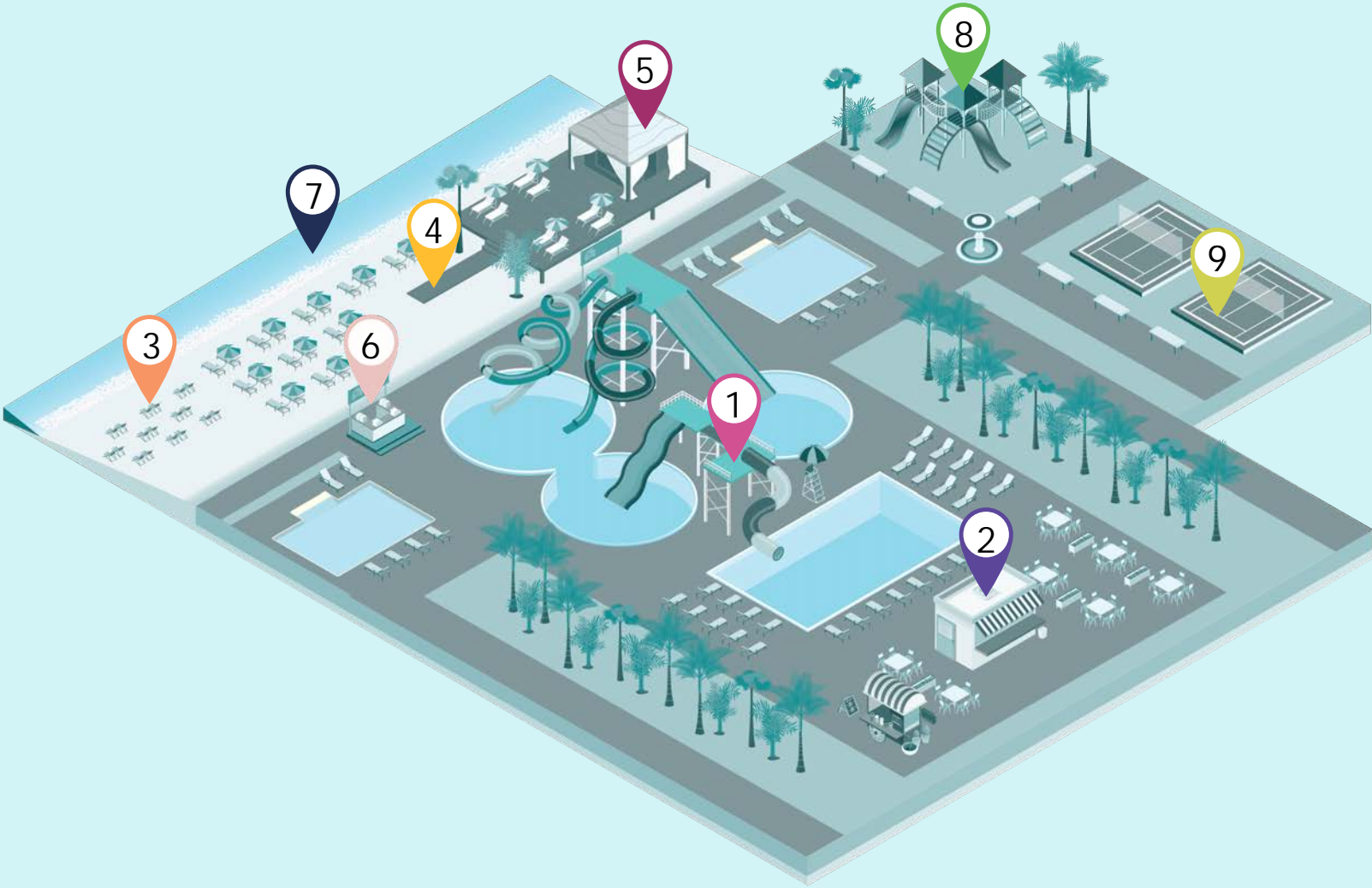
Proactive communications on all service adjustments; added low- or non-touch treatments

## 8 APPOINTMENT SCHEDULE

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

## 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

## 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 SELF-SERVICE STATIONS

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

## 5 CABANAS

Day beds, cabanas and interior furnishings sanitized between use

## 6 TOWEL STANDS

Towel desks, hutches, or stands should be sanitized at a minimum of hourly

## 7 BEACH EQUIPMENT

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

## 8 KIDS CAMP + PLAYGROUND

Modified operations to disinfect toys, surfaces and equipment between use

## 9 TENNIS

Modified operations to singles play only, not switching sides of court; use of own numbered 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 cart 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. Hitting stations spaced to enhance social distancing protocol

## 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