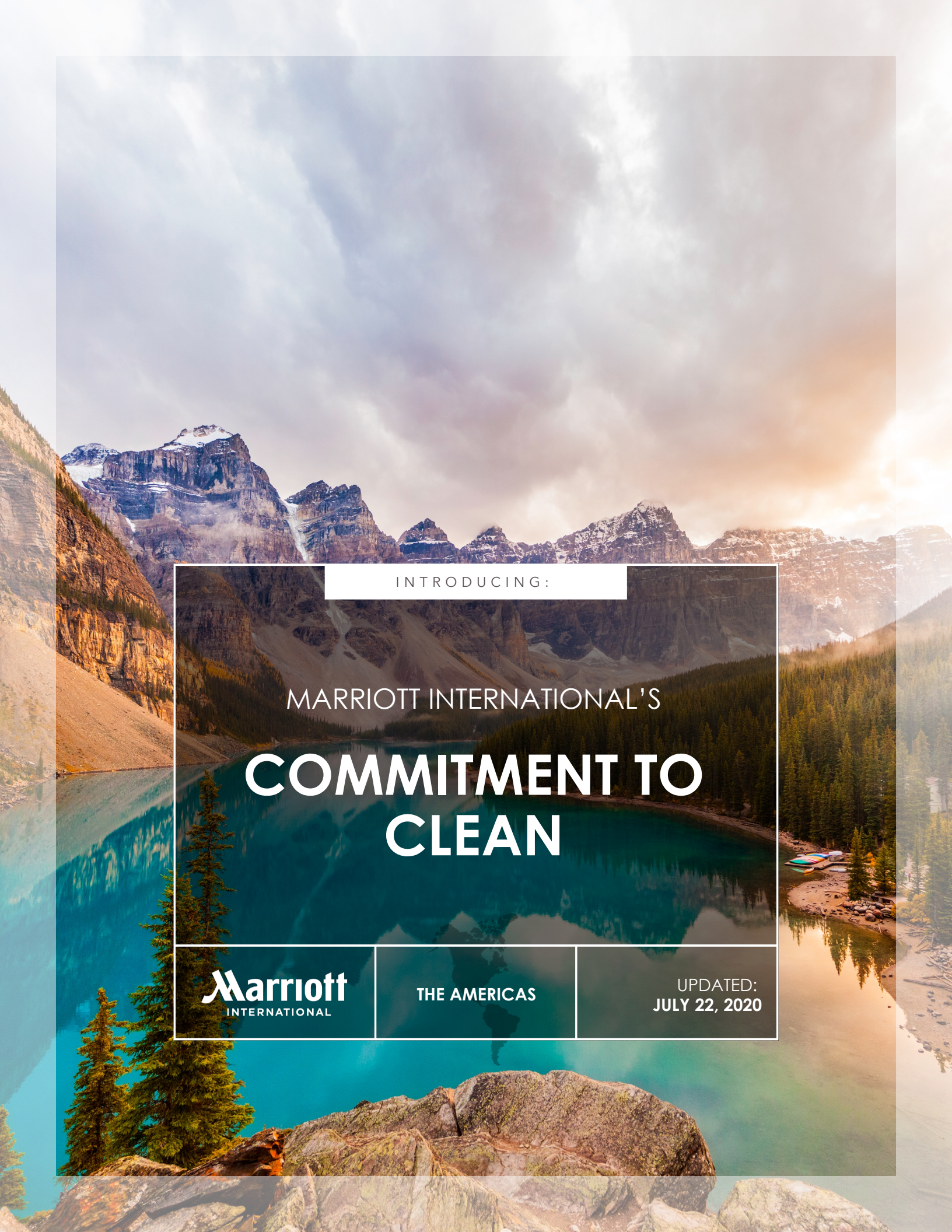


INTRODUCING:

MARRIOTT INTERNATIONAL'S

COMMITMENT TO CLEAN

Marriott INTERNATIONAL

THE AMERICAS

UPDATED:
JULY 22, 2020

OUR **APPROACH**

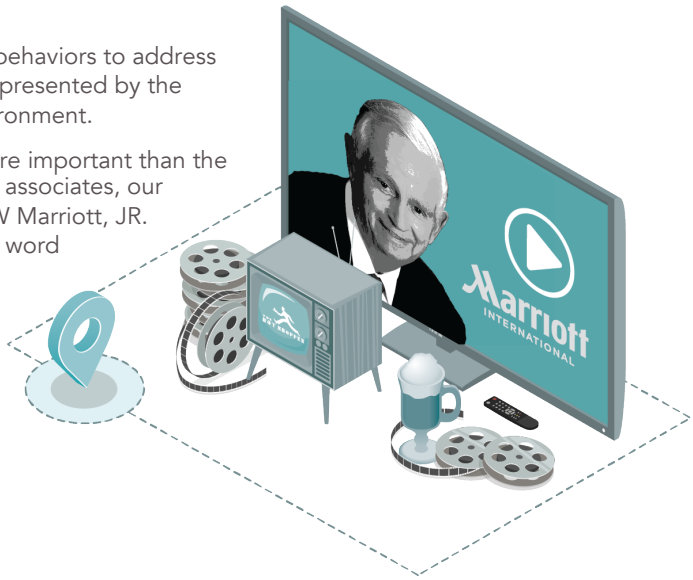
A LONGSTANDING COMMITMENT

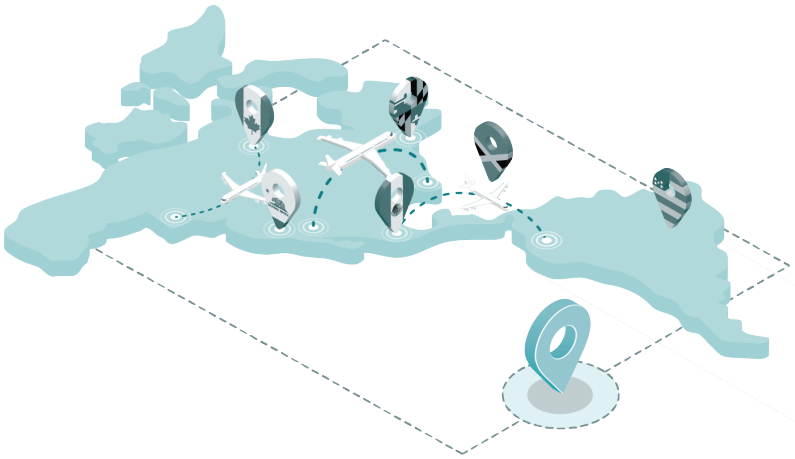
Since our founding over 90 years ago, health and safety have been at the heart of Marriott's approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

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.





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.

A SHARED RESPONSIBILITY

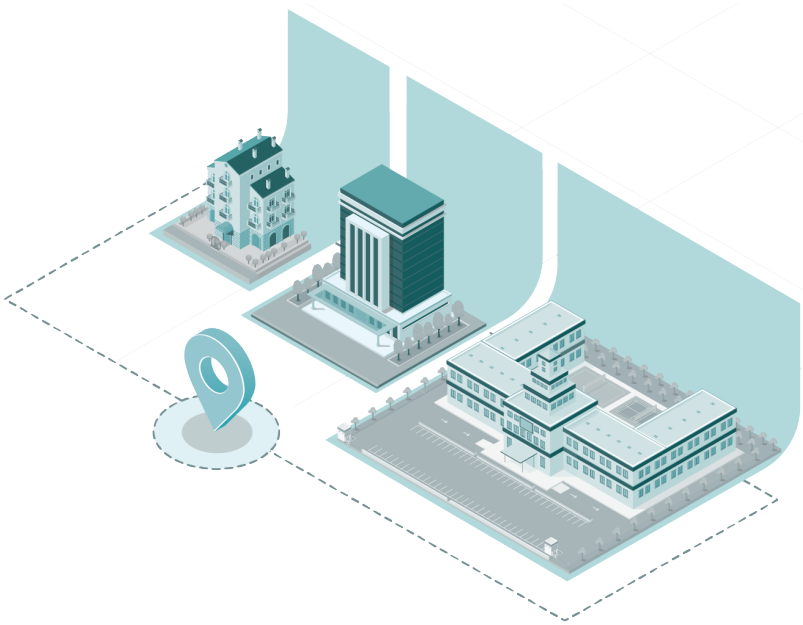
Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment.

Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical 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.



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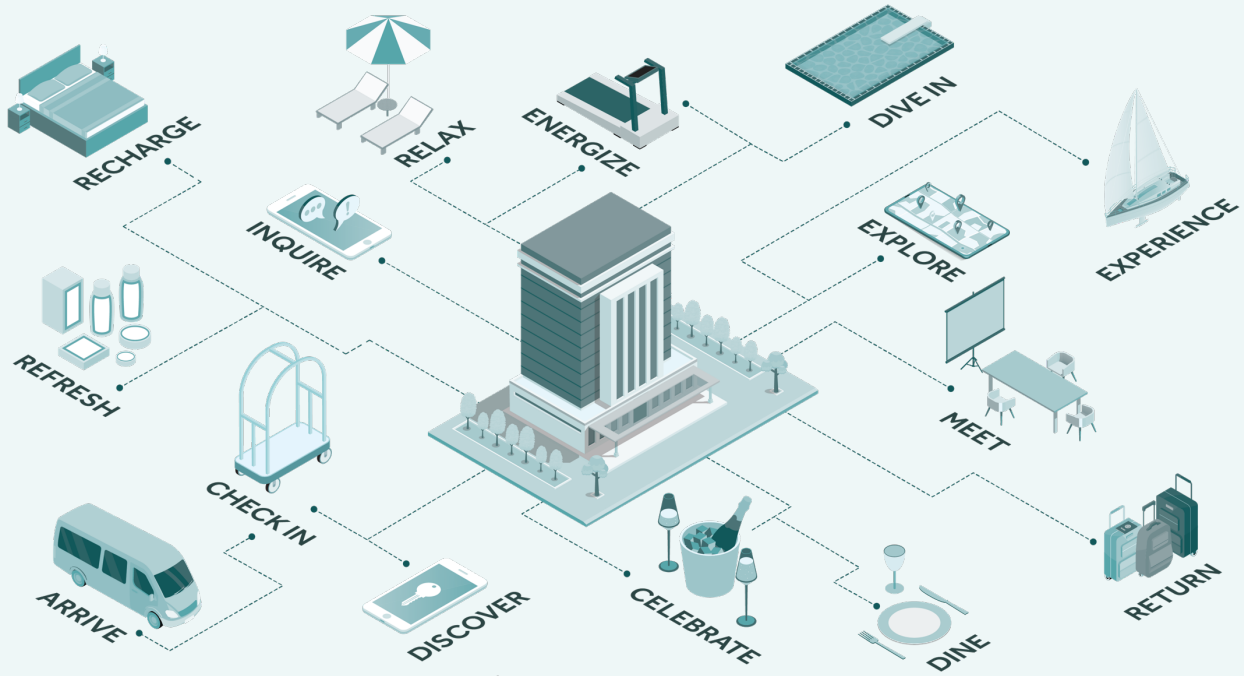
OUR **COMMITMENT**

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 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

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 **surface 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

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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 International badge will wear a face covering as a part of their uniforms.

Hotels will ensure that all guests, visitors, vendors and associates are wearing face coverings or masks within all indoor public spaces. Local regulations, if more stringent, will be followed.

Personal face masks and additional amenity items such as hand sanitizer, surface disinfecting wipes and gloves, will 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, physical 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.

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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 physical 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.

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 physical 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.

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.

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