

Marriott International Statement on Cleaning Protocols

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We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and associates. The Company has been closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19). On a daily basis, our hotels around the world are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Marriott is taking include:

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.
- **Real Time Information:** Marriott International has launched an internal communications hub with the latest news and information associates can use to prepare for and respond to COVID-19. In addition, Marriott's corporate and regional teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.

Cleaning Products and Protocols: We work with our partners and suppliers around the world to make sure our hotels can procure and use virus-killing products approved by the United States Environmental Protection Agency or their country's equivalent agency as well as the protective equipment they need for their operations. Our hotels use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators (and elevator buttons), door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker room, laundry rooms and staff offices.

Event Notification: If we are alerted to a case of COVID-19 at one of our hotels, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and associates. We undertake an additional cleaning and disinfecting protocol of the common areas of the hotel as well as the areas we know the guest has been during their stay. In addition, the hotel seals the guest's room (e.g., preventing entry by staff or others) and undertakes a room recovery protocol that is designed to disinfect everything in the room including sanitizing the air.

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