

INTRODUCING:

OUR COMMITMENT TO CLEAN

Marriott
INTERNATIONAL



September 2020



WE'VE GOT A **GAME PLAN**

When your team comes to town, we've designed a game plan specifically for your arrival and hotel experience. All of our associates have studied the playbook, are familiar with the plan, and will be wearing face masks for both their safety and yours.

COMMITMENT TO **CLEAN**

For 93 years, Marriott International has been recognized as a hospitality leader for its commitment to quality, exacting standards, and rigorous training.

Marriott is elevating its cleanliness standards and hospitality norms and behaviors to meet the new health and safety challenges.

Marriott has put in place a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19 following the guidance of the Centers for Disease Control and Prevention (CDC) and World Health Organization regarding COVID-19, as well as local guidance.

OVERVIEW OF OUR COMMITMENT TO CLEAN PILARS

Public Spaces

Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. We are cleaning surfaces with increased frequency, dedicated staff, and recommended cleaning agents.

Hand Sanitizer

Hand sanitizing stations are being installed at hotel entrances, at our front desks, our elevator banks, and meeting spaces.

New Cleaning Technologies

We are rolling out enhanced technologies including electrostatic sprayers to sanitize surfaces throughout the hotel. We are also testing ultraviolet light technology for sanitizing guest keys and devices shared by associates.

Mobile App

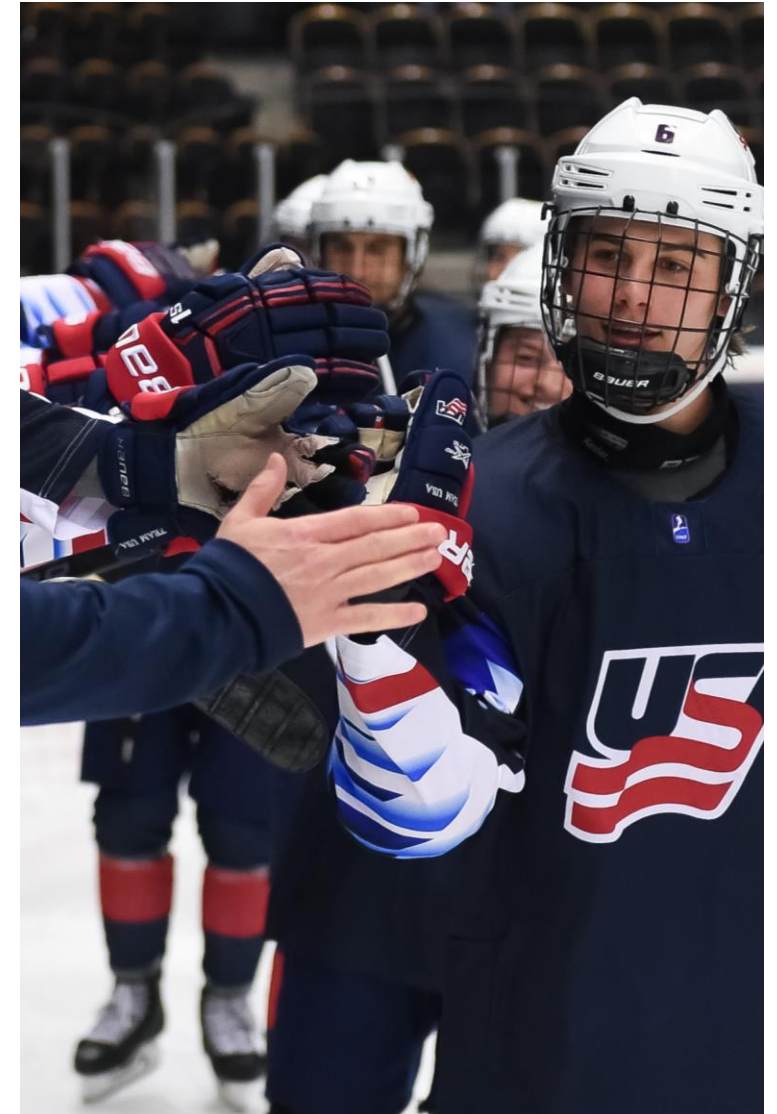
Our mobile technologies provide reassurance and distancing options for our guests. In over 3,200 hotels, your phone can be used to check in, access your room, and order room service.

Social Distancing





Signage in public spaces will remind our guests to maintain social distancing. We will be adding partitions at check-in to provide an extra level of precaution for our guests and our associates.

Guest Rooms

In guest rooms, we have elevated our rigorous protocols to thoroughly clean all surfaces with hospital-grade disinfectants. And we will be placing disinfecting wipes in each room for your use.



OUR POSITION

THE PLAYS	OUR PLAN
 <p>DEFENSE: SOCIAL & PHYSICAL DISTANCING</p>	<ul style="list-style-type: none"> • Separate check-in area for pre-registered players rooms for grab and go of keys • All associates wearing face coverings • Continuous cleaning of elevators and designate team elevator upon check-in • Install front desk shields in many hotels • Add hand sanitizing stations
 <p>POWER PLAY: HOUSEKEEPING + LIMITING GUEST ROOM ENTRY</p>	<ul style="list-style-type: none"> • Have deep cleaning in the guestrooms between stays and use hospital-grade disinfectants. • Provide disinfecting wipes in each room • Remove nonessential items such as magazines, ice buckets, coffee makers
 <p>BREAKOUT: FOOD & BEVERAGE EXECUTION</p>	<ul style="list-style-type: none"> • Replace self-serve buffets with staff serving
 <p>THE ASSIST: CONTRACT</p>	<ul style="list-style-type: none"> • Letter of Intent threshold increased to support ease of booking and flexibility • Updated impossibility language for groups throughout 2020 • Hotel Contract Toolkit launched to support flexible terms



THANK
YOU