

AN OVERVIEW

As we welcome you back to our hotels around the world, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our Marriott Cleanliness Council is redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.



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.



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.



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.



HAND SANITIZER

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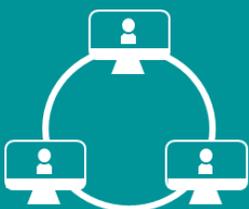
SOCIAL DISTANCING

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



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.



MARRIOTT GLOBAL CLEANLINESS COUNCIL

The Marriott Global Cleanliness Council is focused on developing the next level of global hospitality cleanliness standards, norms and behaviors that are designed to minimize risk and enhance safety for consumers and Marriott associates alike.

The Council is chaired by Ray Bennett, Chief Global Officer, Global Operations, Marriott International, and will benefit from knowledge and input from both in-house and outside experts including senior leaders from across Marriott disciplines like housekeeping, engineering, food safety, occupational health and associate wellbeing. The Council also includes advisory members Dr. Ruth L. Petran, Senior Corporate Scientist, Food Safety & Public Health for *Ecolab*, a global leader in water, hygiene and infection prevention solutions and services; Dr. Michael A. Sauri, Infectious Disease Specialist at Adventist Healthcare; Dr. Richard Ghiselli, Head of the School of Hospitality & Tourism Management at *Purdue University*; and Dr. Randy Worobo, Professor of Food Microbiology in the Department of Food Science at *Cornell University*.