

Our Commitment to Cleanliness:

Marriott Global Cleanliness Council

Marriott recently announced the creation of the Marriott Global Cleanliness Council – consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations. Together, the council members will work to develop a new generation of global hospitality cleanliness standards, norms and behaviors for Marriott's more than 7,300 properties around the globe. The new standards will be designed to minimize risk and enhance safety for the company's guests and the 750,000 people worldwide who wear the Marriott name badge.

New Cleaning Technologies

While Marriott's council develops its work, the company has initiated plans to roll out enhanced technologies at its properties over the next few months, including electrostatic sprayers that allow for touchless disinfecting capabilities. The magnetically charged droplets produced by the electrostatic sprayers seek out and coat hard to reach areas and surfaces typically missed in standard cleaning processes.

In its everyday cleaning, Marriott will also be using the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and World Health Organization to treat known pathogens.

Cleaning Regimen Changes

When guests check into Marriott's hotels over the next few months, they will notice a number of additions to the company's regimen designed to set an even higher standard of cleanliness for the hotels. Specific areas of focus include:

- **Surface Areas:** In public spaces, the company has added to its already rigorous cleaning protocols, requiring that surfaces are treated with hospital-grade disinfectants and that this cleaning is done with increased frequency. In guest rooms, Marriott has added to its detailed cleaning practices, requiring all surfaces to be thoroughly cleaned with hospital-grade disinfectants. The company will also be placing disinfecting wipes in each room for guests' personal use.
- **Guest Contact:** To help alleviate the risk of COVID-19 transmission through person-to-person contact, Marriott will be using signage in its lobbies to remind guests to maintain social distancing protocols and will remove or re-arrange furniture to allow more space for distancing. The company is planning to add partitions at front desks to provide an extra level of precaution for its guests and associates and is working with supply chain partners to make masks and gloves available to associates. You'll see more hand sanitizing stations around Marriott's hotels – near the entrances and front desks, elevator banks and fitness and meeting spaces.
In addition, in more than 3,200 of the company's hotels, guests can choose to use their phones to check in, access their rooms, make special requests and order room service that will be specially packaged and delivered right to the door without contact. These "touchless" services can all be done quickly via Marriott's mobile app.
- **Food Safety:** At Marriott, food handlers and supervisors are trained on safe food preparation and service practices. The company's food and beverage operations are required to conduct self-inspection using its food safety standards as guidelines, and compliance is validated by independent audits. Marriott is also enhancing sanitation guidelines and training videos for associates that include hygiene and disinfecting practices. In addition, the company is modifying its operational practices for in-room dining and designing new approaches to buffets.