

*We* CLEAN.  
CARE.  
WELCOME.

*My* MILLENNIUM



MILLENNIUM  
HOTELS AND RESORTS

As of 10<sup>th</sup> June 2020

## Our Pledge

By upholding the highest standards of cleanliness and safety in our hotels, we ensure our guests have a clean, safe and comfortable experience, and our employees are well taken care of.

1. **We clean** our hotels rigorously to ensure a comfortable stay for our guests by implementing our 10 key hallmarks of cleanliness and safety.
2. **We care** for our employees by introducing additional measures that have been undertaken to create an environment that ensures their safety and wellbeing.
3. **We welcome** our guests with the same warmth, eagerness and hospitality that we have always been known for. All our employees stand united and are fully committed towards overcoming these trying times together.





## 10 KEY HALLMARKS

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Millennium Hotels and Resorts (MHR) has always maintained high levels of cleanliness and hygiene. To further enhance health and safety protocols, MHR has introduced the following 10 Key Hallmarks, which will be implemented in the jurisdictions in which MHR operates to the extent applicable based on local health authority guidelines.

1

# Higher Standards of Cleanliness and Hygiene

Obtain local authority hygiene accreditations (e.g. SG Clean Quality Mark Certification) where relevant.

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# Appropriate checks on arrival for guests and employees

For example, temperature check for all guests and / or collection of guest health declaration forms in certain jurisdictions.

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# Disinfection kits easily available to guests and employees

Sanitisers, masks and anti-bacterial wipes available at guest contact areas (e.g. lobby, restaurants, meeting rooms).

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# Frequent and regular sanitisation of high-contact points

High-contact points will be sanitised on a regular basis depending on frequency of use (e.g. elevator buttons, door handles, etc).



# Use of technology to enhance your experience and safety

We deploy contactless technology where possible to minimise physical contact (e.g. E-payment, QR code ordering system, contactless check-in / check-out).

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# Ensure higher cleanliness and hygiene standards during your stay

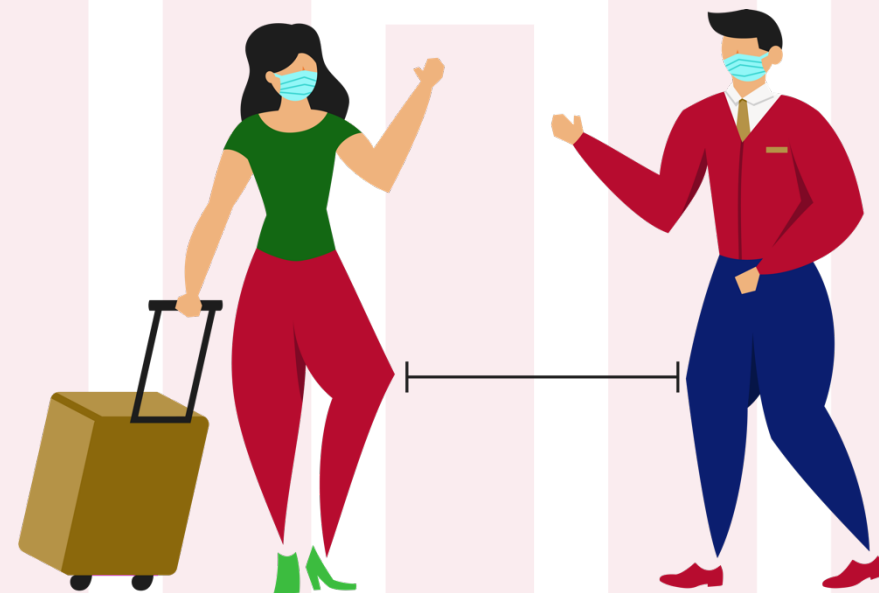
Mandatory use of disinfectants for sanitisation of contact points (e.g. bedding, room furniture, TV remote) in accordance with local health authority guidelines.



# Enforce safe distancing measures as precaution

We care for you from afar. Recommended minimum of one-metre distance for interactions between guests and / or employees in accordance with local health authority guidelines.

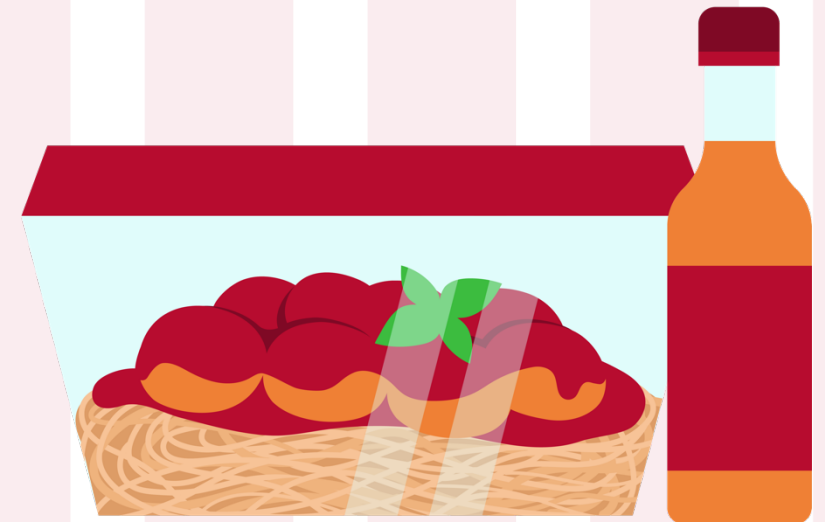
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# Higher food safety standards

Enhanced food safety protocols, deep cleaning and meals served individually in accordance with local health authority guidelines.

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# Appropriate health and safety gear

Regular use of Personal Protective Equipment, when appropriate, to ensure the health and safety of guests and employees, as recommended by local health authority guidelines.



# Hygiene ambassadors to ensure measures are implemented

A hygiene ambassador in each hotel will ensure that our employees are trained with the latest processes and procedures to enhance guest safety and comfort.

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# OUR GLOBAL PARTNERS

we partner with global leading cleaning companies







For further information about our We Clean. We Care. We Welcome. initiative,  
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