



#ShangriLaCares

## Your Well-being In Our Care

Here at Shangri-La, we have dedicated our last 50 years to caring for our guests and embracing them as one of our own. Our #ShangriLaCares promise comes straight from the heart, guiding our unrelenting efforts to ensure a clean and safe environment for our guests to enjoy.

The well-being and safety of our guests and colleagues remains our top priority which is why we are putting additional tried-and-tested safeguards to elevate our already rigorous hygiene and safety standards. We are supported by our long-time partner, Diversey - a leading global hygiene solutions provider who has a century of experience and expertise in this field.

We look forward to welcoming you back soon.



## Our Health & Safety Commitment

As part of our ongoing efforts, we have heightened our cleanliness and safety protocols. These include:

### TIME OF ARRIVAL



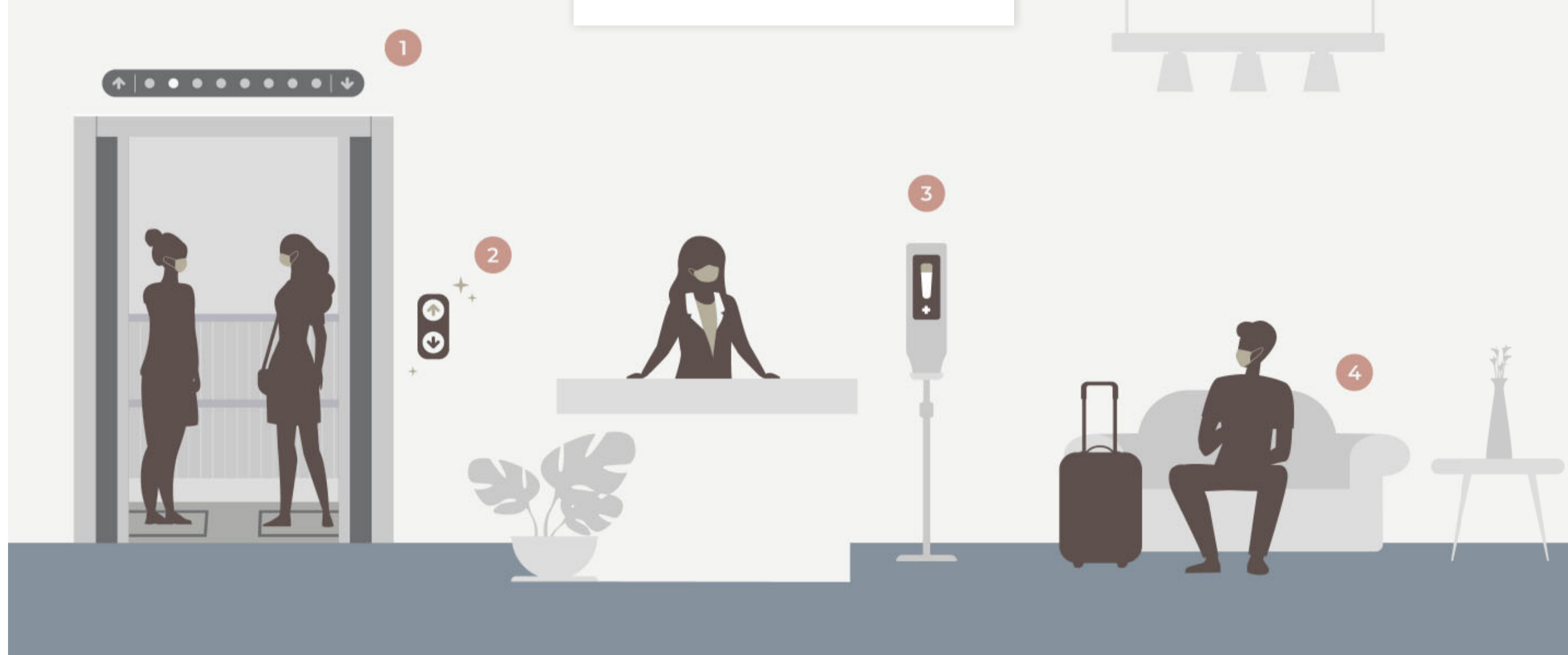
- 1 Hotel limousines are thoroughly sanitised before and after each use. Front passenger seat will be kept empty throughout the ride.
- 2 Disinfectant floor mats at entrances to clean and sanitise footwear.
- 3 All guests' temperatures, health & travel declarations and contact details will be documented.
- 4 Guests may be asked to wear a face mask prior to entering the hotel.
- 5 Gentle reminders to maintain a 1 to 1.5m safe distance between one another when in the hotel.
- 6 Partitions at check-in desks, thorough sanitation of countertops and equipment.

### ROOM



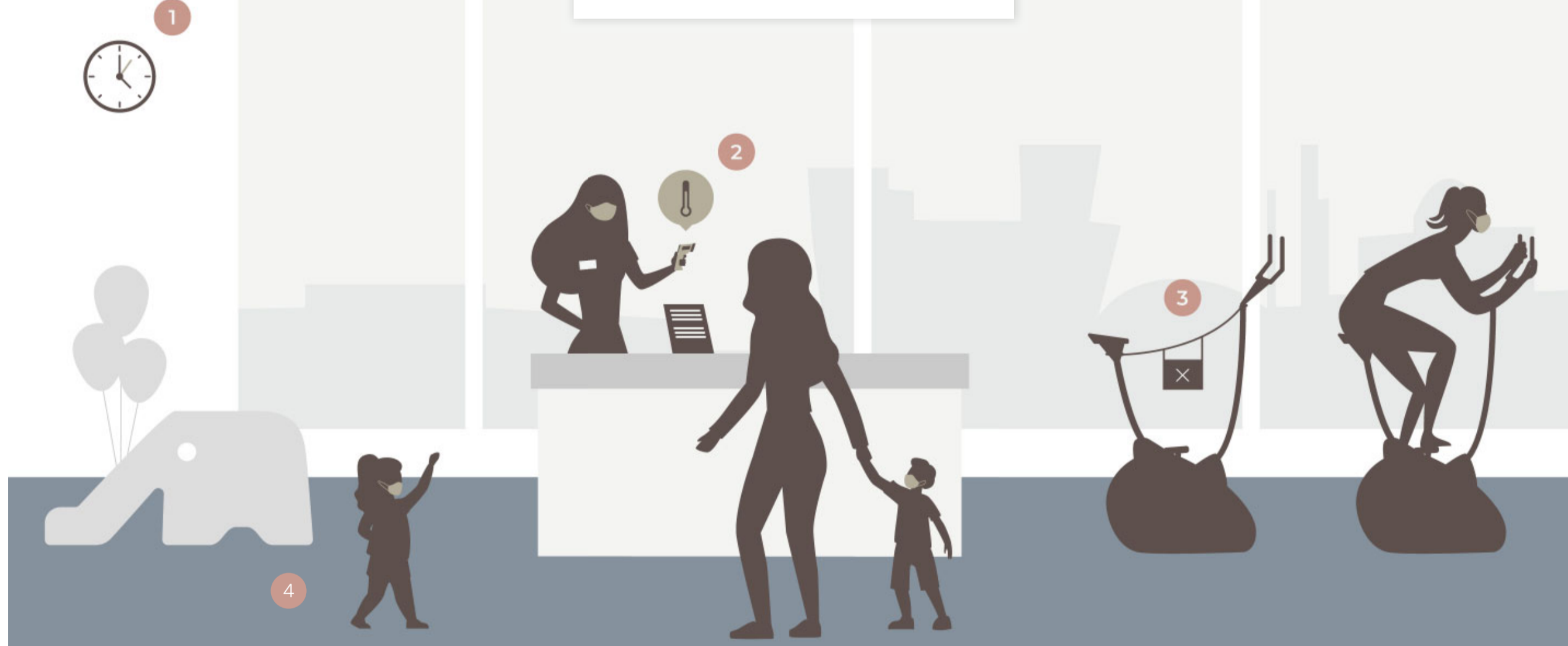
- 1 #Shangrilacares cleanliness assurance seal issued post cleaning for every room.
- 2 12-point stepped up room cleaning regime with hospital-grade disinfectant for frequently touched surfaces.
- 3 Room attendants will only clean the room in the absence of our guests to minimise face-to-face contact.
- 4 Self care pack comprising of mask, hand sanitiser, anti-bacterial wet wipes provided in-room for guest's convenience.
- 5 New cleaning and sanitation technology e.g. ultra-violet light technology and electrostatic spraying devices to be used.
- 6 Each room's soiled linen will be placed in double-lined sealed bags and laundered at high temperature.
- 7 After each departure, the room will be kept vacant for a minimum of six hours before we commence housekeeping.

### PUBLIC SPACES



- 1 As a precaution, only four people will be allowed to take the lift at any one time.
- 2 Increased cleaning and sanitising frequency, at least hourly, for high touch contact surfaces such as lift buttons and public bathrooms.
- 3 Hand sanitiser dispensers, touchless whenever possible, are available at key guest areas.
- 4 Furniture will be more spaced out and marked accordingly to ensure safe distancing standards are met.

### RECREATION FACILITIES



- 1 Recreational facilities will have shorter operating hours, so as to carry out deep-cleaning of equipment and premises as well as regular cleaning and disinfection of recreation facilities and gym equipment.
- 2 Mandatory temperature screenings for all guests prior to entry to our recreational facilities.
- 3 To maintain safe distancing, some gym machines will be left unoccupied and gym usage may be limited to only a number of participants per given timeslot.
- 4 Where applicable, guest numbers for social functions will be limited for the time being.

### RESTAURANTS



- 1 Restaurant seating capacity will be capped at 50%. We encourage our guests to make prior table reservations to prevent disappointment.
- 2 Tables and booths will be rearranged with 1 to 1.5m distance between each dining party.
- 3 Please check with your favourite restaurant on our group size limitation. We will abide by the local government's advisory.
- 4 Digital menus and contactless payment options will be made available and encouraged.
- 5 Alcohol wet wipes and envelopes will be provided so diners may safekeep their face masks while dining.
- 6 Modified table service e.g. all dishes will be served with a cloche, service spoons will be offered for all family-style shared dishes.
- 7 Partitions at restaurant reservation and greeting counters.

### OUR PEOPLE



- 1 Our colleagues will wear masks and be equipped with other Personal Protection Equipment such as gloves when deemed necessary by our medical experts.
- 2 Colleagues have been trained in the new and enhanced safety and sanitation protocols developed with our Diversey infection prevention application expert.
- 3 Additional training, certification and recertification opportunities have been made available to our colleagues.
- 4 Increased cleaning and disinfection for all most frequently touched areas. Our colleagues will closely observe safe distancing protocols even when off duty.
- 5 Mandatory temperature screenings and any colleague who is ill will be asked to seek immediate medical attention and relieved from duty.

Individual precautionary measures may vary by property.