



MP HOTELS TO IMPLEMENT HEIGHTENED HYGIENE STANDARDS AGAINST COVID-19

As we begin to lay the groundwork necessary for an eventual opening of our more than 70 MP Hotels, we teamed up with world hygiene specialists, Ecolab and the internationally renowned health, safety and hygiene certification body, Cristal. The purpose is to come-up with a holistic program to ensure our guests are safe and can enjoy a well-earned carefree break.

In our mission to deliver affordable luxury in a safe environment, we are now ready to share some of the enhanced processes and changes that we as a group are making to placate COVID-19. MP Hotels is committed to a COVID-19 free world and sees our practices as part of the necessary collective global human effort to eliminate the threat of this disease wherever possible by delivering an improved level of safety, health protection and empathy in the highest levels of hospitality.

The partnership between MP hotels, Ecolab and Cristal is culminating in a POSI (Prevention Of Spread of Infection) certification for all the hotels and a daily room check assurance tag for every new guest entering his holiday room. The process to obtain POSI certification will be obtained after a thorough program-planning, introduction and auditing by the international body, Cristal.

In this communique, we aim to provide you with some of the key tenets of our holistic approach to hygiene and cleanliness.

What are we doing to enhance our hygiene standards of our hotels?

Training: Part of any effective hygiene and cleanliness strategy is the proper instruction of team members in these matters. Hence, all hotel staff will receive the necessary training from Ecolab and Cristal to coach new hygiene habits and processes that mitigate COVID-19 through standard everyday actions. These include handwashing, the use of new cleaning products, social distancing rules in shared public spaces, and procedures to take should a team member or any guest be diagnosed with COVID-19, among others. Checklists for their own personal hygiene, and for hotel processes will be provided to all staff, plus updated accordingly, as required. These checklists will ensure that every hygienic point of concern is addressed constantly. Thereby mitigating the spread of COVID-19.

Cleaning Products and New Procedures: MP Hotels is currently working with Ecolab and Cristal around the world to ensure that our hotels and team members are provided with the very best virus-killing products available. Therefore, a proper supply chain has been established to

ensure that our team members have all that is necessary to perform their functions in a safe manner when operations resume.

Specific Areas & New Tools

- **Guest Rooms:** Rooms have always been a cornerstone of our holistic hygiene policy. That being said, we are strengthening our approach by arming our staff with the necessary tools to combat COVID-19. This means use high-grade disinfectant products, and a focus in particular high-touch items (e.g. doors, remotes controls, buttons, desks, tables, minibar, bathroom faucets, etc.) Humans are said to touch an average of 300 surfaces in approximately 30 minutes. By focusing on these high-touch items, we are surgically focusing on weakening areas that are likely to host the virus. Team members will also use gloves and masks through this process to mitigate the risk of further contagion. The new cleaning and inspection routine has been introduced in order to “hang” the Cristal “Room Check” door hanger on every door daily, giving our guests peace of mind in all of our hotels around the globe.
- **Public Spaces:** There will be an increase in cleaning and disinfecting public spaces in general. Higher-grade specialized cleaning materials are to be purchased for such cleanings. Therefore, front-desk areas, public bathrooms, elevators and high-touch items (e.g. door-handles, elevator buttons, payment card-readers, ATMs, etc.), should expect a rise in the times that they are cleaned overall. Periodic disinfections are to be carried out throughout the hotels with greater frequency. This is in order to not simply meet, but surpass government agency hygiene standards. **Restaurants and bars** will abide by social distancing rules and limited capacity mandated by local government agencies. Sneeze guards are to be placed in every buffet. **Gyms and saunas** will also have specific checklists and procedures to ensure cleanliness and general safety abiding by local health authority’s recommendations.
- **Hand-sanitizers:** A key new addition to our hotels will be the prevalence of hand sanitizers within strategic high-traffic points. This include hotel entrances, restaurants, corridors, gyms, wellness centers and elevators to name a few.
- **Masks & Gloves:** Our hotels will provide team members with a constant supply of gloves and masks to carry out their functions. A number of gloves and masks will also be ordered per hotel for guests, as they are likely to request/require them for some activities.
- **Thermal Cameras/Temperature Control Devices:** These items will be installed at the entrances of our hotel. A process will also be devised should a guest or team member be suspected of being infected with COVID-19. The latter is to be carried out according to recommended government and health agency processes for such matters.
- **Communications:** Pedagogic wallcharts and literature explaining proper habits and rules will be placed throughout the hotel premise in highly trafficked areas. These informative content tools are going to also be placed digitally in our respective hotel websites. FAQs and personal hygiene guidelines for guests in hard-copy form are to be placed in rooms as well.
- **Team Member Areas:** New and enhanced hygiene requirements are going to be rolled out in high-traffic team member areas. These include locker rooms, staff entrances, kitchens, laundry rooms and offices. High-grade cleaning materials, increased periodic disinfections (with a focus on high-touch areas), social distancing techniques, and readily available hand sanitizers, are some of the enhanced cleaning directives that are planned.
- **Water-treatment:** Our hotels will undergo an enhanced water treatment process. All in an effort to ensure higher-standard of hygiene four our guests and staff.

Finally, MP Hotels is committed to providing the safest and most pleasant holiday experience to guests. Regardless, of new hygiene standards, we would like to assure prospective holidaymakers that these processes are being done for their safety and that of our team members. That these hygiene enhancements will be carried out as seamlessly as possible, and in the least intrusive process that reality permits. Our commitment to supporting local communities is part of our DNA and we will be working with local governments to ensure the re-opening of our hotels helps the local economy and works with local rules and regulations.

We look forward to a healthier and safer future for everyone.

See you soon,

MP Hotels