



14th May 2020

Dear Valued Partner

Whilst we navigate through these challenging times in response to COVID-19, we greatly appreciate your support and understanding of our new procedures. For travel partners like yourself, we are conscious of how important traveler safety and security is to you. We are also reminded at times like this of the value of transparent communication in any partnership.

Hygiene and cleanliness are always paramount at Accor and given the current situation due to COVID-19, we want to reassure you that all measures have been implemented keeping the safety of our guests and colleagues in mind.

At the Movenpick Colombo, we have been closely monitoring the Ministry of Health Sri Lanka and World Health Organization (WHO) advisories regarding the Novel Corona virus outbreak (COVID-19). On a daily basis, we are working to ensure the hotel meets with the most updated guidance and compliance norms on hygiene and cleaning. Our hotel's health and safety measures are being redesigned to address a broad spectrum of cautions, including those prescribed by the WHO and the Public Health Department of Sri Lanka on COVID-19, from hand washing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Welcoming, protecting and taking care of others is at the very heart of what we do. The dedication of our teams during this period has been exemplary while maintaining our high standard of service.

Some specific measures taken are:

Hygiene, Cleanliness and Safety of our Associates:

- Implementation of social distancing measures for all Associates, with guidance and monitoring.
- A self-declaration regarding travel and movement history is to be filled in by all Associates when they rejoin duty post the lockdown.
- Regular hand cleaning and sanitization with a minimum of 20 seconds as per safety guideline procedure.
- Guidance and training to educate all Associates on self-hygiene practices.
- Hand sanitizers, gloves and masks are available in all areas and their use is mandatory.
- All back of the house and customer accessed areas are frequently sanitized, especially touchpoints such as elevator buttons, door handles, doors, taps, WC buttons etc.
- Daily monitoring of body temperature of our Associates, our vendors, contractors entering the building.
- Any Associate with symptoms of Covid-19 are advised to seek medical help, their contact details are shared with public health authorities for further action.

Implementation of New SOPs Focused on Hygiene, Cleanliness and Safety of Our Guests

- Mandatory checks and measures at check in:
 - Infrared thermal thermometer for contactless temperature mapping
 - Disinfecting baggage prior to any security scan
- As per government regulations a self-declaration form is to be filled in by all guests.
- The hotel will stay guided by the instructions and recommendations of the Public Health Department, in case any of our guests display symptoms of, or have a confirmed case of COVID-19; specific SOPs will be enacted.
- Specific SOPs for guest transportation, check in and check out process ensuring distancing and limited contact, housekeeping, laundry and provision of F&B services at restaurants or via room service or as takeaway.

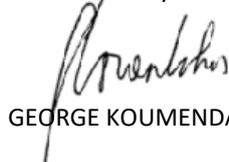
- Fleet deployed by the hotel for transportation of guests to and from airport will be cleaned and sanitized at the hotel upon return.
- All hotel cars will have hand sanitizers for guest use.
- Hand sanitizers are available for guests at the reception, bell desk and restaurants.
- Guests will be allocated rooms only after a minimum gap of 24 hours post cleaning and sanitization after checkout.
- All public areas are frequently sanitized, especially frequently used areas such as lift buttons, door handles, doors, taps, WC buttons, computers, keypads, mouse, working desks, etc.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- The hotel provides an option for e-invoices, for room bills and restaurant and events bills.
- All hotel supplies, including perishables, are fully sanitized before entering the receiving area.
- We are ensuring proper cleaning of vegetables, meats and all other materials that are required in the kitchens using food safe sanitizing agents to disinfect edibles.
- All kitchen tools will get sanitized after every meal period and soaked in chlorine water when not in use.
- At all operational restaurants and bars, the seating will be reduced to ensure social distancing when they reopen.
- Use of disinfecting chemicals for more thorough and frequent cleaning of table tops, Hostess Desk & Micros, Menus and Tablets will be employed.
- In Room Dining services have been revisited to ensure enhanced levels of sanitization in the entire process flow.
- Use of specific chemicals as prescribed to disinfect the virus.
- All hotel laundry will be processed as per recommended chemicals and washed above 70 degree temperature as per the recommended guidelines.
- A Doctor "on call" is available 24/7 and with regular visits to the hotel.
- Additionally, access to the nearby hospitals is available as well as fully equipped ambulance services.

We believe we are in this together. Our guests, associates, owners, partners and the broader community will work together relentlessly to overcome this situation and we look forward to your continued support. Having said that, you will also appreciate that above measures are good faith actions undertaken by the Hotel in this unprecedented situation which has resulted in a global crisis. The Hotel is not guaranteeing zero exposure to COVID and is constrained from assuming any form of loss or liability in this regard.

These processes will of course, continue to evolve, we are aware that as we implement them, they may cause some inconvenience to some of our resident guests. We request your patience and understanding.

Meanwhile, please stay safe and take care during these difficult times.

Yours sincerely



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