

Shangri-La Cares

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YOUR WELL-BEING
IN OUR CARE



#shangrilacares

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Our Commitment: Shangri-La Cares

Our promise 'Shangri-La Cares' comes straight from the heart. It underpins the caring spirit of our brand and guides our unrelenting efforts to ensure well-being and comfort of our guests, colleagues and partners.

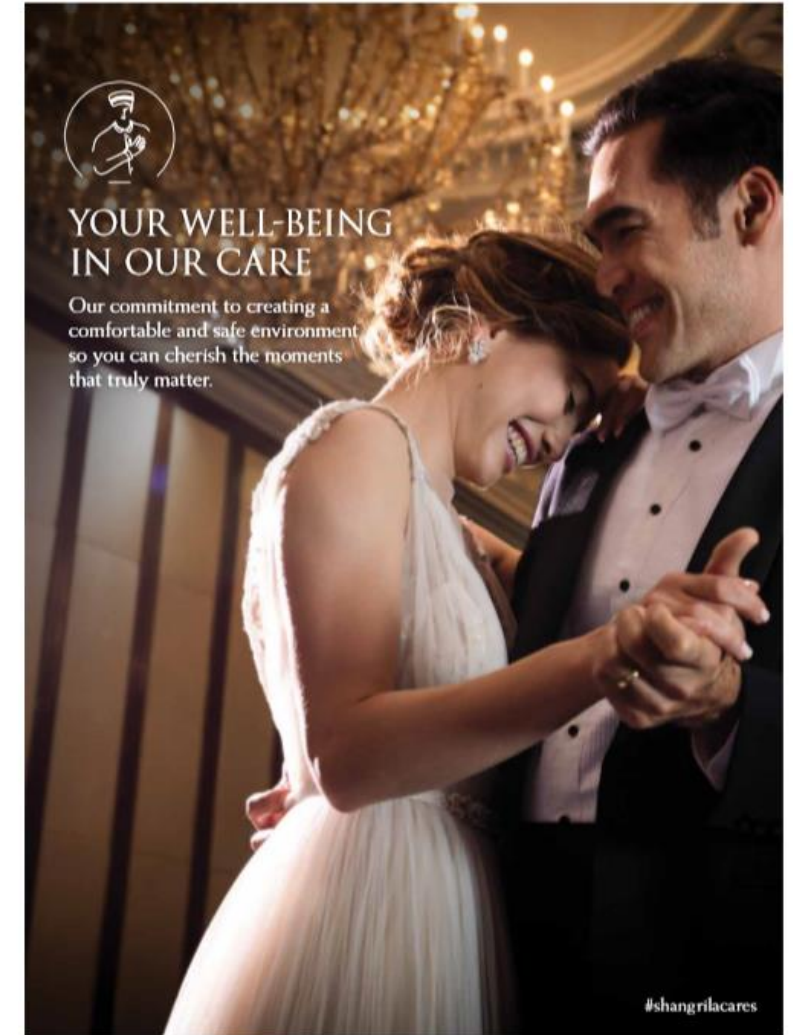
We remain humble and true to our founding ethos – to do our utmost to take care of people as we welcome guests to our hotels and resorts worldwide.

To create a trusted and nurturing environment, we have raised our already demanding hygiene standards by embracing a number of new safety protocols, procedures and training following guidelines from World Health Organisation or respective local health agencies, with a focus on these specific details:



Your Well-Being In Our Care

Our commitment to creating a comfortable and safe environment



Shangri-La Cares – Three Pillars

At Shangri-La, it is in our nature to look after people, always anticipating and exceeding their needs. The COVID-19 pandemic has required us to raise our already demanding hygiene standards with new protocols, procedures and training. The “**Shangri-La Cares**” reinforces our commitment to guests as we begin welcoming travellers back. As always, our commitment to guests is defined by our service values of care and humility.

Implementing Enhanced Protocols and Procedures

Your health and safety is of the utmost priority. We have aligned our hygiene protocols with WHO recommendations or more stringent local regulations so that our guests feel totally at ease when staying at or visiting our properties.

- Throughout the entire customer journey, we have concrete measures in place to give our guests complete peace of mind.
 - ✓ Increased frequency and full attention to deep cleaning of all high-touch surfaces throughout the hotels
 - ✓ Usage of medical-grade sanitisers and disinfectants
 - ✓ Increased cleaning frequency of air filters and air-conditioner systems to ensure optimum air quality
 - ✓ Safe dining, meetings and events with extra precaution to respect social distancing and enhanced food safety practices

Enabling Our People

To reinforce our strong culture of health and safety, we have enhanced our training to comply with additional hygiene protocols and guidelines, all while delivering our distinctive Asian hospitality.

- Our strong culture of health and safety is prioritised and promoted by all colleagues
- We provide enhanced training to our colleagues on safety at all touchpoints of the guest experience
 - ✓ Training on new hygiene practices
 - ✓ Guest-facing training certified by industry specialist, Diversey
- We will ensure a safe working environment for colleagues returning to work, with on-going training provided to uphold the latest health guidelines from local authorities and WHO
 - ✓ Equip colleagues with **personal protective equipment where necessary**
 - ✓ Increased cleaning and disinfection to ensure a safe work environment for colleagues

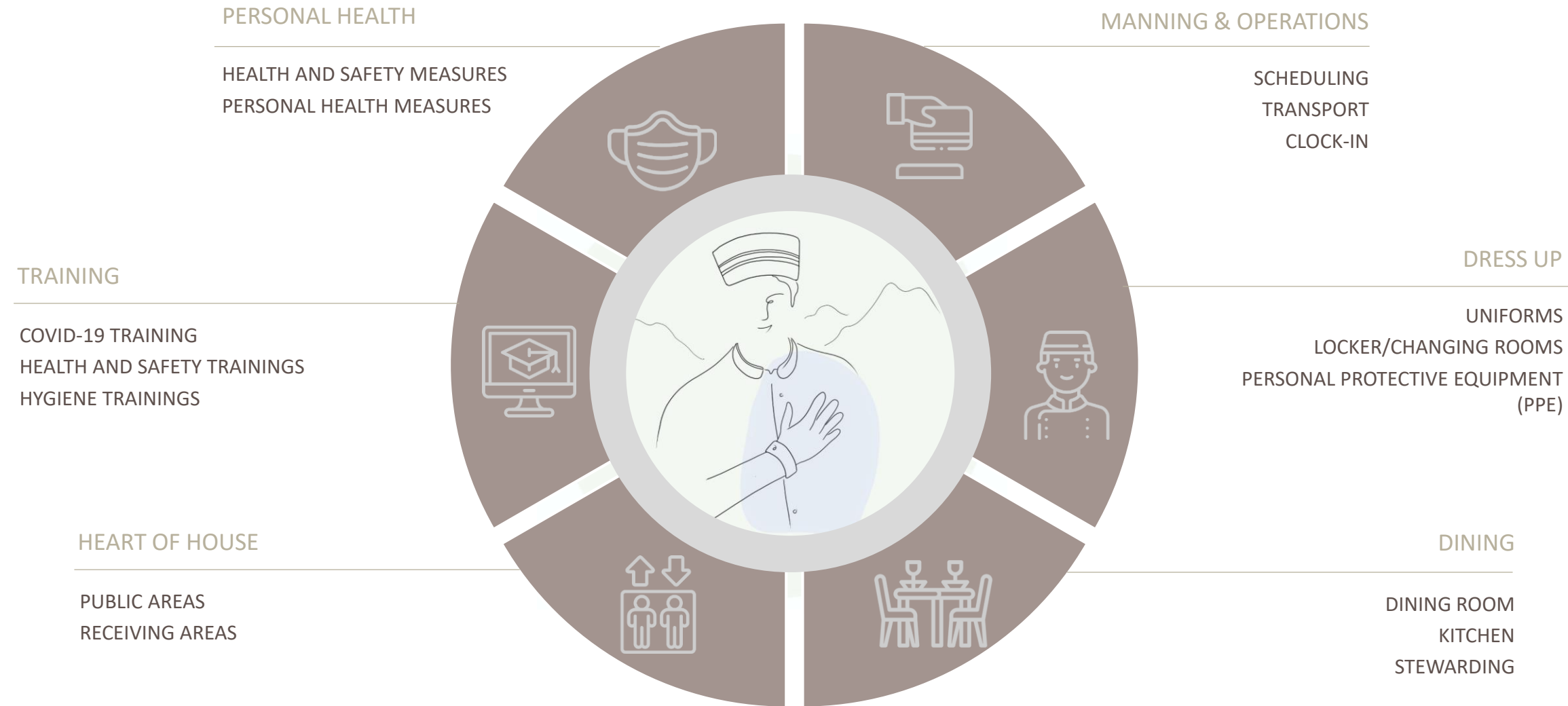
Elevating Our Standards

We have elevated our standards to prepare for a new normal. We are constantly reviewing and refining our processes.

- We learn from experience to prepare for a new normal. We test, assess and refine our standards on the ground and keep exploring new opportunities
- We are reinforcing our already stringent practices as a number of our hotels move toward recovery
- Enhanced operational guidance, safety and sanitation protocols are developed in close cooperation with Diversey
- Rigorous inspection process and tools (e.g. self-developed compliance APP) are in place to make sure compliance at hotels
- These measures will be constantly reviewed and updated based on the evolving situation and customer needs

Enhancing our Health and Safety Protocols

Heart of House: Colleague Journey



Enhancing our Health and Safety Protocols

Front of House: Guest Journey



Restaurants & Bars



- 1 Queue management at buffets to maintain safe distance. Only one way flow allowed
- 2 Increased frequency of sanitisation using recognised disinfectants and food safe sanitisers
- 3 Restaurant and bar floorplans and seating capacities adjusted to be compliant with safe distancing guidelines. Guests encouraged to make prior reservations
- 4 Group size limitations may apply per table based on local regulations and advise. Please contact local restaurants for more information
- 5 Table service and set-up modified to accommodate individual portions. Tables setup with minimal settings
- 6 All dishes will be served covered and service spoons will be offered for all family-style shared dishes
- 7 Digital menus and contactless payment options will be made available and encouraged
- 8 Hygiene amenities including hand sanitising gels will be available at reception and at other convenient locations in the hotel

Our People



1

All colleagues don face mask and are equipped with necessary personal protective equipment including gloves when deemed necessary

4

Comprehensive training, certification, recertification programmes for all our teams

7

Mandatory temperature screenings for all colleagues prior to entering hotel premises. Colleagues unwell will be asked to stay at home and offered immediate medical support where relevant

2

All colleagues trained/retrained on use and disposal of personal protective equipment, personal health and hygiene, and enhanced sanitisation standards

5

Extensive familiarisation and trainings held for our colleagues, especially those in guest-facing roles, on COVID-19 specific safety and sanitation protocols developed in close cooperation with our partner Diversey

3

Colleagues practice safe physical distancing. Signage and markings installed across heart of house areas as further reinforcement

6

Enhanced cleaning and sanitisation of all heart of house areas using Environmental Protection Agency (EPA) listed disinfectants with a focus on high-frequent and high-touch areas

Arrival & Departure



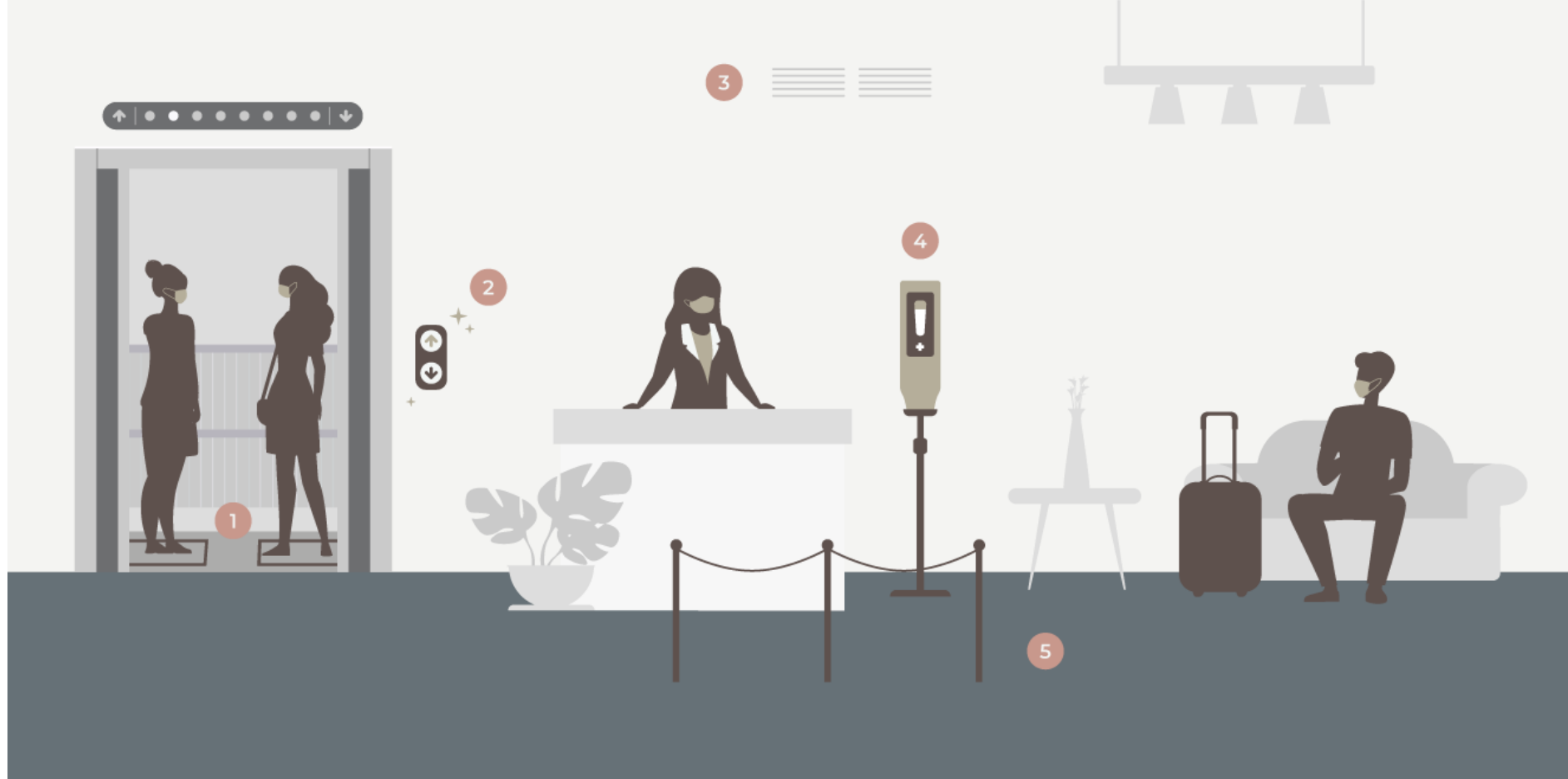
- 1 Pre-arrival communications offer information on health and safety measures and relevant property-specific details
- 2 Disinfectant floor mats available at main entrance to clean and sanitise footwear
- 3 Guests will be encouraged to check-in and express check-out using our Shangri-La Mobile App
- 4 As a precautionary measure, guest temperatures will be recorded at all entry points per local regulations
- 5 Guests will be requested to fill-out health and travel declaration forms based on local government regulations
- 6 Signage and queue ropes serve as gentle reminders for our guests to maintain safe physical distance
- 7 Safety amenities including hand sanitising gels will be available at reception and at other convenient locations in the hotel
- 8 Contactless payment options will be available and encouraged

Guest Rooms



- 1 Increased frequency of cleaning and sanitisation of all air handling units and fan coil units
- 2 Thorough sanitisation and rigorous inspection process with attention to high-touch items
- 3 Limit in-stay housekeeping frequency and observe safe distancing during service
- 4 Environmental Protection Agency (EPA) listed disinfectants are used for sanitisation
- 5 Linen undergoes sanitising using high temperature washing process

Communal Spaces



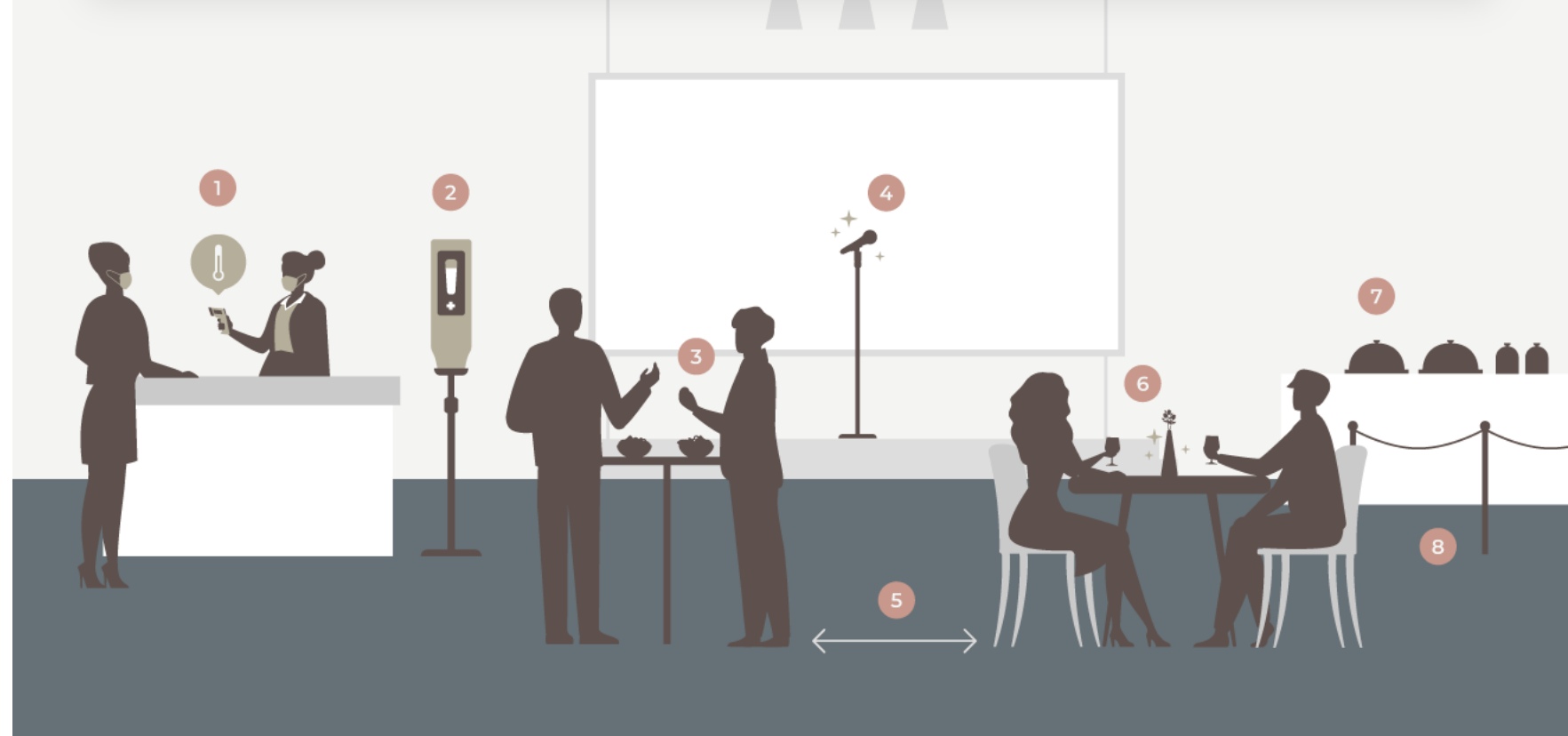
- 1 Enabling safe distancing practices by reducing allowable capacities
- 2 Increased frequency (every hour during peak hours) of sanitisation of all public areas, washrooms and high-touch surfaces
- 3 Increased frequency of cleaning, sanitisation and inspection of all air handling units and exhaust systems
- 4 Safety amenities including hand sanitising gels will be available at convenient locations in the hotel
- 5 Signage and queue ropes in all high-traffic areas serve as gentle reminders for our guests to maintain safe physical distance

Leisure & Wellness



- 1 Temporary closure of swimming pools, whirlpools, saunas and steam rooms based on local requirements and regulations
- 2 Thorough sanitisation is conducted with attention to high-touch guest contact items
- 3 Safe distancing and capacity restrictions applied in locker rooms, health and sports clubs, and kids clubs
- 4 Mandatory temperature screenings for all children and their accompanying adult participants at Kid Clubs
- 5 Guests must sign a health declaration form and contact information will be collected per local regulations
- 6 Safety amenities including hand sanitising gels will be available at reception, inside each treatment room, at towel and water stations, and in kids clubs
- 7 Increased spacing or alternate exercise equipment and machines in use to practice safe distancing at gyms
- 8 Increased frequency of sanitisation using EPA-listed disinfectants
- 9 Disinfecting wipes available near gym equipment and towel and water stations

Meetings & Events



1 As a precautionary measure, guest temperatures will be recorded on arrival

2 Hygiene amenities including hand sanitising gels will be available at reception and at other convenient locations in the hotel

3 Reinforced food safety standards, new buffet and table service protocols. Menus revised to offer individually plated and packed meals where relevant

4 All AV equipment sanitised after every use, with microphones in particular sanitised between uses

5 Event rooms floorplans and seating capacities adjusted to be compliant with safe distancing guidelines

6 Increased frequency of sanitisation with a focus on high-touch and high-traffic areas

7 Shared snacks and food offerings to be discontinued and replaced by single portion

8 Signage and queue ropes in all high-traffic areas serve as gentle reminders for our guests to maintain safe physical distance

Strengths Unique to Shangri-La



Given that our portfolio of hotels are in locations first affected by Covid 19, we have been able to put in pilots early enough to test, validate and refine our standards to ensure we meet WHO and/or local guidelines, whichever is more stringent.



We have a long-standing partner in Diversey, who are supporting us in ensuring our implementation is comprehensive. All our colleagues are being certified in these new standards created by Diversey.



Shangri-La Cares is built on the premise that we must firstly look after our people, ensuring they are well trained and working in a safe, hygienic environment. Our people are then fully equipped to look after our guests and act as partners to the communities in which we live and operate in

SHANGRI-LA GROUP

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