

## We Clean. We Care. We Welcome.



**Singapore, 10 Jun 2020** - In this pandemic and global fight against Covid-19, Millennium Hotels and Resorts (MHR) has stepped up precautionary measures to ensure that every hotel is a welcoming sanctuary for guests. The “We Clean. We Care. We Welcome.” campaign has been rolled out to more than 145 hotels across 80 locations under the MHR portfolio.

Complementing mandatory preventive measures by government authorities and hygiene accreditations, the “We Clean. We Care. We Welcome.” campaign establishes exhaustive measures that focuses on all touchpoints of any interaction to ensure that every stay with an MHR hotel is safe, clean and comfortable and that the well-being of employees are safeguarded.

Mr Clarence Tan, CEO of MHR stated, “It is a rigorous approach to safeguarding the health of our guests and colleagues, but a vital one in these times as we are slowly re-introducing a level of normalcy into our lives.”



Measures under the campaign are:

**We clean** our hotels rigorously to ensure a comfortable stay for guests by implementing 10 key hallmarks of cleanliness and safety.

**We care** for employees by introducing additional measures that have been undertaken to create an environment that ensures their safety and well-being.

**We welcome** our guests with the same warmth, eagerness and hospitality that MHR has always been known for. All our employees stand united and are fully committed towards overcoming these trying times together.

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** – To obtain local authority hygiene accreditations (e.g. SG Clean Quality Mark Certification) where relevant.
2. **Appropriate checks on arrival for guests and employees** – For example, temperature checks for all guests and/or collection of guest health declaration forms in certain jurisdictions.
3. **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).
4. **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).
5. **Use of technology to enhance guest experience and safety** – Deploy contactless technology where possible to minimise physical contact (e.g. E-payment, QR code ordering system, contactless check-in/check-out).
6. **Ensure higher cleanliness and hygiene standards during guest stay** – Mandatory use of disinfectants for sanitisation of contact points (e.g. bedding, room furniture, TV remote).
7. **Enforce safe distancing measures as precaution** – Recommended minimum of one-metre distance for interactions between guests and/or employees.
8. **Higher food safety standards** – Enhanced food safety protocols, deep cleaning and meals served individually.
9. **Appropriate health and safety gear** – Regular use of Personal Protective Equipment, when appropriate, to ensure the health and safety of guests and employees.
10. **Hygiene ambassadors to ensure measures are implemented** – A hygiene ambassador in each hotel will ensure that employees are trained with the latest processes and procedures to enhance guest safety and comfort.



In this challenging environment and beyond, MHR has adopted a holistic approach and continues to review processes and procedures to ensure all areas meet stakeholders' needs in real time. MHR remains committed in placing the safety and wellbeing of guests and employees globally as a top priority. MHR stands united with the world and continues to be positive in this global battle.

To learn more about MHR's "We Clean. We Care. We Welcome." commitments, visit <https://www.millenniumhotels.com/en/offers/global/wecleancarewelcome/>.

MHR is the global brand of Millennium & Copthorne Hotels (M&C). M&C is the wholly owned subsidiary of City Developments Limited (CDL). Both M&C and CDL are members of Hong Leong Group.



## ABOUT MILLENNIUM HOTELS AND RESORTS

Millennium Hotels and Resorts (MHR) is the global brand of Millennium & Copthorne Hotels Limited (M&C), a Singapore based global hotel company, which owns, manages and operates over 145 hotels across some 80 locations worldwide. It has four distinct hotel collections — Leng's Collection, M Collection, Millennium Collection and Copthorne Collection — throughout Asia, Europe, the Middle East, New Zealand and the United States. Its properties are in key gateway cities such as London, New York, Los Angeles, Paris, Dubai, Beijing, Shanghai, Seoul, Tokyo, Singapore and Hong Kong. Occupying the best locations around the world, MHR has the perfect address for business and leisure travellers.

M&C is the hotel arm of Singapore-listed global real estate company City Developments Limited (CDL). Both M&C and CDL are members of Hong Leong Group.

Visit [www.millenniumhotels.com](http://www.millenniumhotels.com) for more information.

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