



NEW WORLD
HOTELS & RESORTS

NEW WORLD
COMMITMENT TO CARE
GLOBAL HEALTH & SAFETY PROGRAM

OUR COMMITMENT TO CARE

Our commitment to our guests, our associates and to our community:

In the recent months, we have faced unprecedented changes and challenges as a result of the global COVID-19 health situation. Through it all, the well-being and health of our guests and associates has taken, and will continue to take, central priority. As we begin to adapt to a new normal, we are committed to operating to the highest levels of health and safety vigilance, providing you with the safest, most comfortable and flexible experience while enjoying the high standard of service expected of New World Hotels & Resorts.

Guided by local and international health experts, and in compliance with our partners Ecolab and Diversey, we have introduced *Commitment to Care*, our new global health and safety program that will offer heightened standards for hygiene and cleanliness at all New World properties around the world. By continuously enhancing our stringent health and safety protocols, we would like to personally ensure the well-being of every guest, visitor and associate, from the moment a reservation is confirmed until the moment we bid you goodbye.

OUR COMMITMENT TO CARE



ASSOCIATES WELLNESS
SCREENING



GUEST TEMPERATURE
CHECKS



HYGIENE & SANITATION
TRAINING



RESPECTING SOCIAL
DISTANCING



HEIGHTED SANITATION &
CLEANING PRACTICES



INCREASED CLEANING OF
HIGH TOUCH POINTS



CONTACTLESS SERVICES



GUEST ROOM CARE KITS



CHANGES TO GYM LAYOUTS
& SANITATION PRACTICES



NEW SPA PROTOCOLS &
SANITATION PRACTICES



ENHANCED F&B SAFETY
MEASURES



ON-SITE HEALTH & SAFETY
MANAGER

OUR COMMITMENT



ASSOCIATES WELLNESS SCREENING

The well-being of our associates is paramount. Associates must be screened prior to their shift or entering the hotel. Screening may include temperature checks, health declaration forms or questionnaires. Some hotels may implement contact tracing to limit exposure and infection to other associates or guests in the event of an outbreak.



HYGIENE & SANITATION TRAINING

Personal hygiene and sanitation training is mandatory for all associates. Training to be conducted prior to returning to scheduled shift. All associates to be provided the appropriate personal protective equipment and hand washing frequency enforced, every 30 minutes. Supporting collateral to be posted in the back of house areas and hand sanitation stations to be placed throughout.



HEIGHTED SANITATION & CLEANING PRACTICES

New sanitation and cleaning practices to be introduced to all departments, including new tools, such as foggers or e-misters. Training to be conducted with all associates as to how to use chemicals and sanitizers effectively. All departments to have the proper cleaning supplies and tools readily available.



CONTACTLESS SERVICES

Using existing tools or modifying current practices contactless services options to be provided to arriving and departing guests, this should include nonregistered guests visiting the outlets. Options should include registrations, payment, daily housekeeping service. Service should be tailored to each guest, based on their comfort level and expectations.



CHANGES TO GYM LAYOUTS & SANITATION PRACTICES

Gym equipment to be spaced out where possible, display cleaning procedures on cardio equipment. Limit class size, introducing alternative activities that take place outside. Cleaning and sanitation practices to be increased, cleaning every piece of equipment between use. Sanitation wipes and hand sanitation stations to be readily available.



ENHANCED F&B SAFETY MEASURES

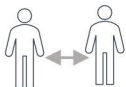
Both front and back of house changes to include increased training on hygiene practices, restaurant layouts, tabletop setup and changes to sequence of services. All tables and seating must be properly sanitized between guests.

OUR COMMITMENT



GUEST TEMPERATURE CHECKS

Where possible and upon re-opening every precaution must be taken to help prevent the spread of COVID-19, among guests and associates. Temperature checks should be conducted as a precautionary measure, pending local regulations.



RESPECTING SOCIAL DISTANCING

Social distancing norms should be respected in the heart and front of house. Guests and associates should be informed of social distancing practices. Signage should be tastefully displaced within public areas and at gathering points, for example by the elevator cabs, front desk and where queues may form.



INCREASED CLEANING OF HIGH TOUCH POINTS

The frequency of cleaning high touch points, includes, door handles, elevator buttons, tabletops and seating groups to be frequented every 20-30 minutes.



GUEST ROOM CARE KITS

To show our commitment to our guest's wellbeing, a care kit, consisting of hand wipes, sanitizer and masks, will be available at all hotels, in all rooms. Placement of this care kit may vary based on the level of infection within each country. If the level is high the care kits must be placed in the guest rooms, if low to medium care kits must be available on request. Hotels may even choose to place as a farewell amenity for guest's onward travel.



NEW SPA PROTOCOLS & SANITATION PRACTICES

Increased cleaning practices, allowing 45-60 min to clean and sanitize treatment rooms between guests. Hours of operation and menu offerings reduced. Guest will be provided a mask upon arrival and therapist will be required to wear masks and eye protection. Shared Hydrotherapy area such as steam, sauna, plunge pools in locker rooms must remain closed while individual baths and shower facilities in treatment rooms will remain open.



ON-SITE HEALTH & SAFETY MANAGER

The Health and Safety Manager will oversee the implementation of all COVID related policies and procedures, including ongoing training and monitoring / auditing of compliance. This person will have direct access to the Corporate Operations Team.