

SUNWAY HOTELS & RESORTS' ADVISORY ON COVID-19

Updated as at 13 March 2020

As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your stay and onward travels remain safe. The safety and well-being of our guests and our staff remain our top priority.

We understand the anxiety that this outbreak has caused and we would like to assure you that we have taken additional stringent measures developed in consultation with global and local public health authorities, including World Health Organization (WHO), Ministry of Health (MOH) of Malaysia and Sunway Medical Centre (SMC) to ensure our cleaning and hygiene protocols are of the strictest standards during these uncertain times.

We have strengthened these measures as the situation escalates locally and globally. The specific measures in place by Sunway Hotels & Resorts include (but not limited to) are:

- Our hotel team members are receiving daily briefings and enhanced operating protocols on the latest guidelines and guidance on hygiene and cleaning.
- We have increased the daily frequency of cleaning all public areas (with a focus in the lobbies, counters at the front desk, elevators (including elevator buttons), door handles, public bathrooms, etc.) and have continued the use of medical-grade disinfectants. We have increased the placement of anti-bacterial hand sanitizers for all guests and colleagues to use frequently.
- During check-in, guests are requested to complete a health and travel declaration form.
- Strict rules and guidelines have been enforced for all hotel team members who may have returned from any of the affected countries, to be quarantined at home for 14 days for self-assessment.
- Implementation of thermal thermometers to check all team members' body temperature at the designated staff entrance(s) on a daily basis. Temperature checks and declaration forms are also in practice for all hotel vendors and contractors before entering the hotel premises.
- We will continue to adjust food and beverage services in accordance with current food safety recommendations. Kitchen staff continue to wear gloves and masks at all times when working or preparing food; in accordance with the stringent Food Safety Management System (FSMS) policy.
- We have advised event organisers (EOs) to take necessary precautions when organising events at the hotel. To reduce the risk of community transmission, with the assistance of the hotel's safety and security personnel, EO will be required to carry out temperature screening, be vigilant for participants with respiratory symptoms such as cough or runny nose, and deny entry for unwell individuals, remind participants not to attend if they have recent travel history to affected countries and maintain a registration list of attendees.
- In the spaces where colleagues work "behind the scenes", we have increased the daily frequency of cleaning and focusing on high-touch areas including staff entrances, locker rooms, laundry rooms, staff restaurants and offices.

- Placement of notices and information related to COVID-19 reminding guests and team members on strict personal hygiene.
- Sunway Hotels & Resorts' provides each of our hotels real-time information and support through Sunway Group's Crisis Response and Recovery (CMRR) Team, providing round-the-clock assistance and are on stand-by and prepared to act swiftly should there be a case at one of our hotels.
- If we are alerted to a case of COVID-19 at one of our hotels, together with the Sunway Group's Crisis Response and Recovery Team, we will immediately activate the relevant protocols and work in tandem with the local health authorities to obtain the facts and guidance on steps to take with both guests and staff. We will undertake additional deep cleaning and disinfection across all common areas of the hotel as well as known areas where the said guest has been during their stay. In addition, the hotel will seal the guest's room (e.g., preventing entry by staff or others) and undertake a room recovery protocol that is designed to sanitise and disinfect everything in the room including sanitising the air.

The measures taken are not to cause any alarm but rather serve as precautionary measures. The safety and well-being of our guests and colleagues are paramount to us. We have intensified these measures and will continue to do so for the comfort and assurance of our guests and staff.

For any enquiries, please do not hesitate to contact us at shr.corporate@sunwayhotels.com

Thank you

Sunway Hotels & Resorts