SANITIZATION PROCEDURES

Our guests’ health and safety is of the highest importance to us. For this reason we have rolled out the following measures in line with the Global Tourism Plastics Initiative. The following recommendations aim to support the continued fight against plastic pollution during the COVID-19 recovery.

1. WE HAVE REMOVED UNNECESSARY PLASTIC PACKAGING AND ITEMS TO REDUCE CROSS CONTAMINATION TOUCH POINTS
   - Single-use plastic items and packaging are not sanitization measures in themselves
   - Every single-use plastic packaging/item has been properly sanitized
   - Only the necessary plastic items are accessible/available (or available upon request)

2. WE HAVE DEVELOPED ROBUST CLEANING AND SANITIZATION PROCEDURES
   - Our staff will use single-use gloves/masks solely when it is necessary from a health-related perspective
   - We have implemented practices for the correct management of chemical products to avoid impacts on human health and the environment
WE HAVE EVALUATED THE USE OF UNAVOIDABLE PLASTIC PACKAGING AND ITEMS, AND REASSESS NEEDS ON A REGULAR BASIS

- Where single-use plastic packaging/items cannot be avoided, we give preference to recyclable/compostable plastic and/or plastic packaging/items with recycled content.
- We reduce, sort, and separate (plastic) waste to avoid mixing with hazardous waste and according to local waste management capacities.
- We are treating decisions to introduce single-use plastic items and packaging as temporary.

WE HAVE ENGAGED SUPPLIERS, WASTE MANAGEMENT PROVIDERS AND LOCAL GOVERNMENTS TO IMPROVE RECYCLING

- We have enhanced our coordination with suppliers to increase influence and improve information flows in order to ensure application of established hygiene and safety protocols.
- We will leverage this influence to reduce the amount of unnecessary plastic packaging and items going in our operations.
- We have increased our engagement with our waste service providers to ensure waste is collected and segregated properly.

WE WILL ENSURE OPEN AND TRANSPARENT COMMUNICATION WITH OUR STAFF AND OUR GUESTS

- We have established clear roles and expectations of our staff on how to reduce plastic use and implement reuse models while complying with hygiene and safety measures.
- We will provide guests with clear recommendations on the use of hygiene equipment, and communicate how our planned measures are being implemented.