



# WE CARE PROGRAMME

*at Mandarin Oriental, Hong Kong*

In response to the current COVID-19 pandemic, Mandarin Oriental, Hong Kong has implemented an additional *'We Care'* programme of stringent protocols to further safeguard the comfort, health and safety of guests and employees. Our existing high standards of health and hygiene have been enhanced, and we remain alert to local advice from health experts and government authorities, adapting best practices accordingly. Lloyds Register, an internationally recognised independent assessor, audits our rigorous Fire, Life, Health, Safety & Security standards on an annual basis and have verified the new additional methods in place. Examples of some of the new initiatives that have been introduced at Mandarin Oriental, Hong Kong include the following:



Connect with our colleagues through instant messaging to avoid unnecessary contact



Temperature checks for all guests and employees at all points of entry



Paperless check-in and express check-out service



"We Care" kit (face mask and hand sanitiser wipes) will be provided upon request



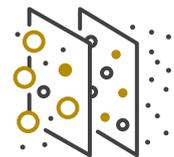
High traffic areas are treated with Nano Titanium Dioxide



Sanitise all guest touch points with neutral disinfection cleaner every hour



Suitcase disinfection service is available upon request



Clean and sanitise all air conditioner filters on a bi-monthly basis



COVID sensitive rooms with enhanced cleaning protocols and contactless service



All colleagues are equipped with face masks and gloves when cleaning the room



All gym equipment, spa treatment rooms and limousines are sanitised after each use



All restaurant dining tables are disinfected after each use and menus are offered through a QR code

**Hotel Stay Safe** - This certificate has been issued following verification of cleaning and hygiene standards in the hotel that meet the Lloyds Register guidelines.

For more information, please contact us on +852 6015 7211 or via email at mohkg-amohg.com.



Hotel Stay Safe