

THE FULLERTON

HOTELS AND RESORTS

The Fullerton Hotels and Resorts' Commitment to Care and Cleanliness

Enhanced deep cleaning practices, introduction of new technologies and hygiene accreditation to ensure well-being and safety



SINGAPORE, 26 May 2020 – Despite ongoing global challenges posed by the COVID-19 pandemic, welcoming and caring for others remains at the core of The Fullerton Hotels and Resorts' DNA. The hotel group is committed to ensuring the well-being and safety of our guests and team members as its top priority. To foster an environment of confidence and security, The Fullerton Hotels and Resorts has developed new initiatives which include the implementation of enhanced deep cleaning practices, introduction of new cleaning technologies and expert accredited hygiene protocols.

“In our bid to provide the highest standards of quality and care, we have examined all areas of the hotel experience to ensure our guests and team members are protected against an exposure to COVID-19. We stand by our unwavering commitment to cleanliness and care, and remain dedicated to providing one-of-a-kind Fullerton Experiences that encourage our guests to stay clean, stay safe and stay inspired”, said Cavaliere Giovanni Viterale, General Manager of The Fullerton Hotels and Resorts.

Enhanced Deep Cleaning Practices

Consisting of a dedicated in-house team and aided by external experts in food and water safety, hygiene and infection prevention, The Fullerton Hotels and Resorts' Hygiene and Cleanliness Committee has set up rigorous and enhanced cleanliness practices that will ensure a safe home-away-from-home hotel experience for guests and team members.

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From the point of arrival to check-in, guests and visitors arriving at The Fullerton Hotels and Resorts will experience an elevated level of protection which includes:

- Temperature taking and completion of health declaration forms
- Contact tracing through Safe Entry Mobile Application (applicable for hotels in Singapore only)
- Minimisation of physical contact between guests and front office team members through touchless payment transaction devices
- Gloves and surgical masks will be worn by all guest-facing team members
- Provision of surgical masks upon request for hotel guests
- Availability of touch-free hand sanitiser dispensers at entrances, public areas and facilities
- Social distancing measures implemented throughout the hotel
- Use of hospital-grade cleaning agents for disinfection
- Hourly disinfection of high touch areas (including lift buttons, doorknobs, handrails, etc.)
- Daily disinfection for cushions, curtains, fabric furniture and rugs in public areas and facilities
- Air purifiers installed within the hotel's public spaces

Within the guest rooms, dining venues and meeting spaces, enhanced safety and sanitation precautions have also been put in place to ensure the health and well-being of our guests and team members:

- Cleaning and sanitising of all areas using hospital-grade disinfectant
- Deep cleaning for high touch areas (e.g. light switches, bathroom surfaces, door handles, hair dryers, remote controls, digital gadgets, bathroom faucets, thermostats within the guest rooms)
- Availability of hand sanitisers and antibacterial wet wipes in the guest room
- Guest rooms will be vacated for 24 hours after guest departure to undergo deep cleaning, sanitisation and disinfection
- Increased frequency of air conditioning filters replacement to ensure clean air circulation
- To minimise contact between guests and team members, guests can opt out of daily housekeeping services. In-room dining delivery will also be handled with care and minimal contact.

- Replacement of dining buffets with individually plated or boxed meals for all functions and à la carte dining in venues to avoid contamination
- Provision of information regarding wellness tips and COVID-19 preventive measures through our guest room e-compendiums

New Technologies To Ensure Safety And Well-Being

With a strong focus to provide guests peace of mind while staying at The Fullerton Hotels and Resorts, the latest innovation in the form of new cleaning technologies and digital concierge service has been incorporated.

As recommended by the World Health Organization, handheld disinfectant spray machines which utilise electrostatic spraying technology and the highest grade of disinfectants as well as hospital grade equipment will be employed in all areas to eliminate microbes and effectively decontaminate all areas and facilities within the hotel.

Guests opting for in-room dining in The Fullerton Hotels and Resorts can do so in a safe way through an in-room tablet which provides an interactive Tapendium digital concierge service. After browsing through the hotel's services and options, paperless and contactless requests can be made through the tablet directly.

The introduction of a customised mobile concierge platform in the latter half of 2020 will also provide further assurance and promote social distancing. In a few simple steps, guests can download the mobile application, check in and access their guest room with minimal contact made with front office personnel.

Hygiene Accreditation

In April 2020, both The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore, including the hotels' nine restaurants and bars received the *SG Clean* certification, an official endorsement by the Singapore National Environment Agency which certifies the high standards of environmental public hygiene on both premises.

To safeguard public health and ensure the well-being of our community, all Fullerton team members are also taking individual and social responsibility to maintain a high level of cleanliness and hygiene standards. New work procedures, independent audits and mandatory trainings are also being implemented. Additionally, all team members at The Fullerton Hotel

Sydney will complete the Australian Government COVID-19 Infection Control Training; a hygiene and health certification.

The Fullerton Hotels and Resorts will continually evaluate and adapt our cleanliness protocols to meet the evolving challenges presented by the COVID-19 pandemic.

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For images and video, please download [here](#).

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ABOUT THE FULLERTON HOTELS AND RESORTS

The Fullerton Hotels and Resorts owns and operates two award-winning hotels in Singapore: The Fullerton Hotel Singapore (opened in 2001) and The Fullerton Bay Hotel Singapore (opened in 2010). Both hotels anchor the historic and cultural Fullerton Heritage precinct, located in Marina Bay - the heart of Singapore's city centre. The Fullerton Hotel Sydney debuted in October 2019, in the historic former Sydney General Post Office, marking The Fullerton Hotels and Resorts' first international expansion. The Fullerton Hotels and Resorts is affiliated with Preferred Hotels & Resorts, which represents a global portfolio of independent hotels and independent hotel experiences. Fullertonhotels.com