



# YOUR SAFETY, REMAINS OUR PRIORITY

Hygiene and the safety of our guests and employees has been a priority since the inception of our brand. The recent COVID-19 pandemic has challenged our sense of well-being as it has impacted our economy, industry, and individual lives. Yet, united towards a single goal, we would like to reassure everyone that all our hotels remain safe and secure for your peace of mind whenever you choose to stay with us.

Sunway Resort Hotel & Spa together with its cluster of hotels; Sunway Pyramid Hotel & Sunway Clio Hotel in Sunway City has implemented “new norm” best practices to enhance its cleaning practices and protocols in response to COVID-19 which includes a “Sunway Safe Stay” programme commitment, set on five pillars of safety and hygiene, comprising of almost 30 protocols to further boost the hotels operational guidance and resources pertaining to guests, staff and the assurance of peace of mind.

Amongst the best practices and protocols that was developed over the last several months and continue to be applied are:

## **PILLAR 1: GUEST CONTACT**

1. Guests to wear their own face masks at all times when they are in the hotels’ indoor premises (i.e. main lobby, restaurants, all indoor public areas and function rooms).
2. Hand held thermometer to be used to check guest temperature at all hotel entrances, including the main lobby, food & beverage outlets and meeting venues.
3. Guests are required to follow the guidelines implemented by the government on contact-tracing or declarations.
4. Partitions placed at front desk to provide an extra level of precaution for guests and staff.
5. Social distancing to be observed at all times and floor markers will be present at queuing areas, including at the front desk, concierge, food & beverage outlets, cashier counters and guest elevators. In addition, furniture in public areas around the hotel has been rearranged to maintain social distancing rules.
6. Guests are encouraged to use the hotel’s contactless services which includes express check-out to facilitate ease of departure and also e-wallet payments available at the front desk and food & beverage outlets.

7. All hotel employee front liners are required to wear protective masks. In addition, housekeeping staff and those who are handling luggage delivery and food & beverages will be required to wear masks and disposable gloves.
8. Guests can opt to order room service that will be specially packed in a single-use container with cutlery and delivered right to their door for hygiene and safety purposes.
9. Hotel concierge can assist in arranging private transportation for guests if they prefer not to use public transportation when moving around the city. Valet service is available but for self-park service only. All complimentary hotel shuttle services have been temporarily suspended.

## **PILLAR 2: HYGIENE PROTOCOLS**

1. Hotel team members continue to receive daily briefings and enhanced operating protocols on the latest guidelines and guidance on hygiene and cleaning.
2. Increased cleaning frequency at all public areas with focus at high-touch point areas located in the lobbies, counters at the front desk, elevators (including elevator buttons), door handles, handrails, public bathrooms, food & beverage outlets and hotel guests' vehicles with the use of medical-grade disinfectants.
3. Establishment of sanitising stations throughout the hotel for guest convenience at entrance, reception, public areas and elevators.
4. Sanitisation of guest luggage with medical grade disinfectants upon arrival at the lobby entrance.
5. All guest rooms will go through a stringent sanitisation process that includes 10 high touch point surfaces such as switches and electrical controls, door handles and knob, bathroom surfaces, telephone and remote controls, bed & bedding, bath amenities, hard surfaces, closet items, food & beverage cutlery and thermostats. Thereafter, a notification will be placed at the room door to indicate that proper cleaning and sanitising has been undertaken. Guest room key cards will be disinfected before and after usage.

6. The removal of items such as decorative pillows, bed runners, paper notepads, pens and guest directory. These items including robes and room slippers can be supplied upon request.
7. Guests have the option to not allow any hotel staff member to enter their room during their stay if they wish. Housekeeping services will be modified, including the elimination of the daily cleaning service unless specifically requested by guests.
8. All leisure facilities (Swimming pool, Spa, Fitness Centre) within the hotel remain closed until further notice.
9. Health and hygiene reminders will be placed throughout the hotel including in the guest rooms. The reminders will also include the proper way to wear, handle and dispose of masks.

### **PILLAR 3: FOOD SAFETY & EVENTS**

1. Continue to adjust food & 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.
2. Sterilisation of all chinaware, glassware and cutlery using high temperature washing equipment.
3. Strongly advise 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 or someone close to them have recently travelled overseas and undergoing the self-assessment 14 day quarantine and maintain a registration list of attendees with contact details. In addition to adhering to the guidelines set-forth by the Ministry of Health within their respective operating environment, the hotel is also designing meeting packages that observes these guidelines which includes social distancing measurements and set-up requirements.

#### **PILLAR 4: BOOKING & CANCELLATION POLICY**

1. With the ever-changing requirements of travel, the hotel is committed to ensuring that guests experience is fulfilled by accommodating guests request to change or cancel their reservations, and waive cancellation fees for hotel bookings up until 31 December 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences. Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

#### **PILLAR 5: WORKPLACE SAFETY PROTOCOL**

1. 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.
2. Social distancing to be observed at all times with floor markers present and seating arrangements one-metre apart at staff restaurants and other areas.
3. Placement of notices and information related to COVID-19 reminding hotel team members on strict personal hygiene.
4. When alerted to a case of COVID-19 at our hotel, 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.
5. Strict rules and guidelines have been enforced for all hotel team members who may have returned from travelling overseas to be quarantined at home for 14 days for self-assessment.



6. Hand held thermometers to be used 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.
7. All foreign contractors are required to submit their latest COVID-19 test results before being allowed to enter the hotel.

COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to fit within the new normal. Our highest priority is the health, safety and security of our guests, staff and business partners and as such we want to make sure that every guest feels confident that each aspect of our commitment is designed with their safety and well-being in mind. We have intensified these measures and will continue to do so for the comfort and assurance of our guests and staff.