



Dear Partner,

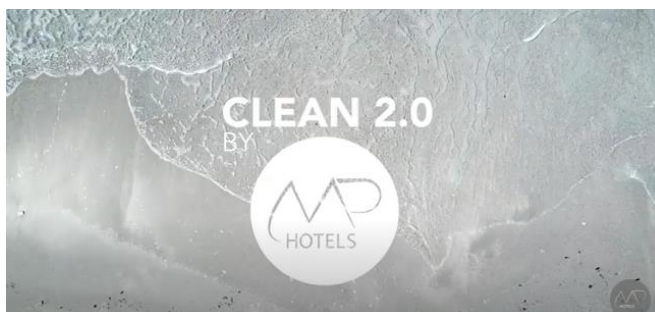
A few months ago, MP Hotels encountered its most challenging months since its founding. For the first time ever, we were forced to close our hotels and delay openings because of the various global lockdowns in place. It is with much anticipation that I am proud to announce the first stage of our hotel re-openings in select destinations: Spain, Egypt, Malta, Croatia, Turkey, Greece, Italy and Morocco. Each destination has a selection of hotels that will re-open during this initial phase. Overtime we will extend the number of properties and destinations as allowed by regulations.

We have worked very hard to prepare for your guests arrival in this new reality. The COVID-19 pandemic has made us even more committed to our team and guests' safety, and general wellbeing. Hence, our decision to upgrade our hygiene standards with a new comprehensive program: Clean 2.0.

This program is being carried out in conjunction with Ecolab; an internationally renowned company specialized in industrial cleaning and hygiene services, and Cristal International Standards, a leading Hygiene and safety consulting company and a brand of Intertek Group plc ("Intertek"), a Total Quality Assurance provider. Through Intertek's new Prevention of the Spread of Infection Protek, POSI-Check audit protocol, we will ensure an improved level of safety and health protection while effectively managing the risks at our hotels. A POSI-Check certification will be earned through hands on employee training sessions, bi-monthly audits and swab tests of surfaces in public spaces such as the lobby, elevators, restaurants, spa and fitness areas, guest rooms, kitchens and staff lounges.

Below is a link to a video explaining the most important aspects of Clean 2.0, as well as a list of its key features.

**Video:**



**Key Features:**

- Sanitizing rooms and public spaces using of Ecolab specialized cleaning materials
- Training of the team members on the new POSI protocols for enhanced disinfection procedures
- A focus on the effective and constant cleaning of high-touch items (e.g. door-handles, sink handles, TV remote, temperature elevator buttons, payment card-readers, ATMs, etc.) in both



rooms and public spaces. Introducing easy-to-use swab tests to detect adenosine triphosphate (ATP) on key surfaces

- Increasing the number of times that public spaces are disinfected
- Strengthened/specialized cleaning and social distancing procedures in all our outlets
- Providing gloves and masks to all team members and placing masks and hand sanitizing stations for guests
- Installing Temperature Control stations at the entrances of all hotels and restaurants.
- Placing wallcharts and literature explaining good habits and rules throughout our hotels in highly trafficked areas.
- Bi-monthly auditing by Cristal

*What are we doing to enhance our hygiene standards of our hotels?*

**Training:** Part of any effective hygiene and cleanliness strategy is the proper instruction of team members in these matters. Hence, all hotel staff will receive the necessary training from Ecolab and Cristal to coach new hygiene habits and processes that mitigate COVID-19 through standard everyday actions. These include handwashing, the use of new cleaning products, social distancing rules in shared public spaces, and procedures to take should a team member or any guest be diagnosed with COVID-19, among others. Checklists for their own personal hygiene, and for hotel processes will be provided to all staff, plus updated accordingly, as required. These checklists will ensure that every hygienic point of concern is addressed constantly. Thereby mitigating the spread of COVID-19.

**Cleaning Products and New Procedures:** MP Hotels is currently working with Ecolab and Cristal around the world to ensure that our hotels and team members are provided with the very best virus-killing products available. Therefore, a proper supply chain has been established to ensure that our team members have all that is necessary to perform their functions in a safe manner when operations resume.

### Specific Areas & New Tools

- **Guest Rooms:** Rooms have always been a cornerstone of our holistic hygiene policy. That being said, we are strengthening our approach by arming our staff with the necessary tools to combat COVID-19. This means use high-grade disinfectant products, and a focus in particular high-touch items (e.g. doors, remotes controls, buttons, desks, tables, minibar, bathroom faucets, etc.) Humans are said to touch an average of 300 surfaces in approximately 30 minutes. By focusing on these high-touch items, we are surgically focusing on weakening areas that are likely to host the virus. Team members will also use gloves and masks through this process to mitigate the risk of further contagion. The new cleaning and inspection routine has been introduced in order to “hang” the Cristal “Room Check” door hanger on every door daily, giving our guests peace of mind in all of our hotels around the globe.
- **Public Spaces:** There will be an increase in cleaning and disinfecting public spaces in general. Higher-grade specialized cleaning materials are to be purchased for such cleanings. Therefore, front-desk areas, public bathrooms, elevators and high-touch items (e.g. door-handles, elevator buttons, payment card-readers, ATMs, etc.), should expect a rise in the times that they are cleaned overall. Periodic disinfections are to be carried out throughout the hotels with greater



frequency. This is in order to not simply meet, but surpass government agency hygiene standards. **Restaurants and bars** will abide by social distancing rules and limited capacity mandated by local government agencies. Sneeze guards are to be placed in every buffet. **Gyms and saunas** will also have specific checklists and procedures to ensure cleanliness and general safety abiding by local health authority's recommendations.

- **Hand-sanitizers:** A key new addition to our hotels will be the prevalence of hand sanitizers within strategic high-traffic points. This include hotel entrances, restaurants, corridors, gyms, wellness centers and elevators to name a few.
- **Masks & Gloves:** Our hotels will provide team members with a constant supply of gloves and masks to carry out their functions. A number of gloves and masks will also be ordered per hotel for guests, as they are likely to request/require them for some activities.
- **Thermal Cameras/Temperature Control Devices:** These items will be installed at the entrances of our hotel. A process will also be devised should a guest or team member be suspected of being infected with COVID-19. The latter is to be carried out according to recommended government and health agency processes for such matters.
- **Communications:** Pedagogic wallcharts and literature explaining proper habits and rules will be placed throughout the hotel premise in highly trafficked areas. These informative content tools are going to also be placed digitally in our respective hotel websites. FAQs and personal hygiene guidelines for guests in hard-copy form are to be placed in rooms as well.
- **Team Member Areas:** New and enhanced hygiene requirements are going to be rolled out in high-traffic team member areas. These include locker rooms, staff entrances, kitchens, laundry rooms and offices. High-grade cleaning materials, increased periodic disinfections (with a focus on high-touch areas), social distancing, and readily available hand sanitizers, are some of the enhanced cleaning directives that are planned.
- **Water-treatment:** Our hotels will undergo an enhanced water treatment process. All in an effort to ensure more rigid hygiene standards for our guests and staff.

With **Clean 2.0** we are providing a holistic approach that borrows from the best and most innovative practices from around the world. We want you to feel safe, but also give you to ability to enjoy our word-class hospitality in a relaxing setting.

Finally, I would like to thank you and our partners for your understanding during this period. As well as our team members for keeping their cool through these tumultuous times. Our commitment to supporting local communities is part of our DNA and we will be working with local governments to ensure the re-opening of our hotels helps the local economy and works with local rules and regulations.

The future is bright, and let us pursue it with the responsible optimism that has allowed us to overcome so many hurdles these past months.

Stay strong & healthy,

Roula Jouny  
CEO | MP Hotels