

SAFESANCTUARY PROGRAMME

Summary

BANYAN TREE
HOTELS & RESORTS





OVERVIEW OF STEPS TAKEN

In preparation for the return of travel, **Banyan Tree Group** is committed to going the extra mile to ensure a Safe Sanctuary for both associates and guests.

The Group is launching the **SafeSanctuary Programme**, an integrated health and wellbeing programme that incorporates protocols of assurance and wellbeing standards. This will be rolled out progressively from June 2020 throughout all properties.

SAFESANCTUARY PROGRAMME

Under the SafeSanctuary Programme, we adopt the Framework of **Protect, Provide and Prevent.**

Protect:

Keeping our associates and guests safe and healthy

Provide:

Giving guests a safe vacation environment

Prevent:

Maintain enhanced standards of hygiene and safety to prevent unplanned shutdowns as a result of onsite infections

The Programme consists of **41** areas which cover the various aspects of a guest's journey and revisions to the delivery of our Signature Brand Standards.





PROTECTIVE ASSURANCE PROTOCOLS

General protocols of hand and respiratory hygiene measures are communicated to all guests and associates.

Hand sanitisers, together with face masks, are provided to guests as part of a welcome amenities pack. Hand sanitiser dispensers are also readily available throughout the property. Adequate social distancing measures are reflected in the public spaces, restaurants and recreation facilities. Guests are encouraged to pre-book for the use of recreation facilities or may explore in-room enjoyment of property experiences like family fun packs, digital or private wellbeing classes, all in the privacy within and beyond the rooms and villas. Hourly cleaning of high touch areas around the property will be performed to provide the guest with a clean environment to relax in and enjoy. Food & Beverage offerings have been revised for this period where we will be offering mainly a la carte orders. In-room dining services will continue, with contactless delivery.

These assurance protocols are developed with **Bureau Veritas** who will perform independent inspections and certifications for all our properties.



PROTECTIVE ASSURANCE PROTOCOLS



Contactless check-in, check-out and payments carried out whenever possible



Replacing cloth towels/napkins to disposable wet tissues or paper napkins



Sanitisers provided in key public areas



Guests provided with individual sanitiser and masks



Temperature checks and travel declarations required by all hotel guests and associates



Safe Social Distancing in public areas, and limiting the number of guests using facilities



Strengthened room cleaning protocols including extra disinfection in high touch areas of the guest rooms



Hourly cleaning of high-touch areas with EPA approved disinfectants in public areas



A La Carte dining options as hotels re-open with reinforced food safety standards



Table set up will only be done upon guest arrival to avoid contamination



PROVIDING SAFE GUEST JOURNIES

We have balanced the need for hygiene and safety with the delivery of Banyan Tree's signature experiences.

Our protocols cover the entire guest journey from pre-arrival information all the way to check out. Additional measures are in place to continue providing the emotional connection that guests all have come to love and enjoy.

Going contactless as much as possible, digital options for convenient access on personal devices will replace the in-room directories and restaurant menus. Turndown experiences are enhanced with our Sanctuary Sleep Experience in line with our focus on Wellbeing. Personal health and fitness classes, cooking sessions or wellbeing consultations, may be conducted in-room or through online (Zoom) to enable a vacation prioritising privacy.

PREVENTING THROUGH CONTINUOUS MONITORING AND TRAINING

All associates are educated continuously on the evolving nature of this health situation.

Our centralised **Banyan Tree Management Academy** will increase its subject-specific training standards worldwide. Each property has a designated Hygiene Manager to oversee the implementation of these protocols as we monitor the latest updates from local public health authorities. A dedicated team from the corporate office also monitors global developments on COVID-19.





WELLBEING NOW AND FOR THE FUTURE

As a Group, we pioneer wellbeing for guests and associates where self-care, mindfulness and resilience modules are already available.

Within the SafeSanctuary programme, we have curated additional areas to help improve guest wellbeing while on vacation through enhanced **Rest** experience, **Rejuvenate** the soul through weekly wellbeing activities and promoting meals to **Refresh** the palate.

WELLBEING NOW AND FOR THE FUTURE



Rest

This focuses on enhancing the sleep experience as part of the guest turndown service. The Sanctuary Sleep Experience offers guests a selection of service and amenities that promote better sleep, such as pillow selection and calming aromatherapy.

These will be provided to guests on a complimentary basis.



Rejuvenate

Wellbeing activities (such as Meditation class or Ecotherapy Class) will be offered to guests and associates weekly. For guests who prefer to stay in the comfort of their villa, the Meditation and Mindfulness classes will be available on Zoom.

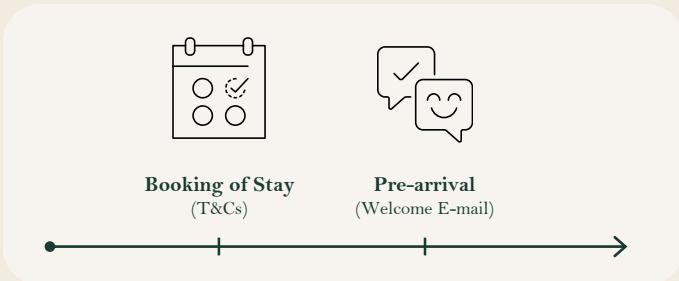


Refresh

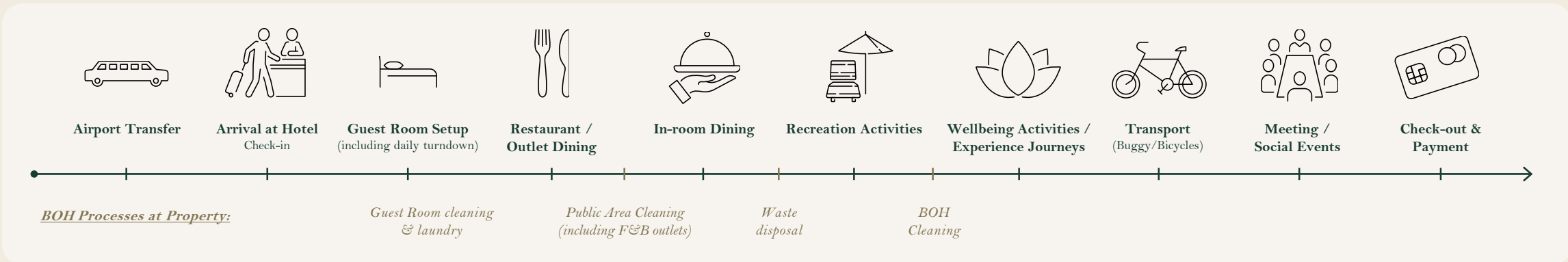
We will launch two initiatives this year to provide healthier and more refreshing dining options for our guest and associates. Plant-based/plant-focused dishes with the usage of rainbow micronutrients are designed as options for guests with the opportunity to learn about its overall health benefits. These new initiatives will first be launched at Thailand properties in September before rolling out to other Laguna Properties (Lăng Cô and Bintan) by year-end.

SUMMARY OF GUEST JOURNEY

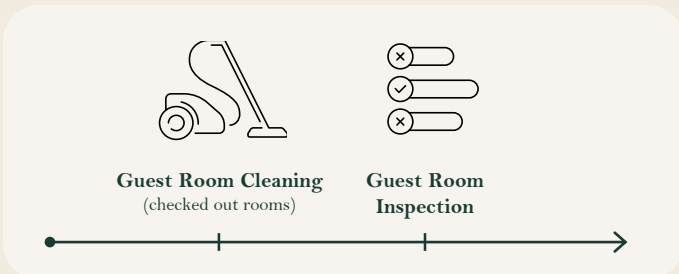
Before Stay



During Stay / At Property



Post Stay



THANK YOU

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