SAFESANCTUARY
PROGRAMME

Summary

BANYAN TREE
HOTELS & RESORTS
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.
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.
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<tr>
<th><strong>PROTECTIVE ASSURANCE PROTOCOLS</strong></th>
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<td>Contactless check-in, check-out and payments carried out whenever possible</td>
<td>Replacing cloth towels/napkins to disposable wet tissues or paper napkins</td>
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<td>Safe Social Distancing in public areas, and limiting the number of guests using facilities</td>
<td>Strengthened room cleaning protocols including extra disinfection in high touch areas of the guest rooms</td>
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Providing Safe Guest Journeys

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.
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.
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

Booking of Stay (T&Cs)
Pre-arrival (Welcome E-mail)

During Stay / At Property

Airport Transfer
Arrival at Hotel Check-in
Guest Room Setup (including daily turndown)
Restaurant / Outlet Dining
In-room Dining
Recreation Activities
Wellbeing Activities / Experience Journeys
Transport (Buggy/Bicycles)
Meeting / Social Events
Check-out & Payment

BOH Processes at Property:
Guest Room cleaning & laundry
Public Area Cleaning (including F&B outlets)
Waste disposal
BOH Cleaning

Post Stay

Guest Room Cleaning (checked out rooms)
Guest Room Inspection
THANK YOU