

BANYAN TREE

HOLDINGS

PRESS RELEASE

Banyan Tree Hotels & Resorts Launches SAFE SANCTUARY, an Integrated Health and Wellbeing Programme Globally



Singapore, 21 May 2020 – 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. Partnering with **Bureau Veritas** to co-develop a proprietary label and set of protocols, 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.

The SafeSanctuary Seal demonstrates the rigour of *Protect, Provide* and *Prevent*, to assure all guests and associates of the Group's enhanced health and safety measures at all guest touchpoints as they plan, book and stay with us. This programme has over 40 areas of enhanced protocols, including screening procedures, hygiene stations, and redesigned processes throughout the guest and associate experience.

Highlights of the programme include:

Protective assurance protocols

Rigorous cleaning and distancing protocols will be applied through the guest and associate journey, focusing on high-traffic public areas as well as high-touch areas in-room with EPA-approved and recommended cleaning agents. Appropriate distancing will be encouraged through signage and with ambassadors in public areas such as pools, lobbies, restaurants and other facilities. There will be limited capacity quotas in enclosed areas and for group activities. Guest amenities, linens and bedding are thoroughly steamed and arrive fully protected in-room, ensuring a pristine and comfortable night of sleep.

Providing for Contactless Journeys

Going contactless as much as possible, in-room directories and restaurant menus will be replaced with digital options for convenient access on personal devices. Check-in and check-out processes and experiences such as personal health and fitness classes, cooking sessions or wellbeing consultations, may be conducted in-room to enable a vacation prioritising privacy.

Preventing through Continuous Education & Training

All associates are educated continuously on the evolving nature of this health situation, along with guests and surrounding communities. Education and training are fundamental to ongoing success, and the centralised **Banyan Tree Management Academy** will increase its subject-specific training standards worldwide. Hygiene Managers on each property and key personnel will apply audit technology that allows implementation of the new protocols.



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ANGSANA



CASSIA



DHAWA

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Wellbeing Now and for the Future

The Group, known for pioneering wellbeing for guests and associates, is rolling out an **Organisational Wellbeing index** to assess and respond to associates' wellbeing, as well as a **regional Tele-therapy service** to help support emotional and mental health. Self-care, mindfulness and resilience modules are already available for both associates and guests.

Within the **SafeSanctuary** programme, additional global standards will focus on deep rest through sleep, activities emphasising the connection to Nature, and culinary offerings emphasising plant-forward menus and ingredient integrity.

Looking Ahead

Banyan Tree Group's primary mission is to create sanctuaries to live well, and is dedicating all efforts to ensure a Safe Sanctuary for guests' return.

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ABOUT BANYAN TREE HOLDINGS LIMITED

Banyan Tree Holdings Limited ("Banyan Tree" or the "Group") is one of the world's leading independent, multi-branded hospitality groups. The Group's diversified portfolio of hotels, resorts, spas, galleries, golf and residences is centered on five award-winning brands (Banyan Tree, Angsana, Cassia, Dhawa and Laguna) that offer exceptional design-led experiences for global travellers of today and tomorrow.

Founded in 1994 on the core concept of sustainability, Banyan Tree Holdings seeks to create long-term value for all stakeholders and destinations across its network of properties, products and brands, through a purpose-driven mission. With 11,000 associates across 24 countries, Banyan Tree Management Academy (BTMA) was established in 2008 to support the Group's goals through advancing people development, management excellence, and learning with integrity and meaning.

Banyan Tree Holdings has received over 2,611 industry awards and accolades since inception. It has also received recognition for its commitment to environmental protection and community development through its Banyan Tree Global Foundation (BTGF), which aligns the Group's efforts to the UN Sustainable Development Goals. Executing on its regionalised growth strategy, the Group's global footprint continues to grow with 46 new hotels and resorts under design and construction in the pipeline, in addition to 47 operating hotels in 24 countries as of 31 December 2019.

Banyan Tree Holdings entered a strategic long-term partnership with AccorHotels in 2016 to develop and manage Banyan Tree branded hotels around the world along with the access to AccorHotels' global reservations and sales network, as well as the loyalty programme Le Club AccorHotels. It also formed a joint venture with China Vanke Co. Ltd. In 2017 – focusing on active ageing and wellness hospitality projects.

www.banyantree.com www.angsana.com www.cassia.com www.dhawa.com laguna.com

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