



MILLENNIUM
HOTELS AND RESORTS

Press release

Millennium Hotels and Resorts MEA stresses on “We Care. We Clean. We Welcome.” commitment

Collaborating with Ecolab, Millennium delivers hospital-grade cleanliness at all times ensuring a COVID-19 free environment across all properties

Dubai, United Arab Emirates (June 1, 2020) - Millennium Hotels and Resorts MEA, one of the fastest-growing hotel management companies in the region, partners with Ecolab to deliver the highest level of hygiene and cleanliness to its guests across all its properties in the region. With strict measures and world-class health & safety standards already in place, Millennium Hotels & Resorts goes beyond conventional cleanliness and precautionary measures by providing comprehensive training programs and having every staff member certified as a COVID-19 Champion.

Finest Guest Experience

The company pledges a pleasant and safe guest experience through its newly launched campaign ‘We clean. We Care. We Welcome’ by employing a wide range of preventative measures including rigorous cleaning and regular sanitization of guest rooms. In addition to a paperless process for check-in and check-out, front-desk screening, touchless transactions, sanitizer stations, social distancing guidelines, reduction of contact points and strict hygiene rules for F&B outlets, as well as protective equipment is available to staff and guests at all time. Guests may also ask for certified safety standards scores achieved at any time upon request.



Highest Hygiene and Cleanliness Standards

Deploying a large-scale training program in cooperation with Ecolab, Millennium Hotels and Resorts MEA provides ongoing training for all staff within Millennium properties with no limitations to any departments. Every single team member will be certified as fully trained and compliant. A committee from

Ecolab and Millennium represented by the country manager, general managers and property-level team leaders will conduct regular audits to make sure that all procedures are being implemented and strictly adhered to.

Kevoork Deldelian, Chief Executive Officer at Millennium Hotels and Resorts MEA, stated, “Our commitment towards a comfortable and safe experience for our guests is an ongoing process and not a one-time measure. We will continue to seek partnerships with innovative solutions providers to elevate our services and be proactive in adapting modern, smart, science-backed and effective solutions. For that end, we capitalize on the stewardship and expertise of our employees supported by the tools and expertise of Ecolab.”

“We are proud to partner with Millennium Hotels & Resorts and contribute to the journey of ensuring a COVID-19 free environment across all their properties. Through this partnership, Ecolab will play a vital role in driving the latest hygiene expertise, programs, training and support to help ensure clean and safe environments, across all the properties in the region to ensure a positive guest experience,” stated Hulya Ibrahim, Vice President and General Manager of Institutional for Ecolab in MEA.

Driven by an ambitious expansion strategy, the company has not just positioned itself as an industry leader in the Middle East but also demonstrated a role model for the private sector in supporting local communities and humanitarian causes. As part of the recently launched ‘We Clean. We Care. We Welcome.’ initiative, the leading hotels’ chain is hosting thousands of healthcare professionals in the frontline of combating the globally spreading pandemic of COVID-19.

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ABOUT MILLENNIUM & COPTHORNE HOTELS

Millennium & Copthorne Hotels (M&C) is a London-based global hotel company, which owns, manages and operates over 145 hotels across some 80 locations worldwide. Its properties are in key gateway cities such as London, New York, Los Angeles, Paris, Dubai, Doha, Beijing, Shanghai, Seoul, Singapore and Hong Kong. M&C is the hotel arm of Singapore-listed global real estate company City Developments Limited (CDL). M&C's global brand – Millennium Hotels and Resorts (MHR) has four distinct hotel collections— Leng's Collection, M Collection, Millennium Collection and Copthorne Collection—throughout Asia, Europe, the Middle East, New Zealand and United States. Occupying the best locations around the world, MHR has the perfect address for business and leisure travellers. Listed on the London Stock Exchange in 1996, M&C was delisted on 11 October 2019 following a successful privatisation exercise launched by CDL.

Millennium Hotels & Resorts Middle East & Africa currently operates 45 hotels with almost 15,000 keys in addition to 32 hotels in the pipeline across the region. From a single property in Abu Dhabi, Millennium Hotels & Resorts, Middle East & Africa has expanded into various neighbouring destinations and is now recognised as one of the fastest-growing regional hotel management companies in the Middle East & Africa. Along the way, the company has cultivated partnerships with reputable and respected owners.

For more information, please visit www.millenniumhotels.com

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