

Dear Valued Travel Partner,

We understand that the recent media coverage alleging tainted alcohol at all-inclusive resorts across Mexico have raised serious concerns among our clients and guests in the USA.

The health and well-being of all of our guests and staff are the utmost priority at Melia Hotels International. We are committed doing all we can to ensure everyone is safe and secure while on property. Our commitment to deliver exceptional vacation experiences to our customers includes that we serve our guests the highest quality alcoholic beverages from reputable and regulated brands. One of our primary promises is that our hotel guests will receive the best food and beverage options.

Our resorts and hotels worldwide welcome millions of visitors a year. In the Mexican Caribbean alone, our Paradisus by Melia, ME by Meliá and Meliá Hotels & Resorts welcomed over 668,000 customers in 2016. These brands keep the highest standards of excellence and service in hospitality, and accordingly, we can proudly say that they got 84.7% of Global Satisfaction Survey in July 2017.

Meliá Hotels International has more than 60 years of impeccable track record, and as a family run and responsible Company, we have strict processes and guidelines in place and train our staff to meet the highest quality and service standards. Specifically, strict policies and procedures are in place to safeguard all food and beverage products, including the procurement of alcohol to ensure the health and well-being of guests.

Below you will find a detailed list of key related quality control food and beverage procedures as well as health, safety and staff training procedures that we have in place to ensure our guests' well-being at every property:

#### **Food & Beverage Suppliers:**

- All alcohol is purchased from approved, licensed and bonded vendors that meet all standards required by the designated regulatory authorities
- A valid Certificate of Registration is required from the Mexican authorities for all national liquors, known as COFEPRIS (Comisión Federal para la Protección contra Riesgos Sanitarios)
- A valid Certificate of Registration is required from the U.S. Food and Drug Administration for all imported liquors
- Letters and certificates are required from all direct liquor manufacturers to the regional or local distributors, validating the quality, fulfillment of health inspections, labeling rules, and traceability in its manufacture

#### **Health & Safety**

- Access to a doctor 24 hours a day, seven days a week is available to all guests for minor medical situations Partnership with top hospital facility in the destination available to all guests for more serious medical needs
- All guests are informed of payment terms for doctor calls in advance, in line with best hospitality industry practices
- Fees for medical services are regulated by government and tourism authorities
- If medical, police or government involvement are needed, options are immediately discussed with the guest to ensure their comfort, safety and convenience

## Hotel Staff Training

- All members of our F&B staff have been trained to safely handle food and drinks and are required to renew their health certification every six months
- The Mexican Health Department and COEPRIS audits and requires all F&B staff to complete a hospitality best practice course in Safe Food & Beverage Handling
- Our hotel F&B staff is independently certified and receives ongoing training from our beverage distributors on their products
- Mandatory and ongoing training is conducted to prepare staff to recognize and immediately respond to situations including symptoms from excessive alcohol consumption and other health-related issues

Furthermore, and consistent with the current situation, we are taking **additional steps** to reaffirm our commitment to our guests and partners, including:

- Random testing of bottles of liquor from every hotel by a non-affiliated certified lab
- External audit of liquor warehouse procedures and controls
- Immediate destruction of all liquor bottles before disposal, and any open bottles left in guest rooms, restaurants and bars
- All drinks to be prepared directly in front of guests upon request
- Visibly show sealed liquor bottles to guests upon request
- All guests will be prohibited from bringing alcoholic beverages from outside vendors to the property
- Increase the number of surveillance cameras at the bars and other public areas in order to further ensure guest safety

We are confident in the strict procedures and protocols we have in place, as well as the professionalism and attentiveness of our staff. Meliá Hotels International is committed to deliver an uncompromised level of quality and service, unmatched by any other in the region.

We look forward to continuing to welcome guests to our resorts in Mexico and throughout the Caribbean. Thank you for your continued support and partnership, especially during this time.

Sincerely,



Alvaro Tejada Schroder  
Regional Vice President  
The Americas