



# Radisson Hotels Safety Protocol

A global commitment to cleanliness  
and hygiene in partnership with SGS

Radisson Blu Hotel, Frankfurt

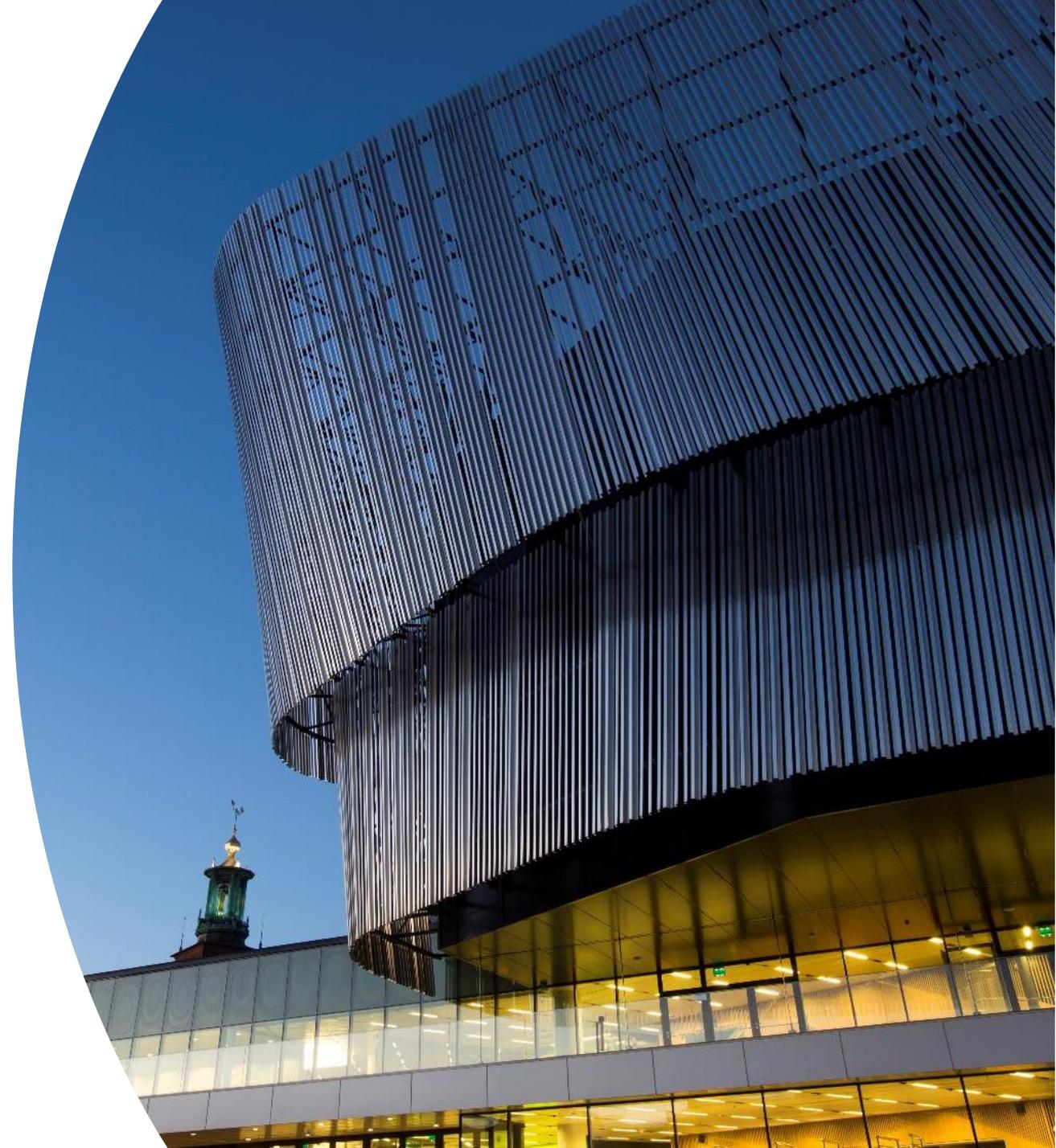
*Every Moment Matters*

# Your safety is our priority

**Radisson Hotels' highest priority is the health, safety and security of our guests, team members and partners worldwide.**

COVID-19 has fundamentally changed the way we live, and we are adjusting our daily operations to adapt accordingly. We have conducted a comprehensive review of our existing health and safety processes and developed the Radisson Hotels Safety Protocol in partnership with SGS.

All our hotels are required to adhere to comprehensive health and safety procedures, including local laws and legislation.



# What are the new protocols

A new 20-step protocol for hotels and a 10-step protocol for Meeting and Event are currently being introduced across all our hotels.

New cleaning and disinfection procedures, increased attention to safety in communal spaces, protective equipment and updated training for team members are just some of the measures included in the new protocols.

All our worldwide locations are being briefed on how to implement these protocols locally.

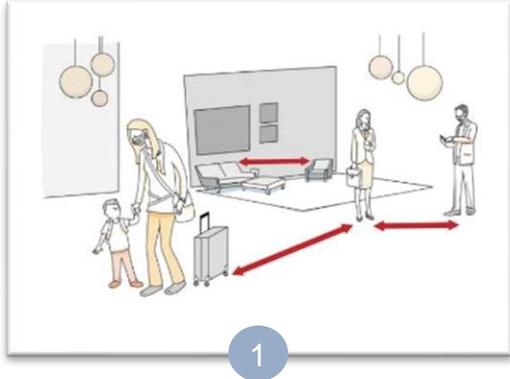
**RADISSON  
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Safety Protocol

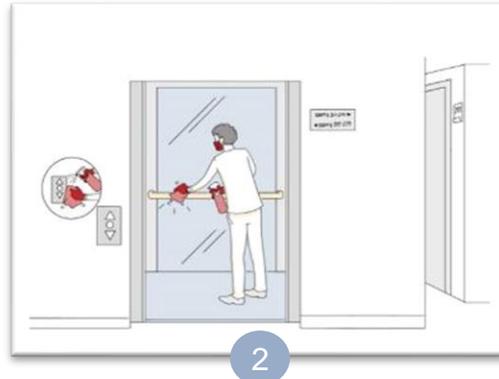
*In partnership with*

**SGS**

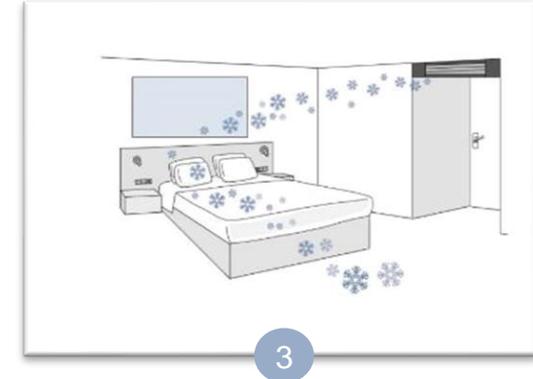
# 20 Step Hotel Safety Protocol



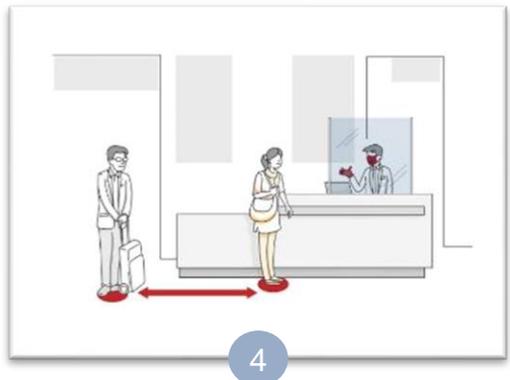
1  
Implement physical distancing measures throughout the hotel.



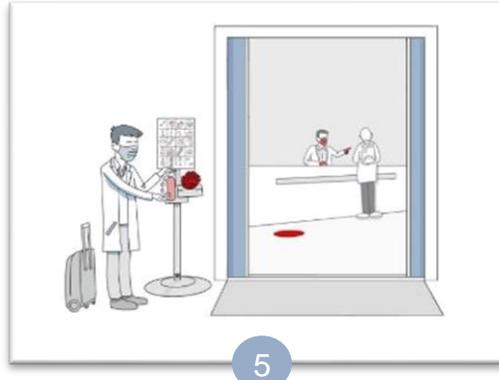
2  
Increase cleaning and disinfection frequency throughout the hotel, paying attention to high-touch items.



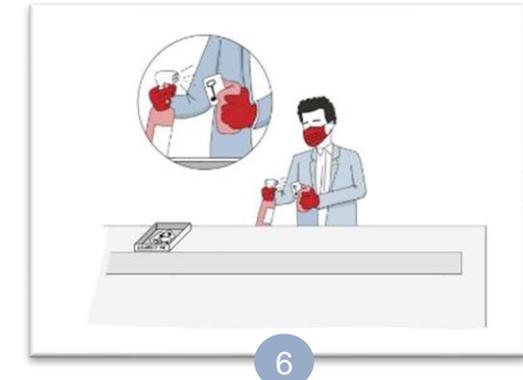
3  
Improve air circulation processes to increase air quality.



4  
Install protective screens at the front desk.



5  
Install alcohol-based hand sanitizing and glove stations near the front entrance and public areas.



6  
Provide clean and disinfected key cards upon check-in.

# 20 Step Hotel Safety Protocol



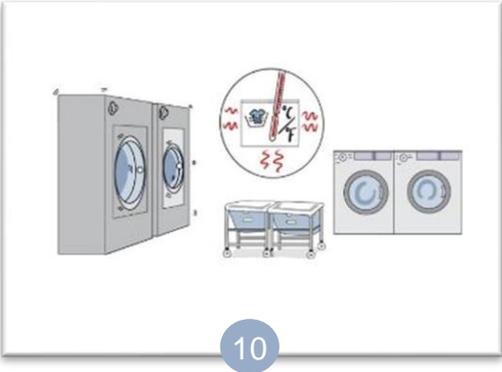
Display door hanger with cleaning and disinfecting information.



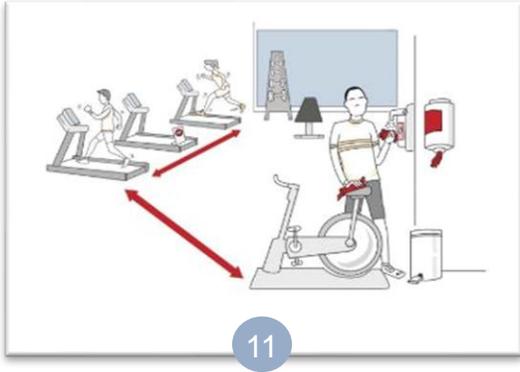
Provide each guest room with a travel-size hand sanitizer.



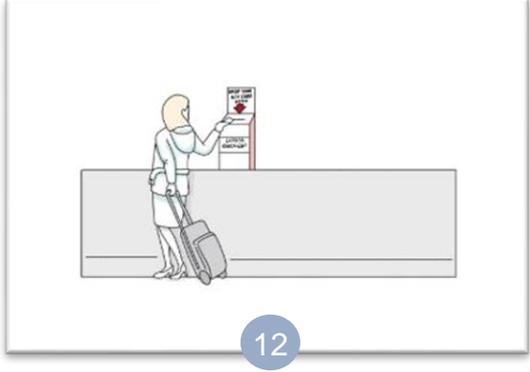
Provide a clean and disinfected TV remote in an individually sealed protective bag.



Wash all linens at a high temperature for optimal disinfection.

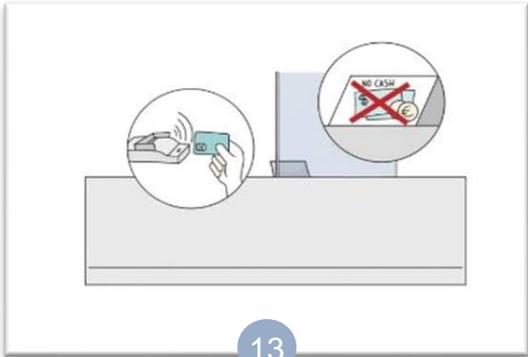


Provide sanitizer and disinfectant wipes in our fitness and wellness centers.

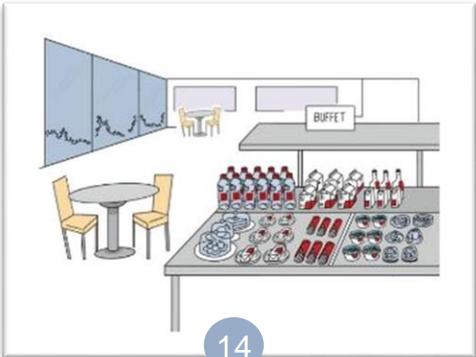


Provide an express check-out process to minimize contact with team members.

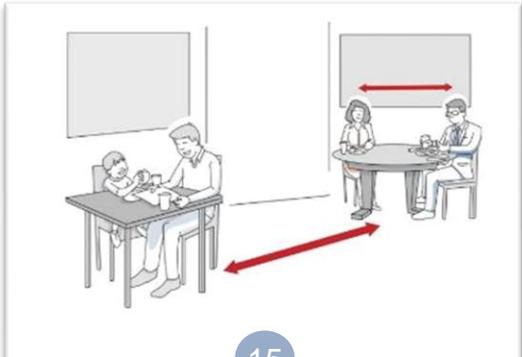
# 20 Step Hotel Safety Protocol



13 Offer cash-free methods of payment.



14 Offer individually packaged and other grab-and-go food options.



15 Space tables apart in restaurants and bars to provide physical distancing.



16 Adhere to the strict safety procedures while serving all food and beverages.

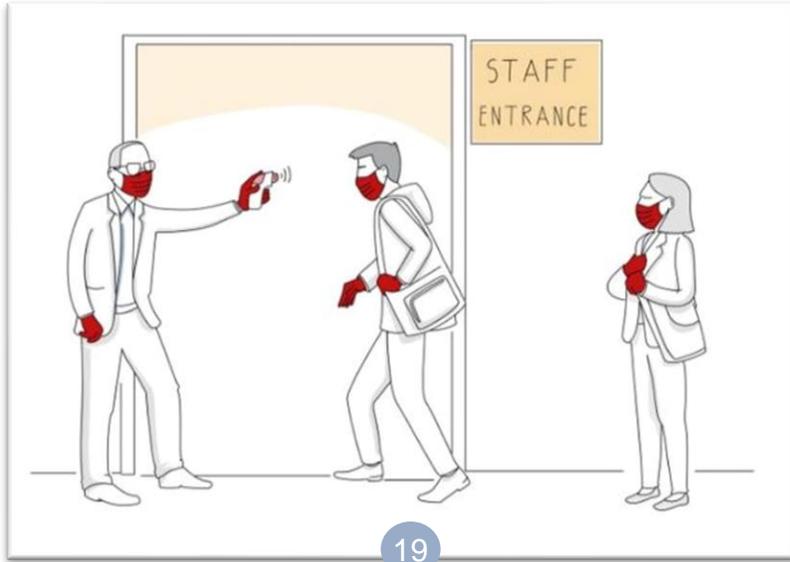


17 Lock or remove all minibars.

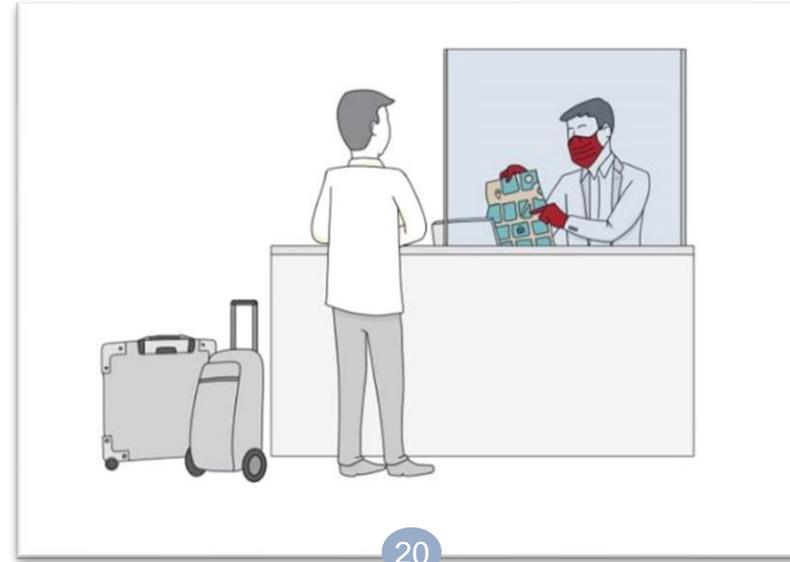


18 Provide team members with comprehensive hygiene and prevention training program.

# 20 Step Hotel Safety Protocol

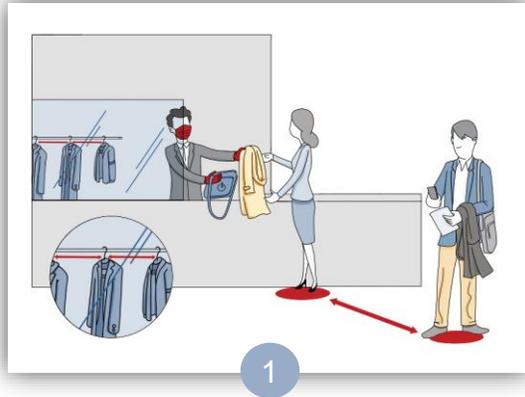


Administer temperature checks for team members and suppliers, when legally permitted or required.

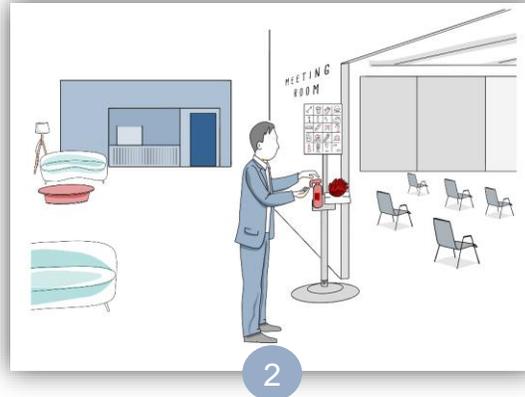


Provide team members with personal protective equipment.

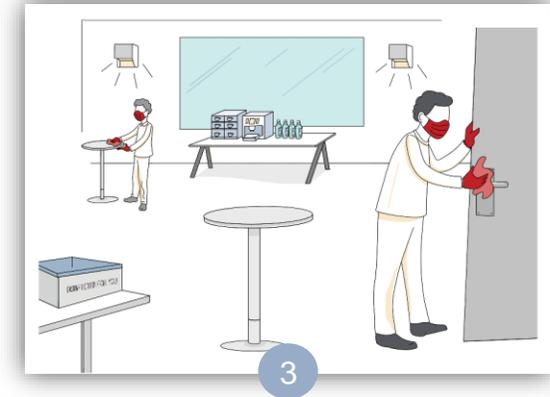
# 10 Step Meetings And Events Protocol



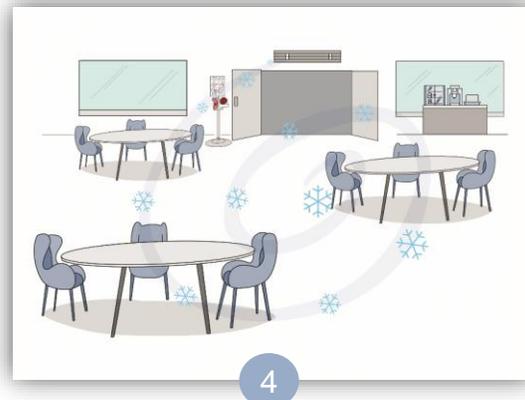
Ensure the safe handling of personal belongings in designated areas



Install stations with alcohol-based hand sanitizer and gloves in hotel public areas and meeting & event spaces



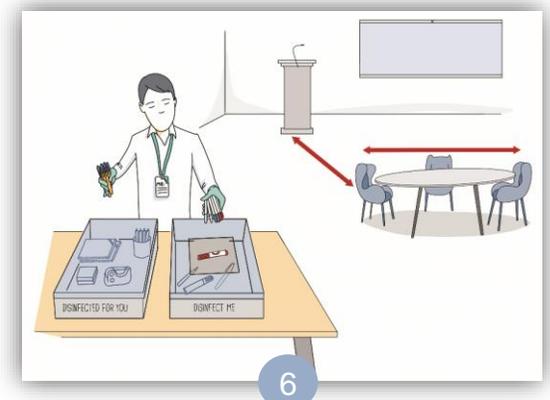
Increase cleaning and disinfection frequency of all areas, paying special attention to high-touch items



Implement improved air circulation processes to increase air quality

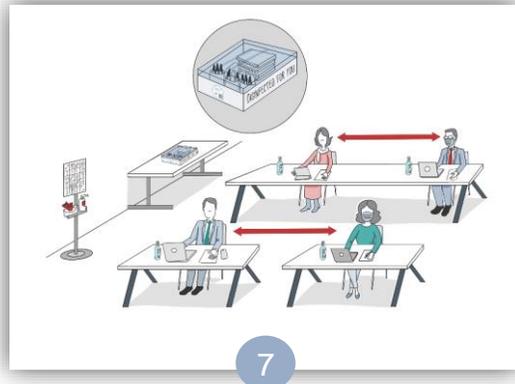


Display door hangers with cleaning and disinfection procedures in each meeting room

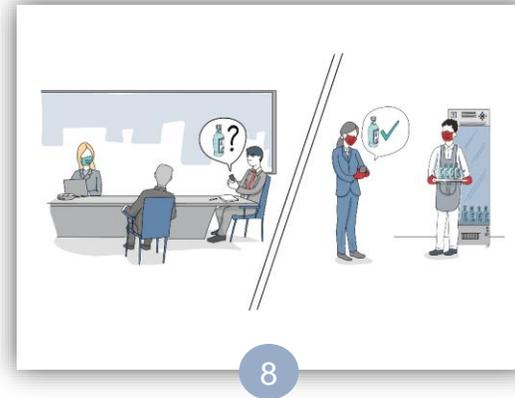


Place a "disinfect box" in meeting rooms for used stationary items and disinfect them after events

# 10 Step Meetings And Events Protocol



Ensure physical distancing in meetings and events facilities



Ensure your hotel event manager can be contacted directly using your own device, to assist with requests during the event

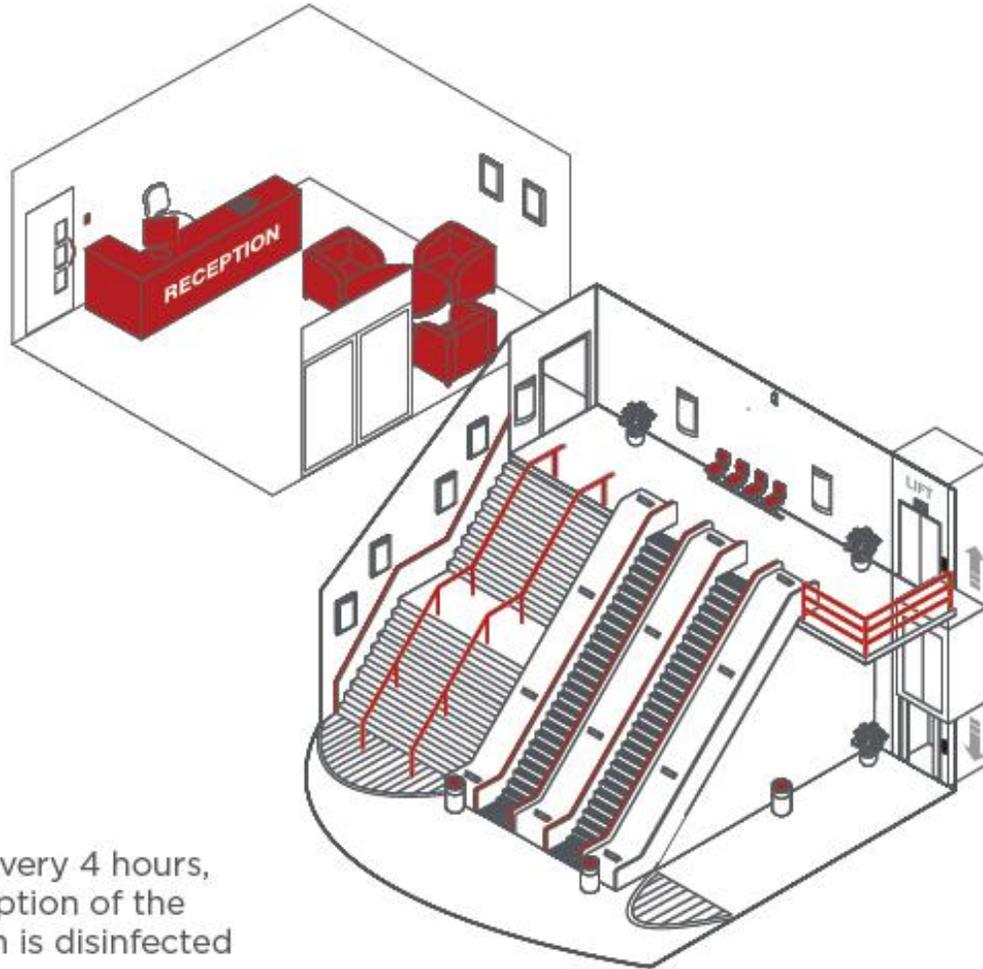


Serve all food and beverage respecting strict food safety procedures



Frequently clean and disinfect coffee machines

# Reception and Lobby



## WHEN?

Disinfection every 4 hours, with the exception of the counter which is disinfected after every guest

## Frequent touch points

-  Armchairs
-  Coffee machines / water fountains
-  Door handles
-  Hand rails
-  Lift button
-  Credit card machine (contactless option preferred)
-  Pens
-  Telephone
-  Room key card
-  Tables
-  Trash bins
-  Vending machine

# Guest Rooms



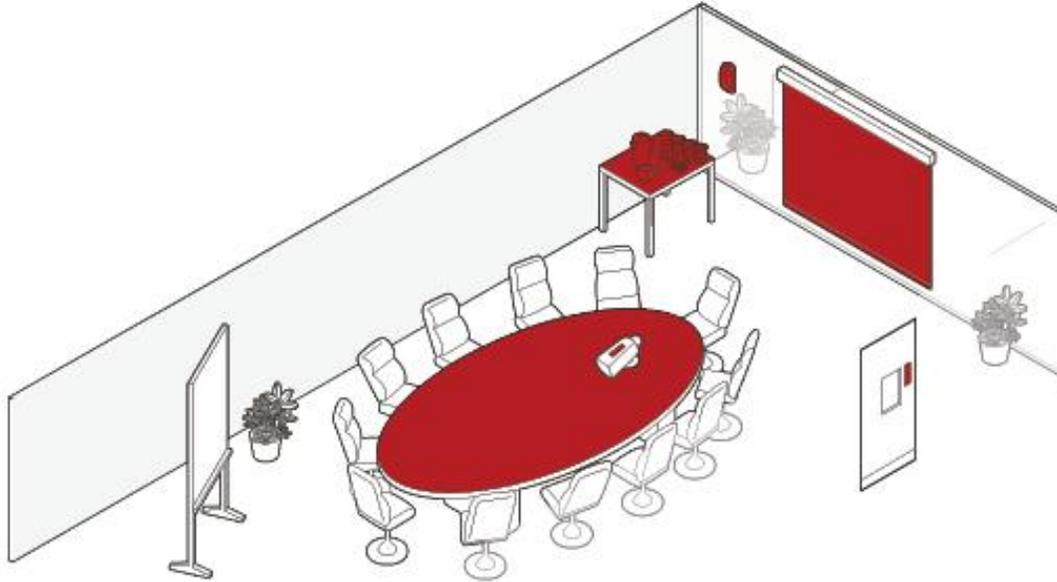
## Frequent touch points

- |  |   |
|--|---|
|  AC controller  |  Room accessories (kettles, iron, hair dryer)  |
|  Armchairs armrest  |  Switches                                      |
|  Coffee machines  |  Table tops                                    |
|  Door handles   |  Safe  |
|  Furniture handles  |  Bathroom sink                                 |
|  Lamp toggle switch   |  Toilet seat, flush, splash wall, toilet brush |
|  Minibars - disinfect & lock or remove                                    |  Shower control taps                           |
|  Phone  |  Travel-size hand sanitizer                    |
|  TV remote - clean, disinfected, in an individually sealed protective bag |  Shower head                                   |

## WHEN?

Disinfection after every check-out

# Conference Rooms



## Frequent touch points

TAT Desks, table tops, flip charts

Door handles

Meeting room accessories, coffee machines etc

Phone

Remote control

Switches

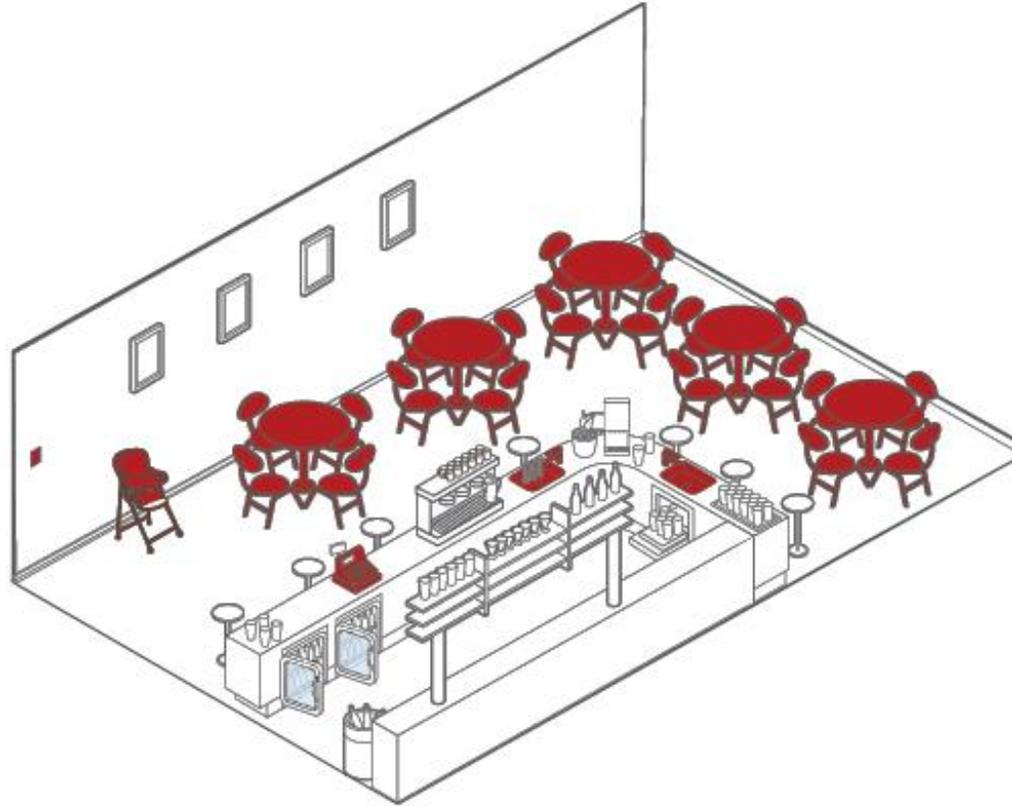
Stationery

AV Equipment

## WHEN?

Disinfection every day / after every meeting

# Restaurant, bar



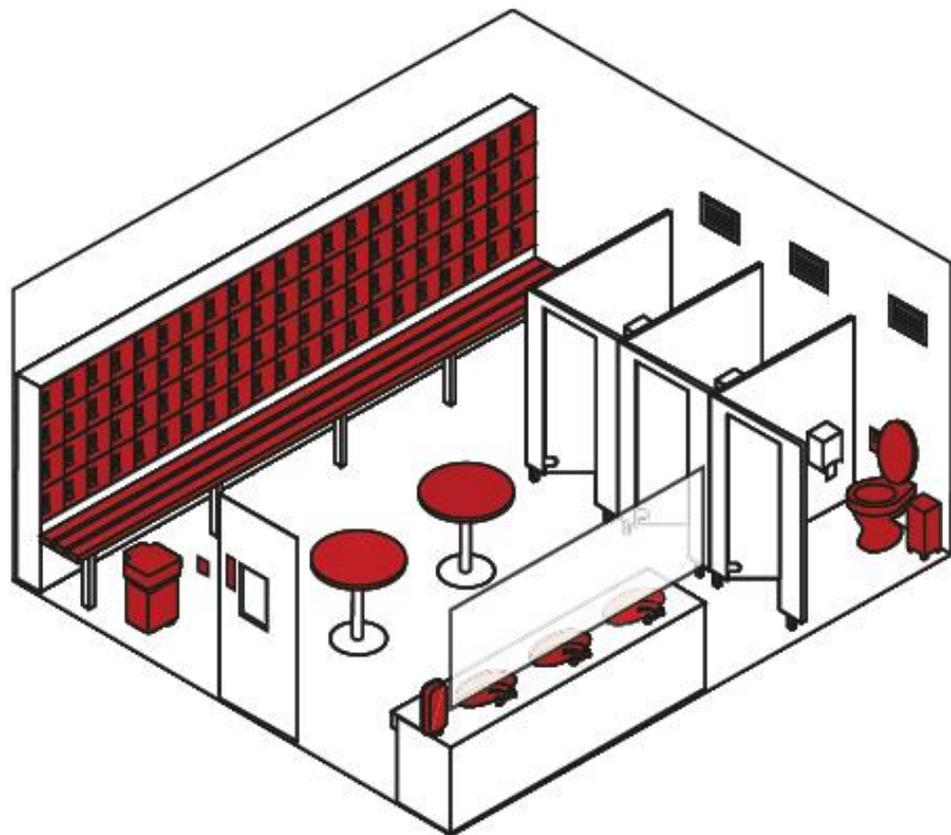
## Frequent touch points

-  All handles
-  Dispensers (filled, in good order, clean)
-  Trays
-  Switches
-  Chairs
-  Table & counter tops
-  Cashier / credit card machine (contactless payment offered)

## WHEN?

Disinfection after every service/ between guests

# Public washroom



## WHEN?

Disinfection every 4 hours during the day

## Frequent touch points



Door handles



Hand contact area:  
Paper dispenser



Soap dispensers (filled,  
in good order, clean)



Switches



Toilet seat, flush,  
splash wall



Trash bin



Water taps

# About SGS

SGS is the world's leading inspection, verification, testing and certification company, recognized as the global benchmark for quality and integrity.

With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world. Partnering with SGS ensures that the new protocols are validated, adapted and in accordance with local requirements and recommendations. Under this program, individual hotels which comply with protocols can receive an official label of cleanliness and disinfection, issued by SGS, upon completion of a comprehensive local audit.

The SGS logo is displayed in a large, bold, grey font. It is positioned above a horizontal orange line that extends across the width of the logo. A vertical orange line intersects the horizontal line at the right end of the 'S'.

# WTTC “Safe Travels” Global Protocols



Radisson Hotel Group has announced its support and endorsement of the World Travel and Tourism (WTTC)'s “Safe Travels” protocols, the industry’s new global hospitality framework and stamp to provide consistency to destinations and countries as well as guidance to travel providers, operators, and travelers about the new approach to health and hygiene in the post COVID-19 world.

Radisson Hotel Group played a leading role in the development of the WTTC "Safe Travels" protocols, because of our firm belief in the power of cooperation and need for a unifying framework of protocols for the safe return to business.

Travel and tourism businesses, destinations and countries will be recognized with a “Stamp of Approval”, upon adoption and implementation of the WTTC’s global protocols or confirmation that their own standards are in line with WTTC’s framework.

The ultimate objective of the WTTC’s “Safe Travels” protocols is to reassure and instill confidence in guests as they begin to travel again via a globally consistent and unifying framework across the hospitality industry.



