



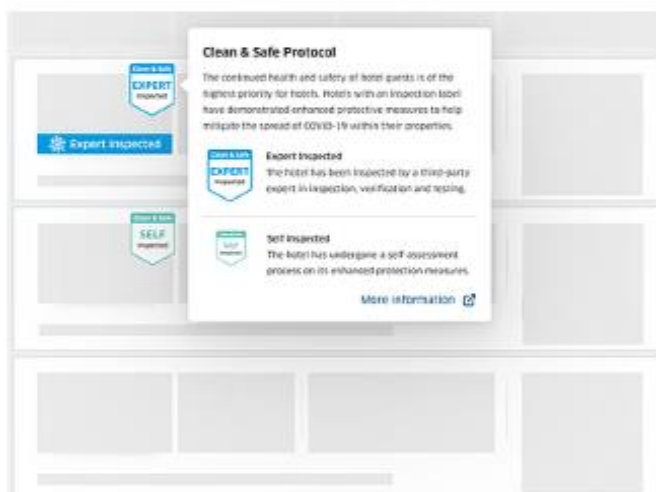
Based on guidelines and recommendations from



### Committed to Transparency

COVID-19 has brought hygiene standards to the forefront of people's minds, with 86% of participants in an HRS survey finding that travelers will choose a hotel with a revised COVID-19-driven hygiene standard. Hotels are going to have to assure guests that they have improved hygiene measures implemented.

At HRS, our main priority is to ensure the health, safety and security of our customers and business partners. This is why HRS has partnered with SGS, the world's leading inspection, verification, testing and certification company, to develop the Clean & Safe Protocol.



New label displays in booking tools



*"COVID-19 has fundamentally changed the world. It remains our priority to ensure our customers' continued health and safety. With this new protocol we help our partners to deliver a consistent standard while enhancing transparency for our customers."*

- Tobias Ragge, CEO HRS GROUP

## "Rest assured" with the Clean & Safe Protocol:

More than 50 checks in 12 categories implemented with all labeled hotels globally



### 01/ Physical Distancing

Physical distancing throughout the establishment according to local law

### 02/ Staff Training

Revised training programs for employees, suppliers and contractors

### 03/ High Touch Areas

Frequent cleaning of public areas and high touch areas (e.g. door handles)

### 04/ Sanitization & PPE

Sanitizing stations and protection equipment available for staff and guests

### 05/ Technical Equipment

Regular control of technical equipment (i.e. air conditioning, dishwashers, laundry machines)

### 06/ Food & Beverage

Contactless food services, available take away options and disinfected cutlery and servers

### 07/ Fitness & Wellness

All fitness and wellness facilities under additional hygiene and cleaning regimes

### 08/ Management Team

Continuous risk assessment and action planning monitored by the management

### 09/ Supplier Management

Suppliers and contractors controlled to comply with enhanced measures

### 10/ Tracing Systems

Tracing for the rapid response in cases of illness of staff, suppliers or guests

### 11/ Meetings & Events

Controlled access and separation of groups and luggage in storage

### 12/ Contactless Reception

Avoided queuing and paperless check-in & check-out options available

## Easy to understand:

User-friendly transparency and normalization across the global hotel portfolio



**A hotel partner displayed with a Clean & Safe Inspected label was assessed to meet the mandatory Clean & Safe Protocol criteria**



The hotel management has confirmed all mandatory measures as defined in the Clean & Safe Protocol are implemented and monitored in the property.



The hotel was inspected by an independent third-party expert who confirmed all mandatory measures of the Clean & Safe Protocol are implemented and monitored.

 **SMARTHOTEL**

### **COVID-19: Contactless Check-in & Check-out available Smarthotels**

Smarthotels provide travelers the modern and secure hotel experience with a fully digital arrival and departure process powered by online payment and paperless invoicing to the traveler's inbox.

[Book your Smarthotels on HRS.com](https://www.hrs.com)