



# Introducing Radisson Hotels Safety Protocol

Radisson Blu Waterfront Hotel,  
Stockholm

#RADISSONCARES

**Dear guest, dear partner,**

At Radisson Hotel Group, hospitality is all about taking care of those around us every day, everywhere and every time.

In this new era of travel with redefined expectations and requirements, our highest priority remains the health, safety and security of our guests, team members and partners.

We launched the Radisson Hotels Safety Protocol, our new program of in-depth cleanliness and disinfection procedures in partnership with an independent, 3rd party auditor: SGS, is one of the world's leading inspection, verification, testing and certification company. The Radisson Hotels Safety Protocol looks at all aspects of the guest experience, from airport pick-ups to contactless express check-outs, and enhances our existing rigorous sanitation, cleanliness and disinfection guidelines at our hotels globally. It includes a 20-step protocol and an additional 10-step protocol for Meetings and Events.

These enhanced procedures include hand sanitizing stations at all entrances, protective screens, personal protective equipment for our teams, enhanced and recorded cleaning and disinfection frequency paying special attention to high-touch items, physical distancing in

all areas of our hotels, including in the Meeting & Event facilities, employee training in local Centers for Disease Control, or World Health Organization recommendations and health guidelines, reiteration of food safety standards and comprehensive staff training. Radisson Hotel Group's enhanced cleaning and disinfection procedures have been developed in collaboration with global hygiene solutions provider, Diversey, by uniting the best-in-class cleaning solutions with reinforced protocols and patented technology designed for healthcare.

Alongside our Radisson Hotels Safety Protocol, we are pleased to support and endorse the World Travel and Tourism (WTTC)'s "Safe Travels" protocols, a global hospitality framework for a safe return to business. We are proud to be one of the driving companies behind this unifying achievement which shows the power of our collective industry cooperation.

The WTTC's "Safe Travels" protocols enable the travel industry to speak the same language so each guest understands what safety means in hotels, regardless of their location.

We are committed to the safety and well-being of our guests, team members and partners and look forward to welcoming you back soon.

On behalf on Radisson Hotel Group, I would like to thank every single one of our partners around the world for a good collaboration and for standing by us, helping us make a difference.

#RadissonThanksYou. 



A handwritten signature in black ink that reads "Federico J. González".

**Federico J. González**  
*President & CEO, Radisson Hospitality AB*  
*Chairman, Global Steering Committee,*  
Radisson Hotel Group

# 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 all local laws and legislation.

## What the new protocols are

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 included in the new protocols.

**RADISSON  
HOTELS**

Safety Protocol

*In partnership with*

**SGS**



# 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.



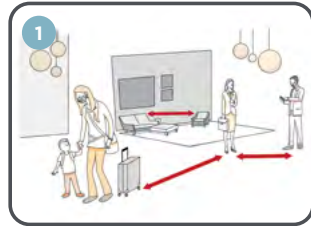
SGS



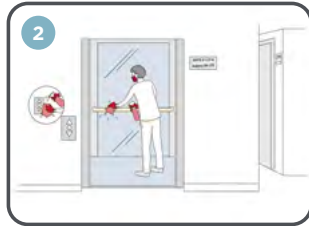
Radisson Collection Royal  
Hotel, Copenhagen

# 20 Step Hotel Safety Protocol

We remain committed to serve you with our Yes I Can! Spirit and have provided hotels with our **20-step protocol**, which includes strongly recommended measures such as:



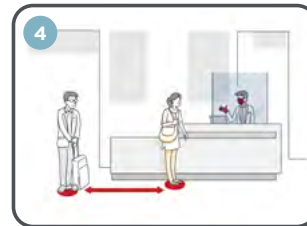
**1. Physical distancing**  
Implement physical distancing measures throughout the hotel



**2. Increase cleaning & disinfection**  
Increase cleaning & disinfection frequency of all hotel areas, paying special attention to high-touch items



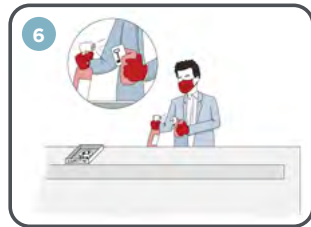
**3. Air circulation**  
Implement improved air circulation processes to increase air quality



**4. Protective barrier**  
Install protective screens at the front desk between guests and team members



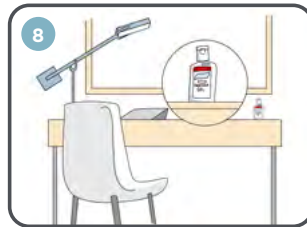
**5. Sanitizing stations**  
Install stations with alcohol-based hand sanitizer and gloves in the front entrance and hotel public areas



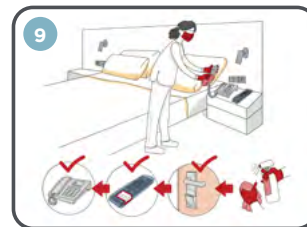
**6. Disinfect key cards**  
Ensure room keys are disinfected and presented safely upon check-in



**7. Door hangers**  
Display door hangers with cleaning and disinfection procedures in each room



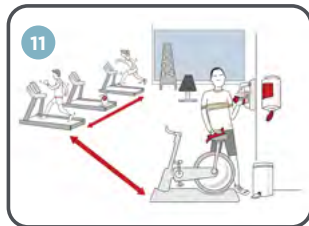
**8. Travel-size hand sanitizer**  
Provide complimentary travel size hand sanitizers to guests to be used during their stay



**9. TV remote control**  
Place TV remote controls in individually sealed protective bags after disinfection



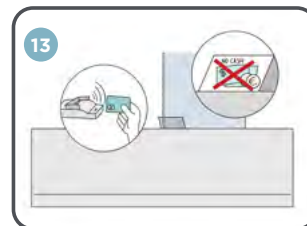
**10. Linens**  
Wash all linen at high temperatures for optimal disinfection



**11. Pool and other wellness areas**  
Offer sanitizer and disinfectant wipes to all guests



**12. Express check-out**  
Make Express check-out process available for guests to minimize contact



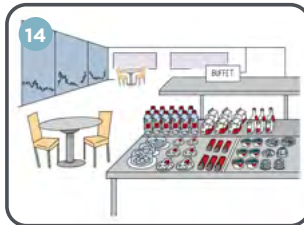
**13. Methods of payment**  
Offer cash-free methods of payments

Watch our Radisson Hotels Safety Protocol video for more details.

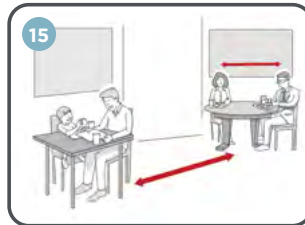


# 20 Step Hotel Safety Protocol

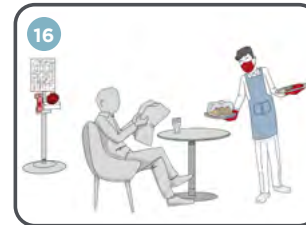
## Food & Beverage protocol



**14. Grab & go**  
Offer individually packaged or Grab & Go food options



**15. Bars and restaurants**  
Space tables safely apart in all restaurants and bars to ensure physical distancing



**16. Food safety**  
Serve all food and beverage respecting strict food safety procedures

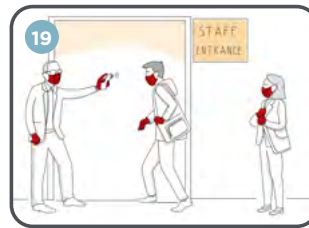


**17. Minibar**  
Lock or remove Minibars

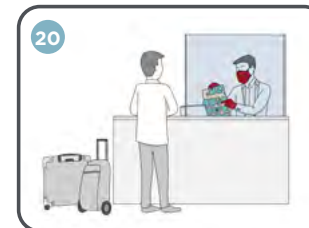
## Team member protocol



**18. Team training**  
Conduct comprehensive hygiene and prevention training programs for team members



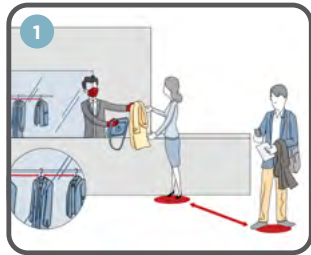
**19. Team member temperature checks**  
Conduct temperature checks for team members and suppliers, if legally permitted or required



**20. Team member PPE**  
Provide team members with personal protective equipment

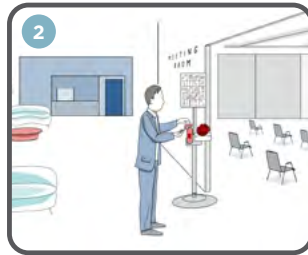
# 10 Step Meetings & Events Protocol

We have also provided hotels with our **10-step Meetings & Events protocol**, which includes strongly recommended measures such as:



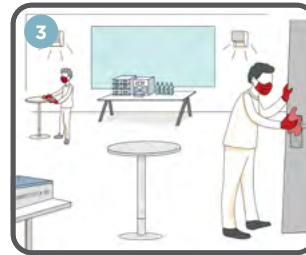
## 1. Cloakroom

Ensure the safe handling of personal belongings in designated areas



## 2. Sanitizing stations

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



## 3. Cleaning & disinfection

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



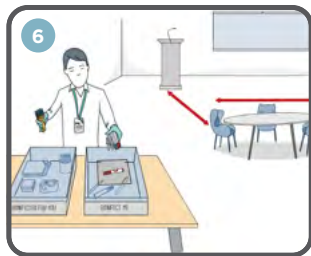
## 4. Air circulation

Implement improved air circulation processes to increase air quality



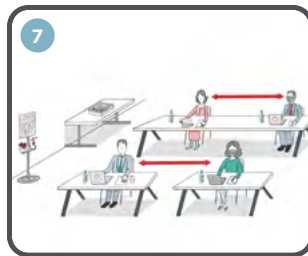
## 5. Meeting room door hangers

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



## 6. Stationery

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



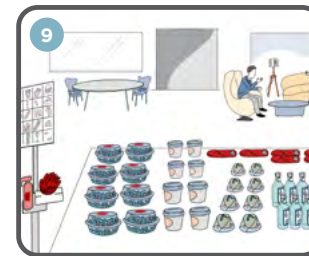
## 7. Meeting room setup

Ensure physical distancing in Meetings & Events facilities



## 8. Support during the event

Ensure your hotel event manager is available for contact directly through your own device, to assist with your requests during the event



## 9. Catering

Serve all food and beverage respecting strict food safety procedures



## 10. In-room coffee facilities

Frequently clean and disinfect coffee machines

Watch our Radisson Hotels Safety Protocol video for more details.



# WTTC “Safe Travels” Global Protocols and Stamp

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 and smooth return to business.

Travel & 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.





# Every Moment Matters

[radissonhotels.com/en-us/social-responsibility/health-safety](https://radissonhotels.com/en-us/social-responsibility/health-safety)

