

# Our commitment to cleanliness

Providing a safe, healthy, and clean stay for every traveler has always been important to us. Giving you additional confidence in our approach is more critical to us than ever before.

## Building on a strong foundation

We're focused on consistently delivering on the cleanliness, condition, and appearance of our hotels so that our guests feel:



**Everything is clean** - it's a healthy, safe and comfortable environment

**Everything is fresh** - our hotels are well maintained

**Everything has its place** - we're clutter-free, organized, and thoughtfully designed

Building on this stringent base of quality cleaning protocols, we've taken key steps to help our hotels to keep guests and colleagues safe during COVID-19.

## Providing expert information & enhanced protocols

Our team of experts closely follow the advice of global health organizations, including the **World Health Organization (WHO)**, **Centers for Disease Control & Prevention (CDC)**, and local public health authorities, to give every hotel access to the latest public health directives surrounding COVID-19. We published a series of resources for hotel teams containing the latest information, guidance, and travel advice.

Disinfecting surfaces using approved disinfectants and following public health/government guidance for virus control and prevention, is one of the most important ways IHG hotels can minimize the spread of viruses. We have guided our hotels to:

- **Enhance cleaning** and disinfection procedures for the guest room
- **Disinfect public areas** (e.g., lobby, corridors and meeting rooms) every 1-2 Hours
- **Increase disinfection** of "frequent touch" spots used most often by guests such as faucets, phones, light switches, door handles, elevator buttons
- Deliver Food & Beverage service provided in accordance with **current food safety recommendations**



## Caring for our IHG® community

By following guidance on effective cleaning measures and limiting interaction, hotel teams can help protect colleagues and guests. These include:

### For hotel colleagues:

- **Quick guides and reminders on actions**, cleaning and disinfection activities
- **Handwashing techniques** and increased frequency
- **Maintain physical (social) distancing**
- **Follow the advice of public health/government officials** regarding the use of personal protective equipment
- Guidelines on **actions to take if a colleague or guest reports being unwell**



### For guests:

- **Hand sanitizer** available at reception and F&B outlets
- **Minimize interaction points** with team members and devices
- **Minimize collateral and materials** around the hotel
- Guidelines for hotels on **actions to take for guests self-isolating**, or suspected of being unwell



Providing this additional guidance and support to our hotels offers them the tools and resources to help care for our guests and each other. More than ever, a high standard of cleanliness equals peace of mind and reflects our commitment to *True Hospitality*.

Release 1, April 2020