



Feel Safe at NH

Redesigning the entire
customer experience cycle
to ensure safety



**To preserve the safety of travelers
and team members at NH Hotel Group
we are defining new operational promises
articulated in 10 mandatory pillars
of health safety protocols.**

Operational Promises Roadmap

01 STRATEGIC PARTNERSHIP WITH SGS (Société Générale de Surveillance)
collaborating on a global disinfection assessment seal with specific protocols for hotel sanitation and disinfection adapted to the new social reality.

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

02 ADVANCED DIGITALIZATION
to minimize human interactions and contact with surfaces through proprietary technological solutions and key partnerships.

FASTPASS. The digital service for on-line check-in, choosing the room and on-line check-out.

Mobile Guest Services. Digitalizing hotel information and services, such as room service, mini-bar, breakfast attendance or delivery accessible from the guest's personal mobile device.

Instant communication channel with hotel staff based on Mobile Guest Services applications.

03 CLEANING & SANITIZING
protocols inspired by medical practices and certified by SGS as well as aligned with the WHO (World Health Organization) and national health requirements:

High traffic common areas surface cleaning. Reception & lobby, halls, bathrooms, restaurants, terraces, based on advanced medical practices in terms of frequency and type of sanitizing products.

Room disinfection housekeeping sanitizing products and technologies for surfaces and highly used objects, combined with laundry protocols clinically proven for textiles.

Kitchen and kitchenware hospital-grade sanitizing products and cleaning procedures.

Operational Promises Roadmap

04 FOOD & BEVERAGE

safety first processes reengineering everything from logistics to preparation, delivery, consumption and payment methods:

Suppliers health certifications statements and delivery process under strict protocol control.

Food serving safety & delivery standards minimizing human manipulation and contact (single use and disposable packaging options). In-room delivery and take away primary options, while a la carte under strict protocols.

Specially adapted food and beverage offer for meetings and events type services.

05 SOCIAL DISTANCING NORMS

protocols for minimum required distances for human interactions:

Safety signage clearly delimitating human interactions in Reception – Lobby area, elevators, halls, restaurants or meeting areas.

Furniture and spaced design layouts amended as per sanitary legislation requirements regarding minimum distancing, indoor and outdoor.

Monitoring hotel staff to support and re-enforce protocol compliance by informing and helping guests.

06 PERSONAL SAFETY EQUIPMENT & PROTOCOLS

for guests, employees and suppliers whilst on the hotel premises:

Personal safety elements and sanitizing material for guests and clients attending meetings and events.

Protective equipment for employees (mask/ face protective equipment, gloves, sanitizer).

Compulsory protective equipment for suppliers entering a hotel's facilities.

Operational Promises Roadmap

07

WATER PURIFYING & AIR QUALITY

revised and re-enforced HVAC (Heating, Ventilating, and Air Conditioning) and technical maintenance protocols:

Air quality increased frequency in checks and decontaminating protocols.

Water disinfection upgraded standards for running water and revised protocols for used waters treatment.

Swimming pools and outdoor water sources re-enforced protocols for water sanitizing & more frequent quality checks.

08

SAFE CITY CONNECTION

guest support with services in the city / at each destination:

Medical facilities (hospitals, pharmacies) information & contacts in the city.

Delivery and transportation option with recommendations based on safety criteria and local regulations.

Safety services available at other NH hotels in the city (sanitizer, protective equipment, certified food & beverage options)

09

SAFETY SERVICE PROTOCOLS

applying to hotel personnel compliant with all legal requirements:

Hotel staff daily health-check protocols & strict screening for those interacting with guests:

Protocols for early detection and action plans in case of confirmed guest health conditions (isolation, protective equipment, contacting local medical services, logistic support for transportation to medical facilities)

In depth training in safety protocols and procedures, and continuous updates according to health regulations, in order to correctly deploy and inform guests, when needed.

Operational Promises Roadmap

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HOTEL SAFETY MANAGER

knowledgeable expert of the Feel Safe at NH new Safety Operational Procedures:

Leads implementation of the new operational standards.

Responsible of training and on-going deployment of all operational safety procedures for employees, guests, suppliers.

Responsible of maximizing efficacy and efficiency, minimizing waste and maximizing recycling with an eco-responsible mindset.

When you cough or sneeze,
cover your mouth and nose with
your bent elbow or a tissue.



Wash your hands
often and thoroughly

General Preventive Measure

Feel Safe at NH protocols will
always follow the recommendations
and guidelines of WHO (World
Health Organization)

Avoid contact
and maintain distance



Avoid touching your
eyes, nose and mouth

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HOTELS