




Radisson Hotels Safety Protocol

May 2020

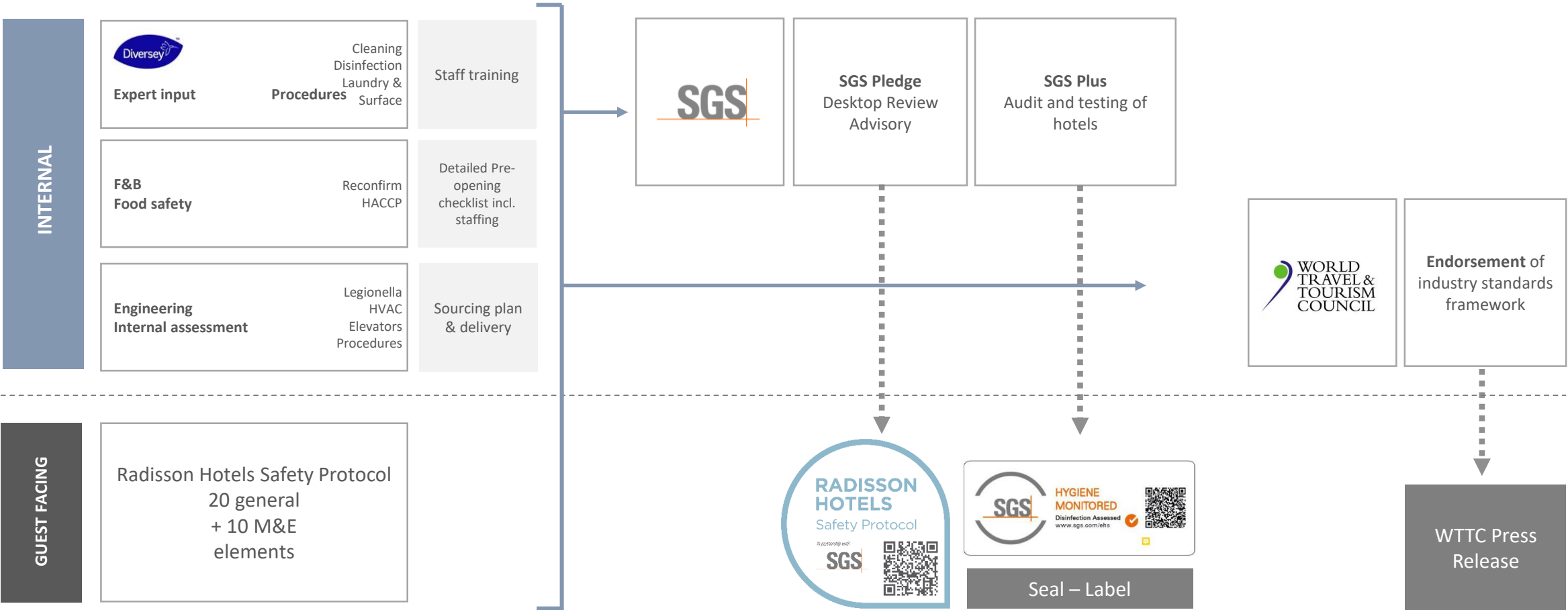
Radisson Blu Hotel, Frankfurt

The background image shows a luxurious outdoor terrace. In the foreground, there are several wicker armchairs and a long daybed, all with light-colored cushions and vibrant red, teal, and grey throw pillows. A low, rectangular wooden coffee table sits in the center. The terrace is enclosed by a glass railing. Beyond the railing, a dense forest of green trees leads up to a range of majestic, snow-capped mountains under a clear blue sky. The scene is bathed in bright, natural light, suggesting a sunny day.

Radisson Hotel Group has launched its Radisson Hotels Safety Protocol, a new program of in-depth cleanliness and disinfection procedures, in partnership with SGS, the world's leading inspection, verification, testing and certification company.

One of Radisson Hotel Group's highest priorities is the continued health, safety and security of its guests, team members, and business partners.

Radisson Hotels Safety Protocol and label of approval





SGS ENVIRONMENT, HEALTH AND SAFETY

SHAPING A BETTER ENVIRONMENTAL FOOTPRINT FOR GLOBAL BUSINESS

ENVIRONMENTAL NETWORK



Physical presence in 62 countries

+85

Laboratories

100

Sampling locations

50

Offices

+6,000 ENVIRONMENTAL SPECIALISTS

- Environmental Engineers
- Geologists / Hydrogeologists
- Hygienists
- Chemists
- Geographers / Agronomists
- Environmental Technicians

SGS IS THE WORLD'S LEADING INSPECTION, VERIFICATION, TESTING AND CERTIFICATION COMPANY

Radisson Hotels Safety Protocol Labels

Radisson Hotel Group is introducing an official label of cleanliness and disinfection issued by SGS to ensure the highest Cleanliness, Hygiene and Safety standards, as confirmed by SGS through a centralized validation process.



Under this program, individual hotels can receive an approval label upon completion of a comprehensive local audit including on-site testing using the latest technology.



BASELINE VALIDATION

Hotel pledges to follow Radisson 20 + 10 steps protocol
Local requirements & RHG protocols

SGS performs

- Desktop review
- Plus 1,5 hour advisory call with hotel

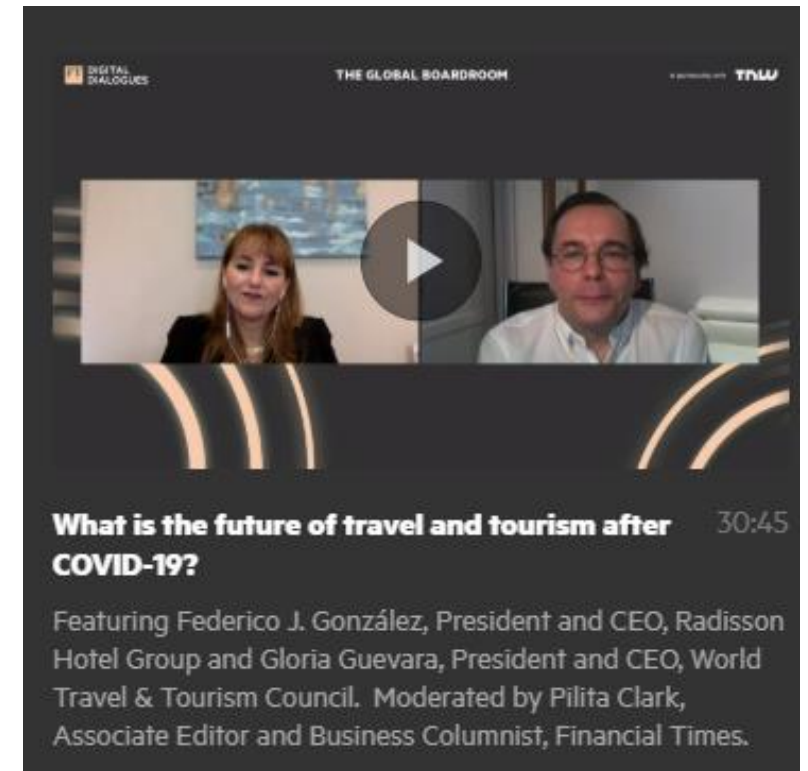
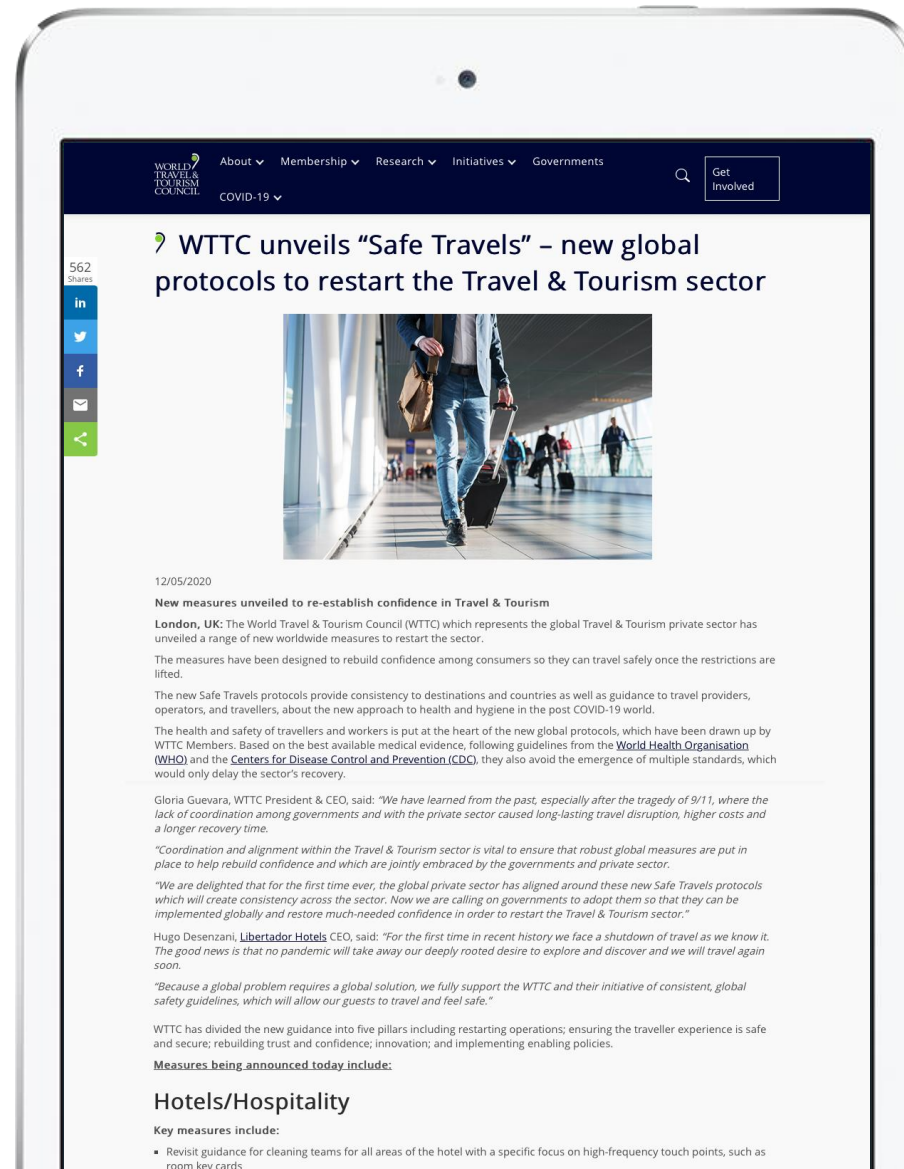
ADVANCED ON SITE AUDIT

SGS performs

- Baseline Desktop review
- PLUS: On site audit & advisory
- Cleanliness and Sars-Cov-2 testing (ATP & RT-qPCR swab tests)

WTTC “Safe Travels” Industry Protocols

Radisson Hotel Group is pleased to support the **World Travel & Tourism Council's 'Safe Travels' Protocols**, a truly global framework to restart the travel and tourism sector and is proud to be one of the driving companies behind this unified achievement which shows the power of our collective industry cooperation.



2. Guest Experience

20 Step Protocol



One of Radisson Hotels' top priorities is the health, safety and security of our guests, employees and business partners worldwide.

All our hotels adhere to comprehensive health and safety procedures, including all local laws and legislation. As we remain committed to serve you with our Yes I Can! Spirit we have also provided hotels with our 20-step protocol, which includes strongly recommended measures such as

1	Hotel	Implement social distancing measures throughout the hotel
2		Increase cleaning and disinfection frequency of all hotel areas, paying special attention to high-touch items
3		Implement improved air circulation processes to increase air quality
4		Install protective screens at the front desk between guests and team members
5		Install stations with alcohol-based hand sanitizer and gloves in the front entrance and hotel public areas
6		Ensure room keys are disinfected and presented safely upon check-in
7		Display door hangers with cleaning and disinfection procedures in each room
8		Provide travel size hand sanitizers to guests as an in-room amenity during their stay
9		Place TV remote controls in individually sealed protective bag after disinfection
10		Wash all linen at high temperatures for optimal disinfection
11		Make sanitizer and disinfectant wipes available to all guests in the fitness and wellness areas
12		Make Express check-out process available for guests to minimize contact
13		Offer cash-free methods of payments
14	Food	Offer individually packaged or Grab & Go food options
15		Space tables safely apart in all restaurants and bars to ensure social distancing
16		Serve all food and beverage respecting strict food safety procedures
17		Lock or remove Minibars
18	Team member	Conduct comprehensive hygiene and preventions training programs for team members
19		Conduct temperature checks for team members and suppliers, if legally permitted or required
20		Provide team members with Personal Protective Equipment

2. Guest Experience

10 Step M&E Protocol



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| 1 | Ensure the safe handling of personal belongings in cloakrooms |
| 2 | Install stations with alcohol-based hand sanitizer and gloves in hotel public areas and meeting & event spaces |
| 3 | Increase cleaning and disinfection frequency of all hotel areas, paying special attention to high-touch items |
| 4 | Implement improved air circulation processes to increase air quality |
| 5 | Display door hangers with cleaning and disinfection procedures in each meeting room |
| 6 | Place a "Disinfect box" in meeting rooms for used stationary items and disinfect them after events |
| 7 | Space chairs and tables safely apart in meeting rooms. Ensure social distancing in M&E facilities |
| 8 | Ensure guests can use their own devices to communicate directly with their meeting organizer |
| 9 | Serve all food and beverage respecting strict food safety procedures |
| 10 | Frequently clean and disinfect coffee machines |



You benefit from the Radisson Hotels Safety Protocol

- Solid enhanced protocols based on expert advice, for example from Diversey
- Validation of implementation in partnership with SGS, the world's leading inspection, verification, testing and certification company.
- Clarity to the guest in all key touchpoints of the guest experience

