

Feel safe at NH



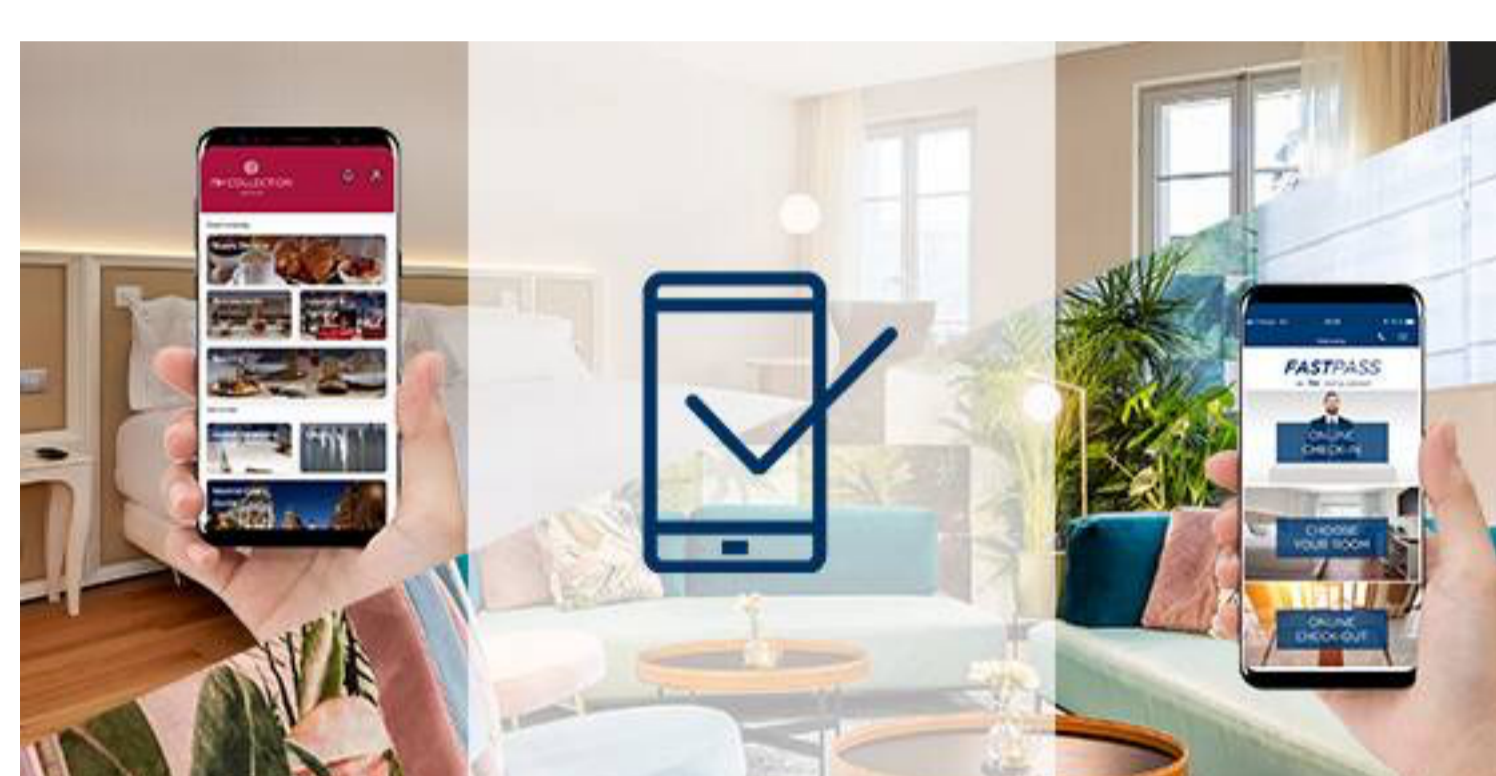
Feel Safe at NH

Global measures for your safety

Now that we can start to dream, explore and travel again, it is more important than ever for us to be able to do so safely with peace of mind. At NH Hotel Group we want you to be able to keep enjoying and having unforgettable experiences at our hotels. So we have created Feel Safe at NH. We have implemented a series of measures, approved by safety experts, in all our hotels. Implementation of some of these measures may alter the availability of some services. This is to ensure that our guests, employees and suppliers can continue to enjoy all our destinations without any worries, reducing the risks of infection by Coronavirus to a minimum.

1. SGS Mark: Disinfection monitored, cleaning checked

We have partnered with the **Société Générale de Surveillance (SGS)**, the world's leading inspection, verification, testing and certification company, to guarantee the safety of our facilities. Our hotels' cleaning and sanitizing processes have been adapted to current needs, minimizing the risk of the spreading of Covid-19, and premises are inspected, tested and approved by **SGS**.



2. Advanced digital services

To minimize interaction and direct contact with surfaces at our hotels, we offer various technical and digital solutions to all our guests:

- **FastPass** - online service to check-in, check-out and choose your room, reducing interaction with staff.
- **Online guest service** - by digitizing all the information about the hotel and its services, and allowing room service or minibar orders to be made on a mobile device.
- **Digital Guest Relations service** for immediate communication with hotel staff.

3. Upgraded cleaning & sanitizing protocols

All our hotels follow cleaning protocols based on medical practices approved by the World Health Organization and certified by **SGS**.

- **Surface cleaning in common areas** - the reception, lobby, corridors, restrooms, restaurants and other hotel common areas are sanitized in line with protocols, products and medical frequency.
- **Room sanitizing** - we use technology and highly effective cleaning products on all surfaces, objects and decorative items, and clinically proven protocols for laundering textiles.
- **Kitchen and utensil sterilization** - using cleaning products and practices in line with hospital protocols.



minimize the risk of infection.

4. Food & Beverage services tailored to the current situation

To minimize risks, we have adapted our processes for ordering, preparing, delivering, consuming and paying for food & beverage services in all our hotels.

- **Supplier certification** - we follow the strictest safety protocols in delivery processes.
- **Food safety** - we are reducing product handling and human contact during both preparation and delivery, by using single-use packaging.
- **Room service and take out products** - our restaurants and room service follow strict safety protocols and are only offering products on the menu.
- **Adapted meeting and event catering** - with new presentation options which

5. Social distancing rules

Our hotels are following all protocols to enable the social distance required when interacting with others.

- **Safety signage** - we have created special signage in all common areas of hotels to remind everyone of the need to maintain a safe distance.
- **Redesign of common areas** - furniture has been moved, in line with new legislation, to help guests maintain social distance.
- **Support from staff** - to help guests apply these measures in all areas.



6. Personal protection equipment & protocols

We offer safety equipment to all our guests, staff and suppliers during their stay.

- **Safety and sanitizing equipment for guests** - access to sanitizing gel, masks and gloves during their stay.
- **Employee protection** - all hotel employees have access to the equipment needed to do their work with maximum health guarantees.
- **Equipment required for suppliers** - all suppliers accessing the hotel must follow the required safety measures.

7. Water purifying & air quality protocols

In all our hotels we are following the strictest purification and sanitizing standards for ventilation and air-conditioning systems and for purifying water and pools.

- **Air quality** - we are increasing the frequency of inspections for ventilation systems and decontamination protocols.
- **Water sanitizing** - we are following updated standards for sanitizing drinking water and revised protocols for waste-water treatment.
- **Pools and drinking fountains** - we are introducing new, more frequent, water sanitizing protocols.



8. City Connection advisory service

We provide an online advice service for our guests, to allow them to visit destinations safely.

- **Information on health facilities** - we are including details and contact information on local hospitals and pharmacies.
- **Transportation and delivery options** - with recommendations based on safety measures tailored to local guidance.
- **Services available in our hotels** - e.g. safe food & beverage services in other NH hotels in the city and availability of safety equipment.

9. Health & Safety protocols for employees

For added safety, all our staff must meet the health requirements for working.

- **Daily screening** - staff will undergo screening before and after their shifts.
- **Early detection protocols** - and action plans in case of guest health concerns, with the option of isolation, protective equipment, contact with medical services and transportation logistics.
- **Special staff training** - on following safety protocols and practices tailored to health regulations.



10. Hotel Health & Safety Manager

We have a health & safety manager in every hotel, with expertise in introducing new measures and in training all employees.

- **Introduction of measures** - responsible for introducing and updating the measures needed.
- **Employee training** - trains all employees on the procedures needed to protect other employees, guests and suppliers.
- **Responsible for impact** - responsible for using the highest possible level of Eco-responsibility in all new practices.