

# Our Commitment to Guests and Colleagues



IHG built its reputation on a long-standing commitment to guests' and colleagues' health and safety.

We continue our commitment to deliver on that promise using new science-led protocols and service measures, partnering with industry leading experts and launching a global Clean Promise.

## IHG Way of Clean

### Clean and Protection

IHG has a long-standing commitment to rigorous cleaning procedures. Launched in 2015, **the IHG Way of Clean programme was developed with Ecolab and Diversey, both world leaders in hygiene and cleaning technologies and services.**

This programme is now being **expanded with additional COVID-19 protocols** and best practices - many of which are already in place - to reflect the advice of the World Health Organization, Centers for Disease Control & Prevention and local public health authorities in markets around the world.

## Global Cleanliness Board

### Partnering with the Experts

Leading our clean initiatives is a group of IHG experts in operations, health, safety and guest experience working with external specialists including **Dr. Jim Merlino, Chief Clinical Transformation Officer, [The Cleveland Clinic](#)** to define solutions, best practice and implement processes.

## IHG Clean Promise

### Commitment to our Guests

With updated measures in place, IHG is launching a **Clean Promise**. Rolling out globally from 1 June 2020, guests can be reassured that their room **will meet IHG's high standards of cleanliness**. If not, **the hotel will make it right**.

On property, **these efforts will be deployed globally through Clean Champions** to continue building the culture of clean instilled in IHG hotels around the world. These champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to **consistently deliver these elevated cleanliness standards**.

IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect to see evolved procedures in every area of the hotel, such as:

## Overall Key Enhancements:

- Added cleaning and disinfecting frequency
- Minimized guest touchpoints through operational changes
- Visible sanitizer stations in public and colleague spaces
- Protective Equipment guidance for staff
- Social distancing protocols and visual cues
- IHG Way of Clean training completed by all appropriate staff members
- Appointment of Clean Champions in every hotel

## Arrivals/Front Desk

- Reduced contact and physical interaction at check-in
- New cleaning procedures with increased disinfecting frequency of high-touch surfaces
- Social distancing protocols
- Hand sanitizer available

## Public Spaces

- Social distancing practiced including spacing of furniture
- Increased frequency of sanitizing and disinfecting high-touch surfaces
- Hand sanitizer stations available throughout all public spaces

## Guest Rooms

- Increased disinfecting of all hard surfaces and fixtures
- Removal of non-essential items (in-room collateral or other high-touch items), available upon requests
- Rooms audited for cleanliness
- Upgraded laundry protocol

## Food & Beverage

- Updated food handling and service guidelines
- Additional cleaning and sanitizing protocols
- New approaches to buffets, banquets and catering
- Self-serve beverage stations replaced with beverage service
- Disposable or laminated menus for sanitizing/disinfecting
- Tables, chairs sanitized between each guest
- Social distancing practiced through placement of tables
- Condiments available from the kitchen upon request
- Meals charged to room or credit card vs cash
- Social distancing practiced in bar areas

## Meetings & Events

- Room set up and configured to allow for social distancing
- Mealtimes staggered to avoid congestion
- Tables, chairs wiped down during breaks in meetings
- Strict food handling and service guidelines in effect
- Sanitizer available throughout space
- Recommend use of personal smart devices and tablets for taking notes
- New pens/pads to be provided, if needed

## Amenities

- Updated operational practices for pools, fitness centers, club lounges and other amenity spaces
- Increased cleaning of equipment and furniture
- Sanitizer wipes available for guests
- Social distancing protocols