

LOUVRE HOTELS GROUP CONTROLS HEALTH PROTOCOLS IN MORE THAN 50 COUNTRIES BY ENROLLING IN THE INDEPENDENT "CHECKED BY NSF™" PROGRAM, FROM NSF INTERNATIONAL



After an initial partnership with Merieux Nutrisciences-France and the publication of its Health Commitment Charter, Louvre Hotels Group is continuing its "Clean & Safe" health reassurance approach in its international establishments. The group selected NSF International - a world leader in risk management solutions for public health - to provide external independent review of the Louvre Hotels Group protocols through its "Checked by NSF™" program, which will be deployed in the coming days. The group is committed to auditing 100% of its network by September, in order to anchor the new health measures in the daily lives of its customers and employees.

Agile in-house expertise supported by NSF International's excellence in public health risk management

Louvre Hotels Group, with nearly 1,500 hotels in 54 countries, deployed its own **Health Commitment Charter** very early on for the reassurance of its customers and employees. As a result, the group's experts in quality, operations engineering, catering, customer experience and safety have implemented no fewer than **200 new procedures and training courses** deployed in all the establishments in operation.

In order to perpetuate this system, but also to control the proper implementation of the new procedures and anchor them in daily life, Louvre Hotels Group has chosen to call on NSF International, an expert in public health risk management, to carry out audits throughout the group's international properties, in more than 50 countries.

NSF International's main mission is to monitor the proper application of health procedures in the Group's establishments, whatever their brand or management method, through in-depth audits, which will be carried out this summer. The control is established in 3 evolutionary phases to help minimize the risk of COVID-19 and build confidence with employees and customers:

- 1) « Plan » : evaluation of protocols established at the group level
- 2) « Implement »: evaluation of the implementation of protocols on site
- 3) « Improve »: monitoring of program effectiveness by the Group's operational departments

At the end of the inspection, the hotel owner receives a document verifying their compliance and a badge that can be displayed and which he can display at the entrance of his establishment. If the establishment does not reach the minimum compliance threshold, a counter-audit is carried out in the following weeks.

An innovative control method, carried out in person or remotely and taking into account post-COVID-19 constraints

In order to take into account post-COVID-19 constraints, but also to enable the auditing 100% of the hotels by September, **Checked by NSF program allows for some to be carried out remotely by videoconference on a computer or smartphone a useful option in certain less accessible or still confined countries.** The remote audit provides hotel owners with self-assessment guidelines (including photos, paper documentation, etc.), followed by a two-hour videoconference with an NSF International expert.

"This historic crisis has led us to be extremely responsive and agile in terms of quality, operations and customer experience. It seemed obvious to us to call upon two types of expertise: our internal teams, specialists in the hotel and restaurant business, and a trusted organization like NSF International, with whom we have been working with since 2016. Our objective is to make new health standards a permanent part of the daily life of our teams and our clients and to offer similar quality standards in our 1500 hotels in 54 countries."

Sandrine Gosse, Quality and Customer Service Director Louvre Hotels Group

"COVID-19 may be new but infection control and good hygiene requirements are not, and the public deserve to know that their health and safety are top priority. A Checked by NSF badge on the door provides that reassurance. At NSF we have been doing this sort of public health and safety work for over 75 years. Our new Checked by NSF™ program helps businesses to reopen and stay open by providing science-based expert guidance and ensuring appropriate preventive measures are in place. As an independent, global organization, we tap into a worldwide network of experts in public health and the environment – from microbiologists and toxicologists to medical doctors and engineers. We are proud to support Louvre Hotels Group, who recognizes that a trusted third party reviewing processes adds value to their operations and delivers customer confidence."

Werner Linders, Global Lead - Checked by NSF



About Louvre Hotels Group

Louvre Hotels Group is a major player in the global hospitality industry, with a portfolio that now includes more than 1,500 hotels in 54 countries. It has a full hotel offering, spanning 1 star to 5 stars, with the Louvre Hotels Group's historic brands (Royal Tulip, Golden Tulip, Campanile, Tulip Residences, Kyriad, Kyriad Direct, Tulip Inn, and Première Classe), the 5 brands of the Sarovar network in India, the French Group Hôtels & Préférence and the brand TemptingPlaces, and Chinese brand Metropolo. The group also has a distribution agreement with the Barrière Group. Louvre Hotels Group is a subsidiary of Jin Jiang International Holdings Co., Ltd., the 2th hospitality group in the world.

About NSF International

NSF International (nsf.org) is an independent, global organization that facilitates standards development, and tests and certifies products for the food, water, health sciences and consumer goods industries to minimize adverse health effects and protect the environment. Founded in 1944, NSF is committed to protecting human health and safety worldwide. With operations in 180 countries, NSF International is a Pan American Health Organization/World Health Organization (WHO) Collaborating Center on Food Safety, Water Quality and Indoor Environment.

Contacts Presse

We Agency - Marie Broulou - marie.broulou@we-agency.fr – 06 65 52 32 48

Louvre Hotels Group - Marie Nonell – mnonell@louvre-hotels.com

NSF International – Jessica Van de Gucht – jvandegucht@nsf.org