



SAFETY



SUSTAINABILITY



SERVICE



PARTNERSHIP



FURTHER EXCELLENCE



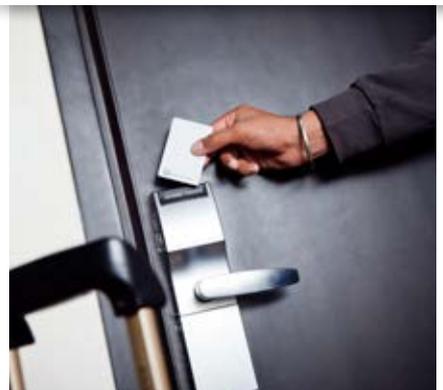
RISK MANAGEMENT



GUEST SATISFACTION



BRAND PROTECTION



SECURITY

**SAFETY, SERVICE, SUSTAINABILITY AND SECURITY
SOLUTIONS FOR THE TRAVEL AND HOSPITALITY INDUSTRY
DELIVER UNFORGETTABLE EXPERIENCES
FOR EVERY GUEST, EVERY TIME**

SGS

PARTNER WITH SGS FOR SUPPORT IN DELIVERING SAFETY, SERVICE SUSTAINABILITY AND SECURITY

It is hard to ignore the growing influence of the more widely travelled and discerning guest. To engage customers and build long-term relationships you need to be sure that every experience, and every review, is great. Whether you represent a hotel chain, hotel or tour operator, or one of the many other companies within the tourism sector, the interactions you have with Leisure, Business or Millennium Travellers must all reinforce the message of excellence in performance, standards and quality. If you are a direct provider or a third-party reseller, partner with SGS and be confident to never compromise on safety, sustainability or service.

INTEGRATED SOLUTIONS ACROSS THE TRAVEL AND HOSPITALITY SECTOR

We focus on providing you with comprehensive, integrated solutions for implementing, demonstrating and improving on a best-in-class hospitality experience.

SGS Hospitality Solutions address needs related to:

- Safety
- Sustainability
- Service
- Security

We combine different methodologies, such as performance assessments, certification, testing, and training into a powerful solution.



SAFETY

Travellers' safety at all times has to be the number one priority for any hospitality business. Any issues with the management of confidential customer information, food intoxication, water or air contamination as well as infrastructure or security incidents can negatively affect your brand and operations. Our solutions help reassure travellers that risks have been managed and prove due diligence to insurers. The SGS Hospitality Excellence Programme has been developed to help answer these needs.

SUSTAINABILITY

Sustainability has rapidly become a deciding factor when travellers choose service providers, destination and hotels.

Environmental impacts such as the energy and water used and the approach taken to employee welfare, waste management, and integration with local communities all play a key role in influencing customer and stakeholder perceptions of brand value.

Our solutions allow you to realise operational savings from environmental stewardship and energy efficiency. Our Good Environmental Practices Scheme helps you benchmark sustainability commitments and maintain your brand reputation.

SERVICE

Exceptional satisfaction is the reason many travellers return to the same properties year-on-year. We can assist in motivating employees to exemplify your brand values in every interaction, direct or indirect, with guests. We help monitor and benchmark your service performance to the highest standards.

SECURITY

Security is about managing and minimising the risks of deliberate harm, whether to businesses, property and people - including staff and customers.

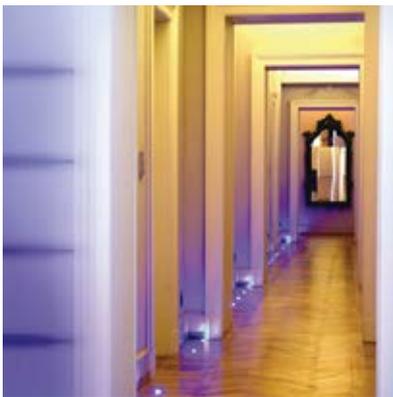
Risks vary by location, setting and the current events – particularly in the surrounding environment. In addition, different organisations have different priorities and structures that allocate the responsibility and division of risk management labour to a range of functions.

The SGS 4-phase approach will help promote a proactive and preventive culture, supported by discreet, tailored physical and procedural controls, based on risk-based evidence.



SGS TRAVEL & HOSPITALITY: COMPREHENSIVE SOLUTIONS FOR SAFETY, SUSTAINABILITY, SERVICE AND SECURITY

INTEGRATED SOLUTION CONCEPT



SAFETY

SGS HOSPITALITY EXCELLENCE PROGRAMME



- Food Safety Audit
- Water Safety Audit
- Building Safety/ Housekeeping Audit

PERFORMANCE ASSESSMENT

- HACCP Implementation
- Legionella Risk Assessment
- **Good Spa Practices Audit**
- Inspections (i.e. material/regulatory)
- Occupational Hygiene Audit
- Health and Safety Compliance Audit

CERTIFICATION

- **Good Manufacturing Practice (GMP)**
- **Hazard Analysis and Critical Control Points (HACCP)**
- **Food Safety Management (ISO 22000)**
- **Occupational Health and Safety Management (OHSAS 18001)**
- **Information Security Management (ISO 27001)**

TESTING

- Food Microbiological
- Nutritional
- Allergen/Pesticides
- Water (i.e. feed/waste/bathing)
- Legionella
- Microbial Swabbing
- Cosmetics/Textile
- Air (i.e. ambient/indoor)
- Asbestos/Building materials
- Cruises:
 - Ballast/Grey Water
 - Vibration/Noise/Emission

SGS ACADEMY

SGS ACADEMY

TRANSFORMING PEOPLE
AND BUSINESSES

- Functional:
 - Food and Beverages Training
 - Health and Safety Training
 - Hygiene Training
- Compliance
- Management Systems Standards

SGS SUPPORTED ROLAND GARROS IN BECOMING THE FIRST INTERNATIONAL SPORTING EVENT BASED IN FRANCE TO RECEIVE EVENT SUSTAINABILITY MANAGEMENT CERTIFICATION (ISO 20121). THE SCOPE INCLUDES INITIATIVES SUCH AS THE RECYCLING OF TENNIS BALLS, INCENTIVES FOR GREENER PUBLIC TRANSPORT AND PAPERLESS PUBLISHING FOR THE MEDIA.



SUSTAINABILITY

SGS GOOD ENVIRONMENTAL PRACTICES AUDIT



CERTIFICATION

- Environmental Management (ISO 14001)
- Energy Management (ISO 50001)
- Forest Stewardship Council (FSC)
- Sustainable Events Management (ISO 20121)
- Business Continuity (ISO 22301)
- Green Key

PERFORMANCE ASSESSMENT

- Energy Audit
- Responsible Sourcing Audit
- Solutions for Credible
- Sustainability Communications
- CSR Audit
- Social Responsibility (ISO 26000)
- Sustainability Report Assurance (SRA)
- Energy and Light Simulation
- Water and Ecosystem Audit
- Carbon Footprint Audit and/or Inventories
- Emissions Trading

TESTING

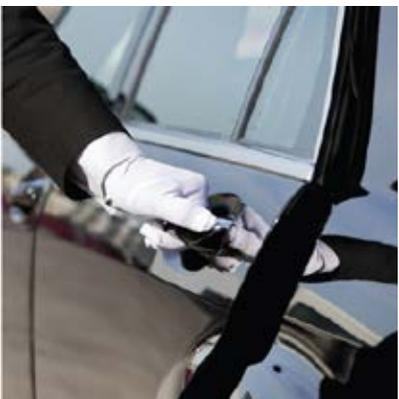
- Water (i.e. ground/surface/waste)
- Air (i.e. ambient/indoor)
- Soil and Sediment
- Noise Vibration and Odours
- Waste Characterisation
- Building Material:
 - Life cycle
 - Characterisation

SGS ACADEMY

SGS ACADEMY

TRANSFORMING PEOPLE AND BUSINESSES

- Compliance:
 - Environment Training
 - Social Training
- Management Systems Standards



SERVICE

SGS SERVICE APPROVED CERTIFICATIONS



CERTIFICATION

- Quality Management (ISO 9001)
- Business Continuity (ISO 22301)

PERFORMANCE ASSESSMENT

- Mystery Guest
- Brand Compliance Audit
- Private Charter Assessment
- Customer Experience Management
- Standard Development
- Customer Satisfaction Management (ISO 10002)

SGS ACADEMY

SGS ACADEMY

TRANSFORMING PEOPLE AND BUSINESSES

- Soft Skills
- Service Quality
- Management Systems Standards

WHY CHOOSE SGS AS A PARTNER?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With more than 85,000 employees, SGS operates a network of over 1,800 offices and laboratories around the world.

Enhancing processes, systems and skills is fundamental to your ongoing success and sustained growth. We enable you to continuously improve, transforming your services and value chain by increasing performance, managing risks, better meeting stakeholder requirements and managing sustainability.

To learn more about SGS hospitality services visit www.sgs.com/travelandhospitality or contact hospitality.global@sgs.com for more information

WWW.SGS.COM

WHEN YOU NEED TO BE SURE

