

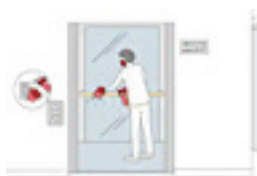
## Cleaning and Safety Protocol 20 steps from our Hotel

During these challenging times, **Hotel Radisson Poliforum Plaza** seeks to make all guests feel safe. That's why we partnered with SGS to create a 20-step cleaning and safety protocol to address the health issues that are important to you when you travel. Our hotels are following disinfection and cleaning procedures so that rooms and public spaces are maintained to the highest standards of cleanliness.



### 1. Physical distancing

Implement physical distancing measures throughout the hotel.



### 2. Increased cleaning and disinfection

Increase the frequency of cleaning and disinfection throughout the hotel, paying attention to items that are frequently touched.



### 3. Air circulation

Improve air circulation processes, in order to increase its quality.



### 4. Protective barrier

Install protective screens at the reception.



### 5. Disinfection stations

Install stations with alcohol hand sanitizer and gloves near the main entrance and in public areas



### 6. Disinfection of access cards

Provide clean and sanitized key cards upon arrival.



### 7. Door signs

Post door signs with cleaning and disinfection information.



### 8. Travel-size hand sanitizer

Provide travel-size hand sanitizer in every room.



#### 9. TV remote control

Provide clean and sanitized TV remote controls in individual, sealed, protective bags.



#### 10. Sheets

Wash all sheets at high temperature for optimal disinfection.



#### 11. Pool and other wellness areas

Provide disinfectant and disinfectant wipes in gym and wellness centers.



#### 12. Express departure

Offer an express check-out process to minimize contact with team members.



#### 13. Payment methods

Offer cashless payment methods.



#### 14. Grab and go

Offer individual packaged meal options or other take-out options.



#### 15. Restaurants and bars

Separate tables in all restaurants and bars to ensure physical distance.



#### 16. Food safety

Serve all food and beverages in compliance with strict safety procedures.



#### 17. Minibar

Lock or remove all minibars.



#### 18. Team training

Provide team members with comprehensive hygiene and prevention training programs.



#### 17. Minibar

Lock or remove all minibars.



#### 20. PPE for team members

Provide personal protective equipment to team members.