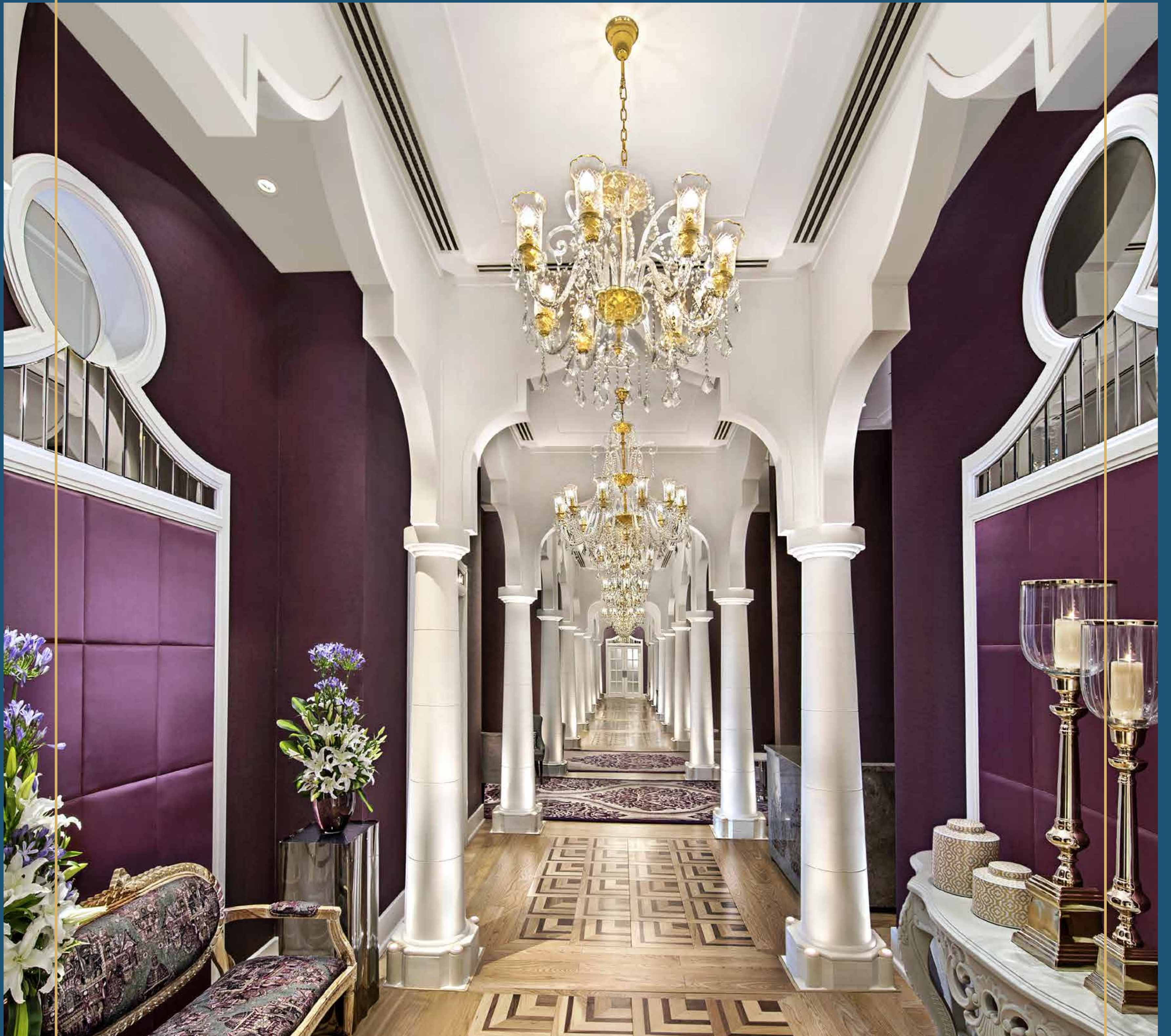




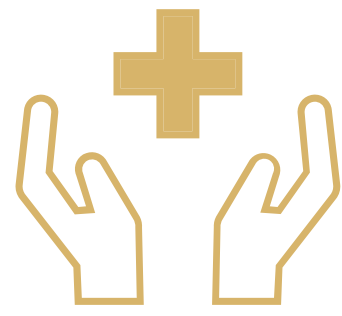
# *We*Assure

ITC Hotels' commitment towards health, hygiene  
& a safe environment



The WeAssure programme is ITC Hotels' commitment towards health, hygiene and safety, designed in collaboration with medical professionals and disinfection experts to further enhance the existing hygiene and cleaning protocols.

# DESIGNED IN COLLABORATION WITH MEDICAL PROFESSIONALS & DISINFECTION EXPERTS



## BENCHMARKING CLINICALLY CLEAN STANDARDS WITH NABH

Working towards an accreditation process by the National Accreditation Board for Hospitals & Healthcare Providers (NABH) to enhance existing procedures and controls, thereby conforming to hospital-level hygiene standards.



## CERTIFIED GLOBAL STANDARDS WITH DNV GL

A model built around the three pillars of **health, hygiene and safety**, in association with DNV GL to achieve **higher levels of maturity** around all facets of operations.



## ACCLAIMED EXPERTISE IN DISINFECTION & HYGIENE

Integrating Savlon's trusted know-how in **germ protection** towards bringing thought leadership in the **WeAssure** programme.

We have inculcated elevated hygiene protocols, state-of-the-art technology and advanced disinfectants as recommended by World Health Organisation (WHO) and Ministry of Health & Family Welfare (MoHFW) across all touch points for your safety and wellbeing.

The following are our detailed programme guidelines.

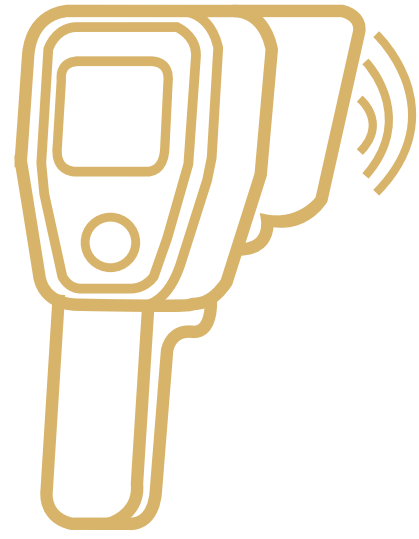


ARRIVAL EXPERIENCE



## The Safe Car Promise

- 1** All vehicles undergo stringent daily deep-cleaning protocols with accredited surface antimicrobials.
- 2** Hand sanitiser and face masks are offered to guests at the time of pick-up.
- 3** Chauffeurs undergo regular temperature checks and wear prescribed PPE (Personal Protective Equipment) at all times.
- 4** Chauffeurs and fleet teams are trained with comprehensive sanitisation mandates on pre and post guest usage for safe conduct.
- 5** Strict adherence to State and Central Government guidelines on guest occupancy and safe distancing.
- 6** Guest luggage is sanitised with disinfectant at the airport before placing in the car.

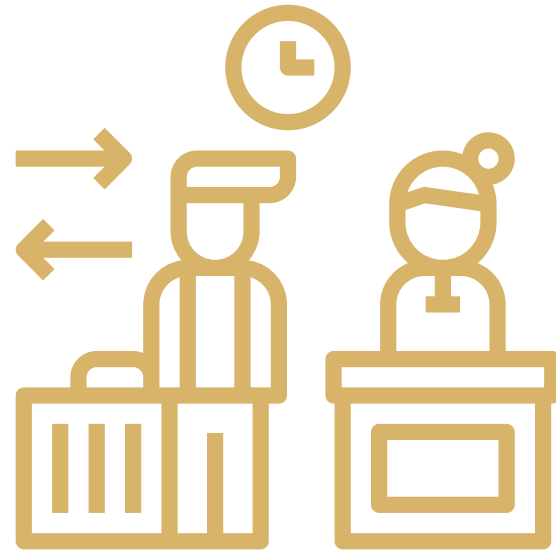


## Arrival Protocol

- 1** All guests undergo a mandatory contact-less temperature check.
- 2** Guests are offered sanitisers and face masks as a part of hygiene protocol.
- 3** All guest luggage is thoroughly sanitised and labelled 'sani-tagged'.



CHECK-IN & CHECK-OUT EXPERIENCE



## Re-Engineered Processes

- 1** All associates wear PPE (Personal Protective Equipment) at all times, while adhering to stringent safety norms and hygiene protocols.
- 2** Safe distancing is facilitated with demarcated floor signs.
- 3** The front desk has been equipped with protective screens for safety.
- 4** As per the government guidelines, guests are encouraged to use the Aarogya Setu app on their phones and present it at the time of check-in.
- 5** Express check-ins are encouraged to reduce time spent upon arrival. The mandatory guest details for registration are requested in advance through a digital medium. Pre-registered guests only need to sign the registration card at the time of check-in.



- 6 In case of any documents being required at the time of check-in, guests are encouraged to share digital scans via email to minimise contact.
- 7 All guests are mandated to sign a self-declaration form containing details about their travel history and health checks.
- 8 All guest room keys are sanitised and are given to the guest in a contact-less manner.
- 9 All guest stationery like pens used at the front desk are sanitised after every use.
- 10 Luggage assistance is available on request.
- 11 Guests have the option of making contact-less payments from the room via a digital payment link during check-out.
- 12 Dropbox enabled for guests to deposit their keys, which are used only after sanitisation.
- 13 Sanitised and sealed envelopes are available for guests wanting to use physical invoice copies or currency.



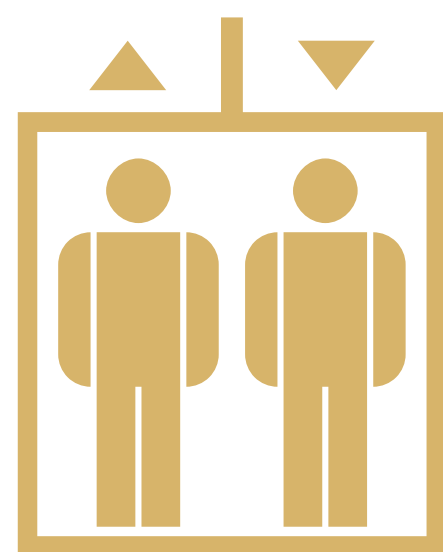
STAY EXPERIENCES



## Clinically Clean Rooms

- 1** Assurance of a door seal on guests' rooms indicative of zero access after all safety procedures and stringent deep-cleaning has been done.
- 2** Room cleaning and servicing is carried out only in the absence of in-room guests by trained housekeeping staff wearing PPE (Personal Protective Equipment).
- 3** Advanced technologies like misting, steam cleaning and more, are facilitated to achieve clinically clean standards.
- 4** High-touch surfaces are sanitised on a frequent basis using hospital-grade disinfectants as recommended by World Health Organisation (WHO) and Ministry of Health and Family Welfare (MoHFW).

- 5 Alternate rooms are allocated along with a 24-hour interlude between a check-out and the next check-in.
- 6 Physical collaterals have been replaced with digital communications accessible through a QR code. Only mandatory communication is placed in rooms.
- 7 All amenities and minibar consumables are available on request.



## Elevator Protocol

- 1 All guests are encouraged to follow safe elevator protocols as per the government guidelines. This is communicated at the lobby lift landing and inside the elevator car.
- 2 Every elevator car has a table with sanitiser, tissues, swizzle sticks and dustbin, along with safe distance markings.



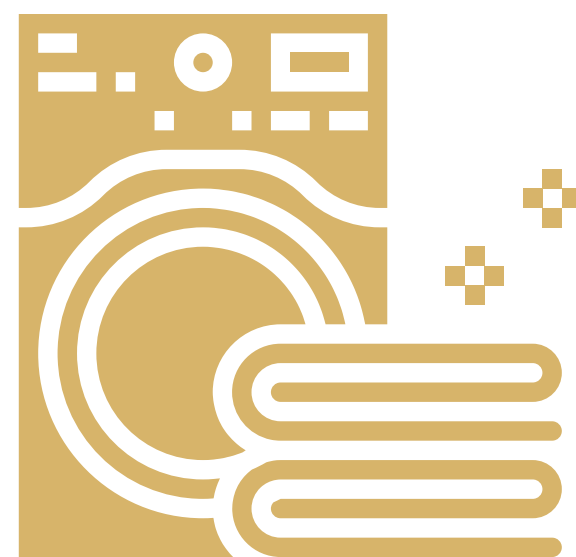
## Fitness Centre

- 1 Safe distancing is encouraged through remodelled layouts and controlled use of every alternate equipment.
- 2 All fitness equipment is duly sanitised after every use and marked with the WeAssure sani-tags.



## Business Centre

- 1 Alternate stations are used to promote safe distancing.
- 2 Every station is sanitised after each use.



## Laundry Services

- 1 Lavandaria - ITC Hotels' signature laundry service uses enhanced wash cycles and anti-bacterial detergents.
- 2 Wash temperatures are maintained at 70 degrees Celsius.



DINING EXPERIENCES



## Re-Engineered Service Design

- 1 Restaurant layouts and seating arrangements have been remodelled to maintain safe distancing.
- 2 All service associates wear PPE (Personal Protective Equipment) and adhere to stringent safety norms and hygiene protocols.
- 3 Tables and chairs are duly sanitised after every use.
- 4 All tables have been de-cluttered. Common sharable items have been replaced with individually packed condiments.
- 5 All crockery, cutlery, glassware is sanitised and packed in food-grade covers for protection.
- 6 Contact-less ordering through e-menus supported with digital billing via online payments options.
- 7 Buffets have been temporarily paused, à la carte service is being offered in all-day-dining restaurants.





## In-Room Dining

- 1** Contact-less in-room dining experience is enabled through an enhanced service model & specially designed serving ware.
- 2** Knock & Drop programme offers carefully selected cuisine options at the guest's doorstep. Dropped with zero contact in customised packaging.



## Grab & Go

Specially designed breakfast, offered in customised packaging for takeaways.



## Luxury Hour

Bringing the signature ITC Hotels Luxury Hours (1800 to 2000 hrs) to the doorstep with premium beverages and pre-packed snacks delivered to all ITC One and Suite guests in the comfort of their rooms.



ITC KOHENUR

— HEART OF THE HOUSE —

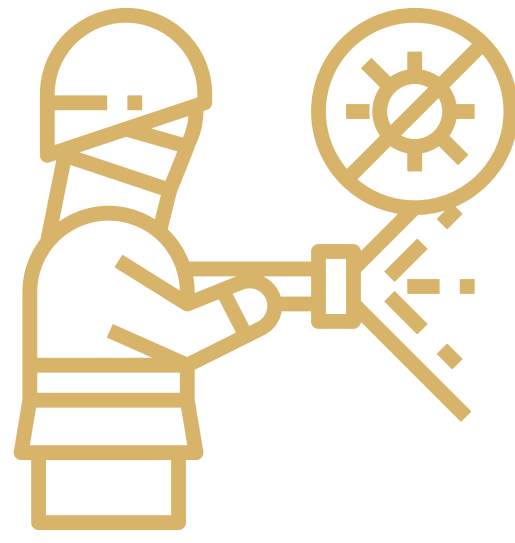


## Heart of the House

- 1** All associates and chefs wear prescribed PPE (Personal Protective Equipment) and adhere to stringent hygiene and safety protocols while handling food and kitchen equipment.
- 2** Proper food temperatures are duly regulated and maintained at all times in the kitchen.
- 3** Food-grade sanitisers and disinfectants are used in the kitchen.
- 4** In-house microbiology lab for testing the quality of raw materials, cooked food, the environment and more, to benchmark world-class standards.
- 5** Rigorous processes and vendor management protocols ranging from vendor temperature checks, prescribed PPE (Personal Protective Equipment), safe distancing norms, zero-contact receiving, advanced sanitisation measures and more, in place.
- 6** Advanced infrastructure (HEPA filters, PM1 arresters and more) in place for better indoor air quality.
- 7** Zero carbon footprint water ŚūnyaAqua, bottled within each hotel using international filtration and sanitisation technology.

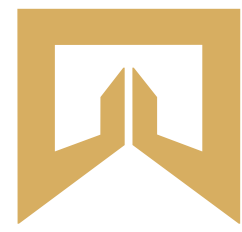


ASSOCIATE JOURNEY



## Associate Journey

- 1 Contact-less entry protocol through the back office.
- 2 Mandatory check of Aarogya Setu app at the time of hotel entry.
- 3 Daily temperature checks.
- 4 Mandatory PPE (Personal Protective Equipment) for all associates.
- 5 Regular sanitisation protocols.
- 6 All associates undergo a certified hygiene training programme.
- 7 Remodelled heart-of-the-house infrastructure (from staff cafeterias to lockers) for safe distancing.



# ITC HOTELS

RESPONSIBLE LUXURY



“Delivering world-class luxury experiences which address the needs of wellbeing and safety through responsible practices which are in harmony with the environment and society”

For more details contact us on  
1800 102 2333 | [reservations@itchotels.in](mailto:reservations@itchotels.in) | [www.itchotels.in](http://www.itchotels.in)