SAFETY, SERVICE, SUSTAINABILITY AND SECURITY SOLUTIONS FOR THE TRAVEL AND HOSPITALITY INDUSTRY

DELIVER UNFORGETTABLE EXPERIENCES FOR EVERY GUEST, EVERY TIME
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

- 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)

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 HOSPITALITY EXCELLENCE PROGRAMME

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

SGS ACADEMY

- 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.
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.