

LODGING

InterContinental Hotels Expands Its Cleanliness Program

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InterContinental Hotels Group has expanded its cleanliness program and on June 1 will launch an enhanced effort, the company announced Monday.

In 2015, IHG had partnered with hygiene and cleaning technologies and services Ecolab and Diversey. The new program, dubbed IHG Clean Promise, continues those partnerships and adds insights from the Cleveland Clinic as well as additional Covid-19 cleaning protocols and best practices as advised by the World Health Organization, the U.S. Centers for Disease Control & Prevention and local public health authorities in markets around the world.

Similar to other recently announced hotel company cleaning protocols, IHG will practice social distancing, provide employee training and certification, provide hand sanitizer and wipes, increase contactless interactions, provide additional deep cleaning of high-touch surfaces and provide new standards for food and beverage service. In addition, IHG will make available guest amenity cleaning kits.

The company also has created a global cleanliness board, composed of IHG experts in operations, health, safety and guest experiences, along with external specialists including James Merlino, chief clinical transformation officer at the Cleveland Clinic. Further, on property, hotel teams will appoint "clean champions" to help hotels consistently deliver the elevated cleanliness standards.

IHG also is part of the **American Hotel & Lodging Association Safe Stay** advisory council, which earlier this month introduced industry cleaning and safety standards.



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