

## Indian Hotels: Elevating safety and security

The safety and security (S&S) brand standards are IHCL's way of ensuring that each property not only meets but often exceeds the expectations for guest and employee safety. They serve several purposes:

Being a fundamental part of the initial contracts with hotel owners, the brand standards ensure that all aspects of automation, design, and operational setups align with IHCL's stringent safety requirements right from the construction phase.

By standardising certain protocols and technologies across the IHCL portfolio through the brand standards, IHCL is able to achieve economies of scale, reducing costs while enhancing safety outcomes.

The standardisation simplifies training and compliance, while strengthening the brand's promise of safety, regardless of location, enabling guests, and employees of IHCL across the globe to experience a uniform level of safety and security.

The brand standards are designed to comply with the highest local and international safety regulations. This proactive approach ensures seamless operations and reduces the risk of non-compliance penalties.

Standardised procedures under the brand standards enable quicker and more coordinated responses to emergencies. This minimises the impact of such incidents and demonstrates IHCL's capability to handle crises effectively.

The brand standards are dynamic and evolve based on emerging risks and technological advancements. This approach encourages innovation, allowing IHCL to stay ahead of potential security threats and continuously improve its safety protocols.

### Context

A deep commitment to safety and security is embedded in every aspect of operations at IHCL, from the initial blueprint to the daily management of properties. The S&S brand standards are integral to company operations, as they establish a consistent and reliable framework that is pivotal for maintaining the integrity and reputation of the brand.

### Benefits

Through the rigorous application of its S&S brand standards, IHCL not only commits to the highest levels of safety and security but also ensures that these principles are woven into the very fabric of its brand identity. As it continues to expand and evolve, these standards will remain central to its mission, ensuring that it not only meets but sets new benchmarks in hospitality safety and security worldwide.

