



Chain Hotels

How do we manage them

Chain Process

General information

- As the world's largest leisure travel company, TUI work with many hotel chains, for example RIU, Melia, Marriott, Hilton, Atlantica, Karisma ...but to name a few.
- We endeavour to ensure accommodation units within the TUI portfolio have some form of health & safety assessment (audit), and the TUI Group Safety & Risk Accommodation Team currently follow up on the non-conformities identified during the assessment, directly with the accommodation provider.
- In our experience, when hotels are part of a large hotel chain, TUI have challenges in trying to close down non-conformities, due to these accommodation units often being managed by their head offices and the required information is not forthcoming. Also, large hotel chains often have their own policies and procedures in place to manage health & safety that TUI are not aware of.
- With this in mind, we have adapted our ways of working and have successfully trialled a new safety initiative with a major hotel chain. TUI have worked with this hotel chain's head office and assessed how they implement and maintain health & safety for their brand. We have reviewed their policies and procedures and we now understand how they manage health & safety, including their incidents, sickness outbreaks and self-assessing/auditing.



Chain Process

Procedure

- Once a hotel chain has been approved by the TUI Group Safety & Risk Team, then no accommodation units within that hotel chain will be assessed/audited by SGS (on behalf of TUI) for health & safety. This also means that any department within TUI can use any of your hotels anywhere in the world (within any of your brands) regardless of whether we have a contract with the individual accommodation unit or not, both for guests or colleagues.
- If your accommodation is part of a hotel chain and your chain would like to be considered for this new safety approach, then please contact Zoe.Johnson@tui.com and we would be happy to arrange a meeting with you to discuss this opportunity.



Contact

For further information contact the Safety & Risk Accommodation Team

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