



Preverisk  
Group

# Press Release

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GESTIÓN DE RIESGOS AMBIENTALES S.L.  
Laura Bassi, local 7 - Parc BIT Edificio Son Espanyol  
070121 Palma de Mallorca - Spain  
Tel: (+34) 971727095  
eMail: [preverisk@preverisk.com](mailto:preverisk@preverisk.com)

## RIU HOTELS AND PREVERISK ANNOUNCE A COLLABORATION TO DEVELOP GUIDELINES FOR NEW OPERATIONAL PROCEDURES WITH REGARDS TO COVID-19

RIU Hotels & Resorts, an outstanding international hotel chain with 99 hotels in 19 countries, and Preverisk Group, global leader in auditing, consulting and training solutions for the tourism industry in the area of Health and Safety have agreed to collaborate on a new innovative initiative.

The common goal is to strengthen market confidence, by providing high levels of hygiene and safety for travellers, tourists, operational team members and staff with regards to Covid-19.

RIU and Preverisk have together formed a high-performance working group with leading international experts in the field, and for several weeks have been developing specific hygiene and safety plans, including pilot schemes and drills for their hotels.

Specific health and safety plans to reopen establishments, not only guarantees that all protocols and preventative measures will be applied, but that they will be reinforced with an expanded and holistic approach that goes beyond any traditional collaboration.

This collaboration has a scientifically based work methodology, which applies risk assessment to the internal circuit of clients, staff and other visitors. These new additional measures will allow hotels to readapt cleaning and disinfection processes and increase control, hygiene and prevention initiatives for staff, as well as reinforcing all procedures involving contact with internal and external clients and rationalizing social distancing. These protocols also consider the specific recommendations of global and local health authorities, as well as the health protocols in force in each country.

The result of this working group is an initiative called the Post Covid-19 Hospitality Sector Alliance, which will create a network of valuable contacts by integrating experts, other hotel companies, travel agencies, public institutions and other key players who will provide valuable feedback and collaboration.

Carmen Riu, CEO of RIU Hotels & Resorts, assures that "the recovery of the sector will necessarily go through changes in our cleaning and operational protocols to offer the maximum guarantees of safety and hygiene to our partners and guests. We are focusing our efforts on creating these new protocols. We want to lead this change, which is critical to maintain the trust of our clients, and to do so we have trusted Preverisk, which has been working with us for years and has demonstrated its professionalism and knowledge on many occasions".

Dr. Esteban Delgado, CEO of Preverisk Group, stated that "This successful collaboration with RIU allows us to provide the best solution for restoring market confidence. All measures will be practical and operational, to ensure that they function. This opportunity to work with RIU is pivotal due to their operational experience. At Preverisk Group, for many years we have worked closely with key institutions and governments to understand, develop and implement initiatives in Health and Safety. All knowledge passed on through this collaboration will be based on their recommendations".

### **About Preverisk Group**

Preverisk has 15 years of experience in the field of health and safety and has contributed to establishing international standards for entities such as ABTA and Governments. Preverisk has a team of 120 auditors, consultants and trainers, with experts from Spain, Mexico, the Dominican Republic, Egypt, Turkey and Morocco.

### **About RIU Hotels & Resorts**

The international chain RIU was founded in Mallorca, Spain, in 1953 as a small vacation business for the Riu family, founder and current third-generation owner. The company focuses on holiday hotels and more than 70% of its establishments offer the renowned All-Inclusive by RIU service. With the opening of its first city hotel in 2010, RIU expands its range of products with its own line of urban hotels called Riu Plaza. RIU Hotels & Resorts has 99 hotels in 19 countries that receive more than 4.9 million clients each year and where a total of 31,270 employees work. RIU is currently the 38th largest chain in the world, the 4th in Spain by revenue and in number of rooms.