

COVID-19 PREVENTIVE MEASURES STANDARD

Regaining trust and demonstrating consumer confidence in the hospitality industry

Assuring Consumer Confidence

The COVID-19 coronavirus outbreak has major consequences worldwide for the way people work, recreate and organize their social lives. Following lockdowns in Spring 2020, organizations are gradually restarting operations and reopening for business using recommended health and safety guidelines.

To support organizations in regaining trust and consumer confidence during this transition, ABS Quality Evaluations (ABS QE) and Kiwa Nederland B.V. have formed a Quality Assurance Alliance to offer a new COVID-19 Preventive Measures Standard for the hospitality sector to build back consumer confidence.

Controlling Risk for Safer Operations

Achieving this standard and adopting its risk management framework will help organizations demonstrate that they have a system in place to manage staff and consumer safety in a pandemic environment.

A globally accredited certification provider, ABS QE will evaluate whether an organization has adopted a process to identify COVID-19 hazards and has a plan in place to address the health and safety requirements associated with these risks. Once demonstrated, Kiwa will issue a quality assurance mark verifying there are processes and preventive measures in place to mitigate and reduce COVID-19 risks.



- ✓ Ensure risks associated with COVID-19 have been controlled and managed in a planned manner
- ✓ Evaluate the preventive measures in place to comply with CDC, OSHA and state requirements
- ✓ Create trust and consumer confidence through periodic assessments to check protocols and preventive measures

CREATE TRUST, DEMONSTRATE CONFIDENCE

Clarity

Give your organization a tool to ensure all applicable requirements have been implemented within the organization.

Because the assessment is performed on the actual premises of your business, you create clarity for your customers at the same time. With the quality mark, your organization makes safety visible.

Trust

Assure trust and promote standards of excellence in health and safety to support customer satisfaction.

Demonstrating the correctly applied preventive measures creates trust with your customers.

Efficiency

Make work processes transparent during this transition for employees and customers.

Following the Plan-Do-Check-Act cycle, continuous improvements to your organization's processes can be made in a structured manner resulting in increased safety and transparency in your organization.

Confidence

Demonstrate compliance and promote confidence through verifiable quality assurance.

After obtaining the quality mark, organizations can display that their facilities comply with the requirements for COVID-19 preventive measures that apply to the sector.



Competitive Advantage

Conformance to the Kiwa COVID-19 Preventive Measures Standard provides businesses with demonstrated confidence that they have followed all recommended guidance and state-specific requirements to control and manage health risks in a pandemic environment.

Gain the competitive advantage and verify that your organization is deploying measures in the right way to assure staff and consumer confidence.

“There are so many different rules and regulations that are constantly evolving when facing a virus of this magnitude. With the knowledge and guidance of Kiwa and ABS QE, our team has effectively implemented and addressed every component in our company to ensure that the protocols of a safe and healthy environment are met to reopen with confidence.”

– Francesco Costa, Chairman of Spring Place Beverly Hills

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