

WE CARE : TUV INDIA Initiative for Hospitality Industry



The Hospitality Industry like Hotels with stay in and dine in facilities, Quick Service Restaurants (QSR) and Catering industries / Cloud kitchens is globally a leading commercial segment and is a target of increasing attention due to its potential to contribute to sustainability and the impact it has in the Environmental, Social and Economic areas.

TUV India would like to play an active role in identifying such risks and providing assurance to the organization and the Health and Safety of the business activity. Effective prevention and control measures in hotels can safeguard the health of the hotel guests, staff, employees and other stakeholders. This scheme is intended to provide practical assessment on the preventive measures for the hospitality industry.

OBJECTIVES

The scheme 'WE CARE', is based on HoReCa (Hotels, Restaurants & Cafeteria's), MHA and FSSAI guidelines;

- To assess the facility for its safety and hygiene practices for guests and staff.
- To ensure conformance with the applicable regulatory requirements.
- To review and verify the control measures.

The scheme for resorts may be different from star category hotels as the scope & area will be different. Similarly for Quick Service Restaurants, cloud kitchens, and café's the audit can be customized based on activity

SOCIAL BENEFITS:

1. Enhance Trust
2. Increase Goodwill
3. Ensure overall safety and Hygiene
4. Sustainability



Safe to Visit | Safe to Eat | Safe to Stay

A TUV INDIA INITIATIVE

FOUR PILLARS FOR THE WE CARE SCHEME

1. Clinical Sanitation – 'Safe Environmental Cleaning' for all area with approved chemicals and disinfectants.
2. Health, Safety & Compliance – Ensuring safety at every stage for guests/visitors and employees.
3. Safe and Hygienic Food – Compliance to food safety and Hygiene laws and regulations
4. Sustainability & Contactless Process – Policy on Waste Management, Water and Energy Conservation. Utilizing technology and ensuring contactless procedures for guests.

ECONOMIC BENEFITS:

1. Enhance customer confidence.
2. Potential business growth.
3. Brand Reputation

AUDIT METHODOLOGY

1. Physical Inspection of Site Conditions and Infrastructure of all areas of Business Unit under Audit.
2. Interview of Personnel at Business Units
3. Verification of records being maintained. For example: Revision of SOP, SSOP (Sanitation SOP) and Policies.

AUDIT FREQUENCY

Audit will be conducted minimum once in a year to ensure conformity to the defined audit criteria. In case of any adverse findings, need for a re-audit will be reviewed based on the nature of the findings.

CERTIFICATE

On successful completion of the audit, "WE CARE" certificate shall be issued



WHO CAN AVAIL THESE SERVICES:

Hospitality Industry: Hotels with stay in and dine in facilities, Resorts, QSR's (Quick Service Restaurants) and Catering industries /cloud kitchens.

HOW WILL THESE ASSESSMENTS BE

PERFORMED?

TUV India's auditors have been trained on all the legal and regulatory requirements specific to the hospitality industry and would be domain experts to the industry. They would also be conversant with all the local guidelines prevailing in the state where the facility is located.

All audits would be conducted on-site to ensure diligent verification of intent, plan, systems, documentation and evidence of implementation.

ABOUT US

With over 14,000 employees, TÜV NORD GROUP is one of the largest technical service providers, offering its advisory, and service and inspection expertise in over 100 countries throughout the world.

Areas of activity include Industrial Services, Certification, Testing, Product Certification, Mobility, Training, and IT. TÜV NORD GROUP occupies a unique position in the sector based on its work in the fields of natural resources and aerospace and is firmly committed to its guiding principle and watchword: **"Expertise for your Success"**.

TUV India Pvt. Ltd. was established in 1989 as part of the German RWTÜV group's Indian operations, now the TÜV NORD GROUP, as one of the first Certification Bodies to start operations in India; since then, it has been closely associated with the quality revolution in India. With over 1100 employees in more than 25 locations across India, TUV India is never far from its customers.

TUV India Pvt. Ltd. Provides diverse services in Management System Certification, Industrial Services, and Infrastructure. Construction, Project Management, Laboratory Testing, Training, Automotive Services, Product Testing & Certification, Sustainability Services and Renewable Energy.

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