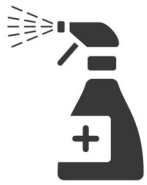


# Safe at Work

The wellbeing of Hilton's guests and Team Members is our highest priority, and we remain diligent in our commitment to provide a safe, hospitable environment for all who visit our properties.

This plan presents what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science & sanitation methods in consultation with the CDC, Hilton Hotels & local authorities. We will continue to refine and update the plan as our experts provide us more advice.



## Public Space Sanitizing

**All public space and back-of-house hand contact surfaces** will be sanitized every 2 hours with anti-viral disinfectant, including (but not limited to):

- Door handles & door plates
- Stair banisters & hand rails
- Reception desk, pens
- Light switches
- Elevator buttons
- Trash receptacles
- Tables & chairs
- Entry doors
- ATM
- Bell Carts
- Towel dispensers
- Computer Terminals

**Hand sanitizing stations** will be placed at key guest and team member entrances & contact areas.

- Main Entrance
- Each F&B cashier station
- Front Desk
- Lobby Elevators
- Main meeting space
- Each occupied meeting room
- Health Club

**All public & team member restrooms** will be sanitized on an hourly basis including:

- Entry & stall door
- Light switches
- Toilet handles
- Paper holders
- Faucet handles
- Change trash bags
- Baby changing station
- Pump bottles



## Restrooms



## Front Desk

**Front desk set-up and processes will be modified** to provide social distancing and enhanced sanitizing.

- Increased advocacy for utilization of Digital Key & Honors app providing contact-free check-in process.
- Increased use of Kipsu texting application for pre-arrival & onsite communication.
- Plexiglass screens at the front desk to provide protection for guests and team members.
- Guest keys will be disinfected and rotated on a 4-day basis. All areas are disinfected between each guest transaction.
- Valet/Bell Services are suspended.



**Housekeeping service:** With the safety of our guests & employees our number one priority, the following policies will be in place: A) Guest rooms will only be cleaned upon request. B) Long term stay rooms will be cleaned on the 3rd day of stay. C) **Amenities, linen & towels, may be requested at any time and will be delivered to your door.**

**Industry leading cleaning & sanitizing protocols** are used to clean guest rooms with particular attention paid to high touch areas using peroxide multi surface cleaner & disinfectant, including:

- Door handles & Plates
- In-room collateral
- Television
- Safety latch & peep hole
- Telephone keypad
- Faucet, shower, toilet handles
- Dresser drawer handles
- Remote control
- Light switches
- Alarm clock
- Thermostats
- Hangers & luggage rack

**Our hotel will be taking a phased approach to reopening our food & beverage outlets.**

- Tables 6 feet apart to allow for social distancing.
- Removal of bulk items.
- Single use menus or QR Code available
- Tables & chairs sanitized after each use.
- No pre-set tables.
- Sanitizer, gloves & plexiglass screens at all buffets
- Check presenters, pens and all other reusable items to be sanitized after each use.



**Outlets**



**Banquets**  
**Conference Meals & Breaks**

**New protocols for cleaning/sanitizing and social distancing** will be put into place for all catering /banquet/conference events.

- Room capacities will be adjusted to current local government standard.
- Sanitizer, gloves & plexiglass screens at all buffets.
- Plated and Grab n' Go options will be utilized when necessary.
- Modified Break layouts & packaging to limit person to person contact.
- Condiments will be single serve.
- Enhanced cleaning & sanitizing protocols will be implemented as outlined previously.

**New protocols for cleaning/sanitizing and social distancing** will be put into place for all meetings.

- Hand sanitizer in all meeting rooms & high-traffic meeting areas.
- Use of linenless laminate meeting room tables only.
- All meeting room tables, chair arms, audio/visual equipment, door handles, light controls, & any other touch points sanitized before/after meetings each day.
- All trash removed during lunch break & after meeting concludes.
- Meeting amenities of bottled water, writing pads & pens provided upon request of the meeting planner.
- Meeting room capacities determined by local/state directives at time of meeting.
- Scale diagrams for each meeting room showing capacity & spacing distances provided upon request of meeting planner.



**Meetings**