

Safe at Work... Our Road Back



The well-being 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 on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice.



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 and hand rails
- Reception desk, pens, touchpads
- Light switches
- Elevator buttons
- Escalator hand rails
- Trash receptacles
- Coffee & Beverage stations
- Vending & ice machines
- Card keys on check-out
- All kitchen equipment
- Towel dispensers
- Cleaning equipment
- Computer terminals



Hand sanitizing stations will be placed at key guest and team member entrances and contact areas:

- Each front desk station
- Each F&B cashier station
- Main entrance
- Side entrances
- Entrance to outlets
- Elevator lobbies
- Garages
- Main meeting space
- Each occupied meeting zone
- All public and back of house restrooms

Public Space

Health Club protocols will include reduced capacity, use of every other machine to support social distancing, and amplified sanitization of high-contact surfaces.

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

- Toilet flushing handles
- Toilet paper holders
- Toilet brush handles
- Sink faucet handles
- Soap dispensers
- Hand dryers
- Trash receptacles
- Door handles and plates
- Towel dispensers
- Baby changing station



Restrooms



Front Desk & Lobby

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

- Increased advocacy for utilization of Digital Key and Honors app providing contact-free check-in process
- Increase use of Kipsu (text messaging system) for pre-arrival and on-site communication to limit Front Desk visitation
- All team members will be required to wear masks; masks will be distributed to guests as needed
- Hand sanitizers will be provided at each front desk station
- Social distancing "steps" will assist with queue management
- Each GSA will have their own dedicated keyboard, mouse and supplies
- Phone sanitizing to prevent cross-contamination between agents



Housekeeping

Housekeeping services will be provided on an opt-in basis. Guest rooms will only be serviced after check-out, or upon request.

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

- Door handles & door plates
- Safety latch and peep hole
- Desk, table, chairs, lamp
- Dresser drawer handles
- Light switches
- Thermostats
- IRD menu and other in-room collateral
- Telephone keypad
- Remote control
- Alarm clock
- Television
- Trash receptacle
- Drapery pull handles
- Hangars, luggage rack
- Faucet, shower, toilet handles

Our hotel will be taking a **phased approach to reopening our food and beverage outlets** starting with our Grab and Go first.

Mainstreet Market

- Reworked displays
- Less bulk, less contact
- Revised menu
- Focus on queue management
- To Go Orders

Covington Mill

- 50% seating to allow for social distancing
- Revised menu
- To Go Orders
- Revised sanitation process:
 - Tables, bar tops, stools and chairs sanitized after each use
 - Single serve condiments
 - Single use menus
 - Check presenters, pens and all other reusable items to be sanitized after each use (or single use)
 - All straws wrapped



Restaurants



Banquets

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

- All food and beverage items will be individually plated and served
- Coffee and other break items to be attended and served by a server
- Disposable utensils will be utilized
- Condiments to be single serve or served in sanitized individual containers
- Enhanced cleaning and sanitizing protocols will be implemented as outlined previously

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

- New technology packages to allow for: smaller group meetings in multiple rooms with same presenter, and hybrid meetings with attendees onsite as well as remote
- Enhanced cleaning and sanitizing protocols will be implemented as outlined previously
- Eliminate bulk water stations



Meetings



Hilton

ORLANDO LAKE BUENA VISTA