The well-being of Hilton’s guests and Team Members is our highest priority. We remain diligent in our commitment to provide a safe, hospitable environment for all who visit our properties.

This plan presents what we 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.

**All public space and back-of-house hand-contact surfaces** are sanitized every 2 hours with anti-viral disinfectant, including (but not limited to):
- Door handles & door plates
- Stair banisters
- 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** are 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

**Health Club** has amplified sanitization of high-contact surfaces

**Elevators** are limited to four people per elevator

**All public and team member restrooms** are sanitized on an hourly basis including:
- Toilet flushing handles
- Toilet paper holders
- Toilet seat coverings holders
- Sink faucet handles
- Soap dispensers
- Trash receptacles
- Door handles and plates
- Towel dispensers

**Front desk set-up and processes modified** to provide for social distancing and enhanced sanitizing:
- Increased advocacy for utilization of Digital Key and Hilton 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 are required to wear masks
- Phone sanitizing to prevent cross-contamination between agents
Housekeeping services will be provided on an opt-in basis.
- Guest rooms will only be serviced after check-out, or upon request
- Linen drops available upon request

Industry leading cleaning and sanitizing protocols are used to clean guest rooms with particular attention paid to high-touch areas including:
- Door handles & door plates
- Safety latch & peep hole
- Desk, table, chairs, lamp
- Dresser drawer handles
- Light switches & electrical outlets
- Thermostats
- In-Room collateral
- Telephone keypad
- Remote control
- Alarm Clock
- Television
- Trash Receptacle
- Drapery pull handles
- Hangers, luggage rack

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

Open
- Marketplace
  - Reworked displays
  - Revised menu
  - Line queue management through floor decals
  - Plexiglass screens at cashier station

Currently Closed
- Nikolai’s Roof Restaurant

Trader Vic’s Restaurant & Mai Tai Bar
- Southern Elements
  - Tables, bar tops, stools and chairs sanitized after each use.
  - Single serve condiments
  - Check presenters, pens and all other reusable items to be sanitized after each use

New protocols available for cleaning/sanitizing and social distancing
- Respecting physical distancing with creative and customized meeting sets and customized menus. Example floor plans available upon request
- All food and beverage items can be individually plated and served
- Coffee and other break items can be attended and served by a server
- Disposable utensils can be utilized
- Condiments to be single serve or served in sanitized individual containers
- Enhanced cleaning and sanitizing protocols will be implemented
- Use of linenless tables whenever possible. If linen is used it will be changed, including underlays, after each use
- Eliminate bulk water stations; bottled water available for purchase
- Removal of pen, pads and candy in meeting rooms
- 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
- Increased hand sanitizer stations on meeting room floors
- Signage in common areas encouraging social distancing
- Utilize multiple entry points to ballroom to avoid bottlenecks