



RECEIVED JUL 16 2020

Via Certified Mail: 7007 2560 0001 7816 5337

July 13, 2020

Eric Gill
Finance Secretary - Treasurer
Unite Here, Local 5
1516 S. King Street
Honolulu, Hawaii 96826

RE: Response to Information Requests

Dear Eric,

The Hotel is in receipt of the Union's Information Requests received on May 22 and June 19, 2020. Hilton Hotel Employer LLC d/b/a Hilton Hawaiian Village (the "Hotel") objects to these requests to the extent that they are vague, overbroad, unduly burdensome, or call for the disclosure of documents which are either confidential, proprietary, or protected by legal privilege. The Hotel further objects to these requests to the extent that they call for information or documentation which is neither relevant nor necessary for the Union to carry out its statutory duties and responsibilities. Without waiving these, or any other, objections, the Hotel provides the following responses.

Additionally, as the Hotel has currently suspended operations, many of the below responses relate to current intentions upon reopening. The Hotel provides the following responses with the understanding that the Union may wish to discuss some of these matters in more detail. The Hotel is open to having further discussions upon request.

Many of your questions below relate to safety and cleanliness related issues. Hilton has developed a new industry defining standard for cleanliness and disinfection – called Hilton CleanStay – to meet evolving consumer expectations and to protect the safety of our employees during the COVID-19 pandemic. Our processes and employee training, which are described in greater detail in the materials included with this response, have been developed with RB, maker of Lysol and Dettol, to maintain a safe workplace and help Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.

The safety and security of our guests and employees remains our highest priority, and Hilton remains diligent in our commitment to provide safe, hospitable environment for all who enter our doors. Our employees are provided with protective equipment and enhanced training on cleanliness and hygiene designed to protect their and guests' well-being. Our housekeeping employees use Lysol disinfecting wipes on each of the guest room hotspots as well as using them to disinfect throughout hotel common areas. We have increased the frequency of public area cleaning, including disinfecting elevator buttons and door handles, and added hand sanitizers and

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disinfecting wipes throughout the property. We also reconfigured our public area and food and beverage furnishings that respect social distancing and sanitation requirements.

We are adding an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned. We've also removed traditional multiple guest use materials, such as pens, paper and other in-room collateral. The disinfection of high touch areas, from light switches, to door handles to thermostats is less about the number of touchpoints and more about the extra level of focus that our housekeeping teams are giving to certain areas given the current environment and needs.

Recall from Layoff

1. What action will the hotel take with respect to an employee who declines to be recalled from layoff?

The Hotel intends to follow the recall procedure set forth in the Collective Bargaining Agreement.

2. Will the hotel pay a premium above the contractual rate or provide any other benefits or incentives to employees who work during the pandemic? If so, what is the premium, benefit or incentive?

The Hotel has paid, and will continue to pay, the applicable rates as set forth in the Collective Bargaining Agreement for those employees who may have worked since the onset of the pandemic and for those who may be recalled.

Procedures and Protocols to Reduce Risk of Covid-19 transmission

3. What procedures and protocols will the hotel implement to reduce health and safety risks associated with Covid-19 (e.g. to maintain social distancing in elevator use and during employee shift meetings, meals and breaks)

The Hotel intends to adhere to the guidelines set forth in the Hilton CleanStay program. For more information regarding those guidelines, please refer to the documents included with this response.

4. Has the hotel obtained advice from any public health professionals about how to reduce health and safety risks associated with Covid-19? If so, provide their names, resumes and contact information.

No such advice has been obtained specifically for the Hotel.

Job Duties & Training

5. Will there be any changes to the duties of any job classifications, compared with duties prior to the pandemic? If so, please describe the changes.

It is not currently anticipated that the general job duties of a given classification (i.e., the role of that classification) will change. However, this matter is still under review, and the Hotel will supplement its answer to the extent that new or different information becomes available.

6. What training will the hotel provide to employees regarding procedures and protocols to reduce health and safety risks associated with Covid-19? Who will provide the training? Will any public health authorities review and approve the training? When? By what medium? How long will the training last? How often will employees be retrained? Provide copies of any training materials.

Please refer to attached documents regarding the Hilton CleanStay program with respect to the content and method of delivery for applicable training. It is anticipated that the training will be conducted in-person by Hotel management staff at the appropriate time.

Protective Equipment

7. Will employees be allowed or required to wear masks, gloves or any other protective equipment while working? Will the hotel provide employees with masks, gloves or other equipment? If so, what types? How many will be provided to each employee per shift?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

Cleaning

8. What cleaning standards has or will the hotel implement in response to the Covid-19 pandemic?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

9. What will be the schedule for cleaning each of the following areas: public areas, front desk, elevators, restrooms, meeting rooms, front desk, kitchen and food preparation areas, nonpublic areas, fitness center, business center and laundry rooms?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

10. Has the hotel identified any “high-touch” surfaces within each area to clean more frequently? If so, what are those surfaces and how frequently will they be cleaned?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

11. How often will guest rooms be cleaned?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

12. Will there be any changes to what housekeepers are required to do in connection with cleaning any guest room?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

13. How many guest rooms will housekeepers be expected to clean per shift?

There are no current plans to deviate from the Collective Bargaining Agreement, to the extent applicable, with respect to daily room cleaning assignments for housekeepers.

14. What equipment or cleaning agents will be used in each area of the hotel?

Please refer to attached documents regarding the Hilton CleanStay program, which contains information responsive to this request.

15. Will any outside contractors be retained to perform any cleaning? If so, provide the names and contact information for such contractors and describe the work that each will do.

There are no current plans to deviate from current or past practice with respect to the use of outside contractors to perform cleaning services, unless required or necessitated by emergency or pandemic-related reasons. However, the Hotel does not have specific names or contact information for contractors who may be used for these purposes; nor does the Hotel currently possess information about the work such contractors might do.

Sickness and Exposure

16. Will the hotel take any steps to determine whether an employee might be infected with Covid-19?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

17. If an employee displays Covid-19 symptoms, what action will be taken?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

18. Under what circumstances associated with the pandemic, will the hotel provide paid or unpaid leave? How much paid and unpaid leave will be provided?

There are no current plans to provide paid or unpaid leave beyond that which is required by the Collective Bargaining Agreement or applicable law.

19. Will any adjustments to the attendance policy be made to discourage employees who are sick from reporting to work?

There are no current plans to deviate from the applicable Hotel attendance policy.

20. What will the hotel do to notify employees of exposure to another employee, a manager or a guest who tests positive for Covid-19?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

Customers

21. What rules will be implemented to limit the risk that a customer transmits Covid-19 to an employee? What steps will the hotel take to determine whether a guest might be infected with Covid-19

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

22. What signs will be displayed in the hotel about these rules? Where will the signs be placed?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

23. What steps will be taken to protect employees if any guest has been infected with, or exposed to, Covid-19?

Please refer to attached documents regarding the Hilton CleanStay program, which contain information responsive to this request.

24. Has the hotel made any commitments or other arrangements to house people who are infected with Covid-19, in isolation or quarantine because of exposure or suspected exposure to Covid-19, or people doing work related to the pandemic? If so, please describe.

No such commitments or arrangements have been made with respect to the Hotel.

Sincerely,

A handwritten signature in black ink, appearing to read "Julie Walker". The signature is fluid and cursive, with a long horizontal stroke at the end.

Julie Walker
Area Director of Human Resources