

ADDITIONAL CHECKLISTS



Cleaning and Disinfection Schedule – All Contact Surfaces

List all areas in the hotel that have contact surfaces, copy sheet and use every two hours to record cleaning and disinfection of areas (Front and Back of House)

[illegible]

Cleaning and Disinfection Schedule – Toilets

Use this schedule to record hourly cleaning and disinfection of all
Public & Team Member toilets in the hotel (use one schedule per toilet)

Toilet _____

Time cleaned	Print Name	Sign
12am		
1am		
2am		
3am		
4am		
5am		
6am		
7am		
8am		
9am		
10am		
11am		
12pm		
1pm		
2pm		
3pm		
4pm		
5pm		
6pm		
7pm		
8pm		
9pm		
10pm		
11pm		

Guest Welfare checklist
(Complete daily during an Outbreak)

Name _____
Date _____

Action required	Comments
Use guest illness Summary Sheet to record all guest illness and details	
Issue letters to guests to inform/update them of the situation if an outbreak at the hotel.	
Politely encourage guests staying in-house that are exhibiting symptoms to remain in their room until they are symptom free to prevent cross contamination	
All requests from ill guests should be made via the phone. Have guests been provided with contact names/numbers?	
Any requests from ill guests e.g. room service/linen should be left outside the guests door for them	
Ensure clean towels and linen are provided for ill guests via housekeeping/cleaning team	
Ensure drinking water and food is provided for ill guests	
Contact family members of guests if required	
Liaise with medical services if required	
Make arrangements for longer stay for guests if required	

Guest Illness Summary Sheet

Use this sheet as a summary to record guest illness during an outbreak

Name	Room No.	Onset date/time	Symptoms	Comments

Viral Chemical and Equipment Checklist
(Quantity required to be established by Hotel/ Safety & Security)

Date _____

Item	Quantity required	Quantity in Stock	Comments
Clinical waste bags			
Soluble Linen Bags			
Disposable mop buckets (Or details of where to buy from)			
Disposable mops			
Disposable cloths			
Antibacterial Hand Gel dispensers			
Antiviral spray bottles			
Body Fluid Spill Kits			
Antiviral Hand Gel			
Antiviral Disinfectant			
Disposable gloves			
Disposable aprons			
Steam Cleaner (Or details of where to hire from)			

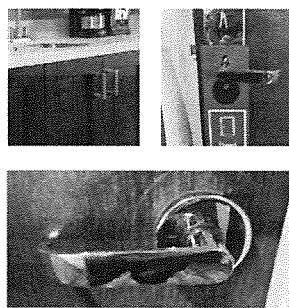
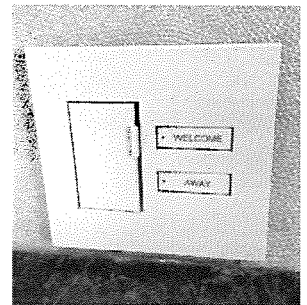
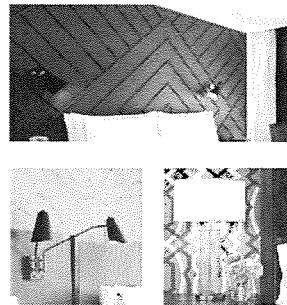
Guest Room Cleaning 10 Point Checklist

Hilton
CleanStay

1

Switches & electronic controls

Lights, lamps, switches and electronic controls.



Handles & knobs

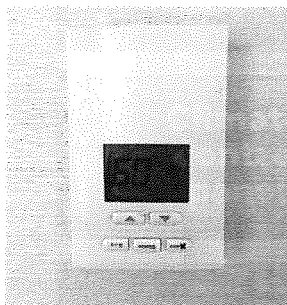
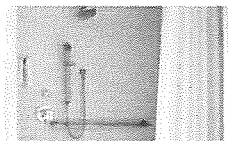
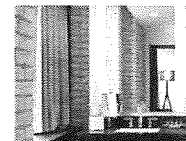
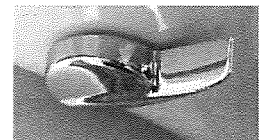
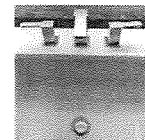
Doors, closets, drawers, furniture knobs and drapery pull handles.

2

3

Major bathroom surfaces

Toilet handles, seats, shower/tub controls and sink faucets.



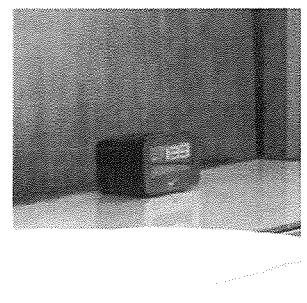
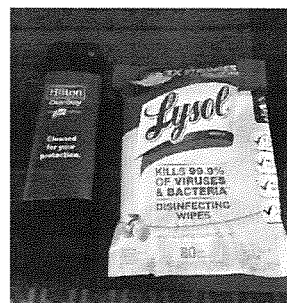
Climate
control
panels

4

5

Telephones, remote controls and clocks

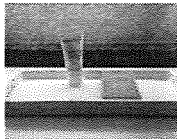
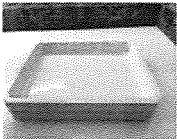
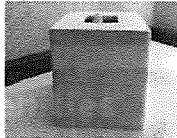
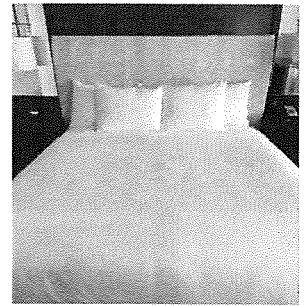
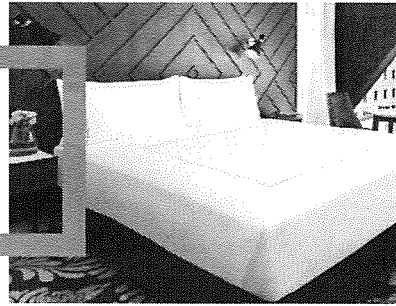
Handsets, dial pads and Function buttons.



6

Bed & Bedding

All bed linens including Duvet covers, pillowcases and sheets. No Lysol/Dettol. Follow current laundering process.



Bath amenities

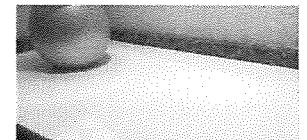
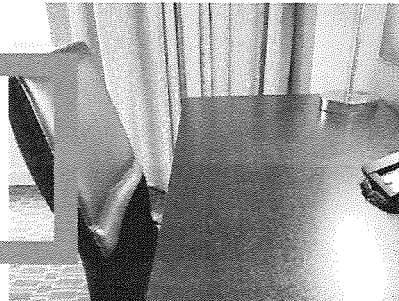
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

7

8

Hard surfaces

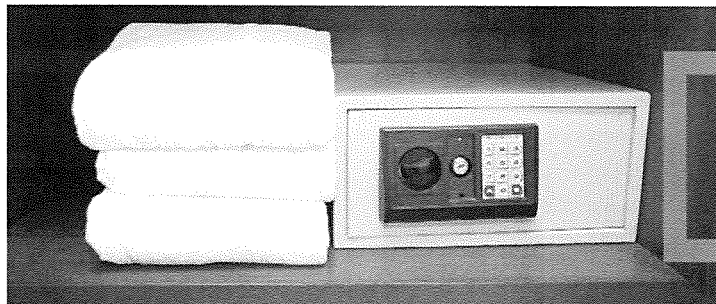
Tables, desks and nightstands. No Lysol/Dettol. Follow current cleaning protocols.



Closet goods

Iron, safe handle and keypad.

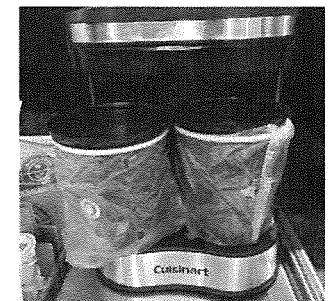
9



10

In-room food & beverage*

Handles on minibars, refrigerators, and coffee maker.



*Follow commercial cleaning protocol for all glassware and cutlery

Hilton

Waldorf Astoria

LXR CONRAD

canopy

Signia Hilton

Hilton

CURIO

by Hilton

TAPESTRY

by Hilton

MOTTO

by Hilton

Hampton

by Hilton

HOMEWOOD

by Hilton

Hilton Garden Inn

Hilton

HONORS

Hilton

Room Clean

Pre-Shift Brief

Instructions for Trainer:

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on Room Cleaning: What is new? The duration of the training is approximately 8 minutes and should be delivered to all Team Members that service Guest Rooms. Be sure to call out the correct name of disinfectant product you will use at your hotel.



Say

While cleaning and disinfecting the guest rooms at our hotel was always important, we have added additional protocols to maintain cleanliness for our Team Members and guest wellbeing.



Ask

Why are we instituting new room cleaning protocols at our hotel?
Allow 3 minutes for the team to discuss, and confirm the following:

- Create a safe environment for our guests and Team Members
 - Reduce the potential spread of any virus and bacteria
 - Demonstrate our commitment to cleanliness across our hotel
-



Say

Most things that we typically do in a guest room will stay the same, like our attention to detail. However we will make three changes to our typical routine to ensure proper disinfection and notification to the guest:

1. Use the disinfectant product **FIRST** – in accordance with proper protocol and guidance allow it to be wet across all non-porous surfaces, based on the “dwell time” suggested by the chemical provider
2. Use the Lysol/Dettol/other disinfectant product **LAST** across all the hot spots noted in the guest room, except for the bedding and hard surfaces. Most areas you will use a Lysol wipe, some cases a spray.
3. Place the Hilton CleanStay seal on the closed guest door upon leaving.

Let's discuss these in more detail.

Ask

How many minutes should we leave the disinfectant on the items?
Allow 2 minutes for the team to ask any questions, and ensure you confirm the following:

- The answer should be based on guidance from your chemical provider

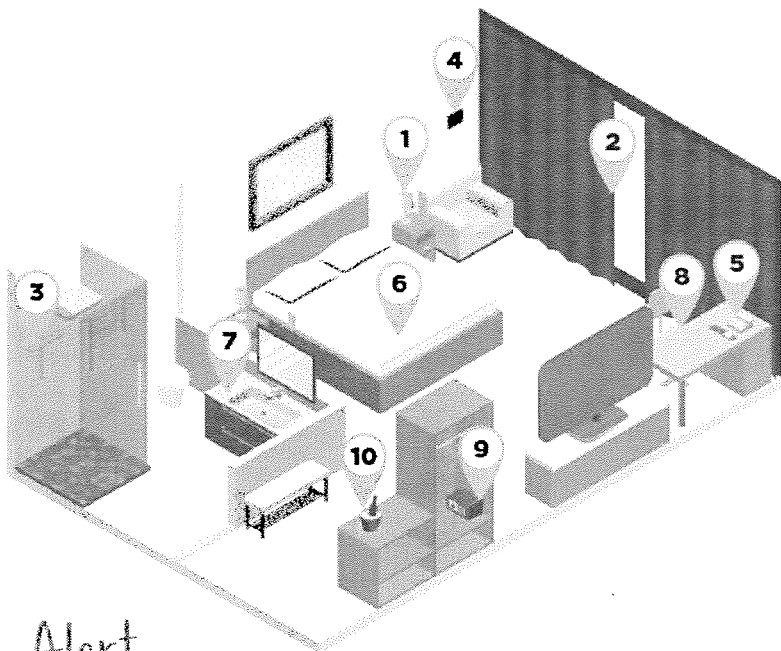
Remember, the disinfectant is the first chemical to apply.

Say

The next change in cleaning room involves a new wipe or spray by Lysol/Dettol/other disinfectant.

Lysol/Dettol is our new partner with Hilton CleanStay and they are experts in the areas of hygiene and disinfection.

We are providing an additional step with the wipe or spray as a final touch.
You will each receive these wipes or spray to apply on the following 10 hot spots (except the bed and hard surfaces). A good approach would be to use two wipes for the guest room and one for the bathroom one specific for the toilet seat. .



Alert

Take the time to walk your team through the list and all the items that need the wipes or spray as a final touch (except bed/bedding).

Walk each relevant team member through a guest room and highlight the hot spot areas and demonstrate best practices on how to use the wipe and spray.

1 SWITCHES & ELECTRONIC CONTROLS Lights, lamps, switches and electronic controls.	COMPLETE
2 HANDLES & KNOBS Doors, closets, drawers, furniture knobs and drapery pull handles.	COMPLETE
3 MAJOR BATHROOM SURFACES Toilet handles, seats, shower/tub controls and sink faucets.	COMPLETE
4 CLIMATE CONTROL PANELS	COMPLETE
5 TELEPHONES, REMOTE CONTROLS AND CLOCKS Handsets, dial pads and function buttons.	COMPLETE
6 BED & BEDDING All bed linens including duvet covers, pillowcases and sheets. NO LYSOL. Follow current laundering process.	COMPLETE
7 BATH AMENITIES Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.	COMPLETE
8 HARD SURFACES Tables, desks and nightstands. NO LYSOL. Follow current cleaning protocols.	COMPLETE
9 CLOSET GOODS Iron, safe handle and keypad.	COMPLETE
10 IN-ROOM FOOD & BEVERAGE* Handles on minibars, refrigerators, and coffee maker.	COMPLETE

**Follow commercial cleaning protocol for all glassware and cutlery*

NO LYSOL=NO DETTOL



Also upon check-out the TV remote control wrapper must be replaced with a fresh one. In addition you may notice various “clings/stickers” that have been applied to walls and/or mirrors sharing the Cleanliness updates made in the guest room. If the stickers are peeling, dirty, or falling off the wall, the stickers should be replaced, and your manager should be a good resource for fresh stickers. Please place (specify amount) disinfectant pack of wipes by the remote.



Any questions on this change?

Allow 2 minutes for the team to ask any questions they may have.

Ask for them to recall the top hot spots and how to use the wipes or spray.



To make a great first impression on our hygiene and cleanliness efforts, a seal/sticker will be placed on the door once it's clean and vacant. This demonstrates to the guest that no one has entered the room since it was disinfected and wiped down with the Lysol/Dettol/other disinfectant products.

Share the seal placement process at your hotel – for example, placement on the guest door, who does it and when.



Remember these protocols are only for Departures/Check-Out room cleaning and when an occupied room requests cleaning.



Thank you for reviewing these updated cleaning processes. This will go into effect *June 15*. Close with any hotel specific details on supplies such as how and where to get the wipes or spray.

This document is provided to assist franchised hotels in the Hilton portfolio of brands and is based upon publicly available sources. All franchised hotels should consult with their own advisors before implementing any recommendations and may need to modify this information as and when needed in order to reflect hotel specific circumstances, changes in environment and/or legal requirements. The term Team Members refers to the employees of the owner or management company of a franchised hotel which is responsible for all decisions regarding the franchised hotel including but not limited to employment and pricing decisions.

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Room Cleaning Stayovers

Pre-Shift Brief

Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on Room Cleaning Stayovers: What is Changing? The duration of the training is approximately 8 minutes and should be delivered to all Managers for awareness and Team Members that service Guest Rooms. Before starting please review the grid. If you are an OPT IN brand this pre-shift is for you.



For our brand, we will clean stayovers upon request only, we will not provide daily room cleaning. This means that guests will communicate with us during check in at the front desk or in-room via phone or text, their guest room cleaning needs. Some may want their room cleaned daily, one-time or not at all, and some may just need amenities dropped off. Either way, we will be prepared and ready in a socially distant and safe way.

FREQUENCY BY BRAND & REGION						
Brands	Americas	EUROPE	MEA	APACX	China	
	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Daily (Opt Out)	
	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Daily (Opt Out)	
	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Daily (Opt Out)	
	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Upon Request (Opt In)	Daily (Opt Out)	
	Upon Request (Opt In)	Daily (Opt Out)	Daily (Opt Out)	Daily (Opt Out)	Daily (Opt Out)	



Why are we instituting new stayover room cleaning protocols at our hotel?
Allow 3 minutes for the team to discuss, and confirm the following:

- Create a safe environment for our guests and team members
 - Reduce the potential spread of any virus and bacteria
 - Demonstrate our commitment to cleanliness across our hotel
 - Let guests have “choice and control” over guest room needs
-



The following must be completed as part of stayover housekeeping service:

- Make the bed
- Wipe down bathroom surfaces
- Replace used terry with laundered product
- Replenish in-room coffee and tea offering
- Replenish bath amenities
- Vacuum carpet/mop floor (*as applicable*)
- Empty wastebaskets
- Clean and disinfect Hot Spots
- If the guest has been in-house for at least 3 days and has not received service:
 - Replace the bedding with laundered product
 - Replenish disinfecting wipes
 - Clean and disinfect bathroom
- Full Service / Focused Service / Luxury & Lifestyle / Embassy Suites | Replace glassware (*if applicable*) with sanitized product
- Homewood Suites / Home2 Suites | Load soiled cookware, silverware and utensils into the dishwasher. Do not initiate the wash cycle until a full load is present.



Let's talk about the cleaning process and hot spots.

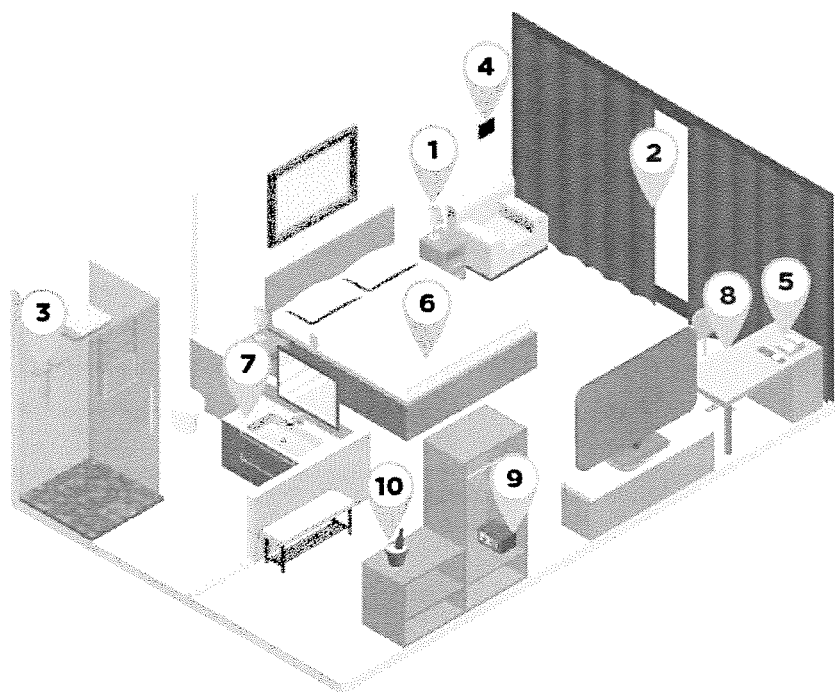
1. Use the disinfectant product FIRST – in accordance with proper protocol and guidance allow it to be wet across all non-porous surfaces, based on the “dwell time” suggested by the chemical provider
2. Use the Lysol/Dettol/other disinfectant product LAST across all the hot spots noted in the guest room, except for the bedding. Most areas you will use a Lysol wipe, some cases a spray.



The next change in cleaning the room involves a new wipe or spray by Lysol/Dettol/other disinfectant.

Lysol/Dettol is our new partner with Hilton CleanStay and they are experts in the areas of hygiene and disinfection.

We are providing an additional step with the wipe or spray as a final touch. You will each receive these wipes or spray to apply on the following 10 hot spots (except the bed and hard surfaces). A good approach would be to use two wipes for the guest room and one for the bathroom and one for the toilet seat.



1	SWITCHES & ELECTRONIC CONTROLS Lights, lamps, switches and electronic controls.	COMPLETE
2	HANDLES & KNOBS Doors, closets, drawers, furniture knobs and drapery pull handles.	COMPLETE
3	MAJOR BATHROOM SURFACES Toilet handles, seats, shower/tub controls and sink faucets.	COMPLETE
4	CLIMATE CONTROL PANELS	COMPLETE
5	TELEPHONES, REMOTE CONTROLS AND CLOCKS Handsets, dial pads and function buttons.	COMPLETE
6	BED & BEDDING All bed linens including duvet covers, pillowcases and sheets. NO LYSOL. Follow current laundering process.	COMPLETE
7	BATH AMENITIES Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.	COMPLETE
8	HARD SURFACES Tables, desks and nightstands. NO LYSOL. Follow current cleaning protocols.	COMPLETE
9	CLOSET GOODS Iron, safe handle and keypad.	COMPLETE
10	IN-ROOM FOOD & BEVERAGE* Handles on minibars, refrigerators, and coffee maker.	COMPLETE

**Follow commercial cleaning protocol for all glassware and cutlery*

NO LYSOL=NO DETTOL



Ask

If a guest requests you to service their room and it's not on your scheduled list, what do you tell them?

Remind the team to let their manager know about the guest request and to get it scheduled for cleaning.



Say

A few other reminders when cleaning the occupied room (if applicable)

GLASSWARE AND DISHWARE SANITATION

Remove all used coffee/tea pots, mugs, and glassware to be washed in a commercial dishwasher prior to replacing. Chemical sanitation is not permitted. Pod-based brewing systems must be cleaned per manufacturer instructions.

FIVE FEET TO FITNESS

Disinfect all equipment.

DISINFECTING WIPES

Replace packets of disinfecting wipes next to the TV remote control.

DISHWASHERS

Place all utensils and plates, glasses in the dishwasher and run a full cycle and leave items in the dishwasher, place note/sticker that they are clean



Ask

Any additional questions on stayover cleaning?

Allow 2 minutes for the team to ask any questions.



End

Thank you for reviewing these updated cleaning processes. This will go into effect *June 15*. Close with any hotel specific details on supplies such as how and where to get the wipes or spray.

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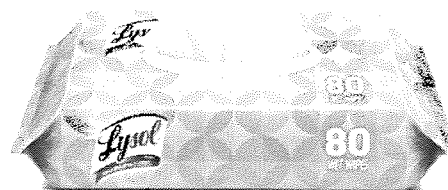
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LYSOL®

Disinfecting Wipes

Lysol® Disinfecting Wipes are a convenient way to clean and disinfect facility surfaces. Each pre-moistened disposable wipe kills 99.9% of germs.* No bottles, no sponges, no mess. Lysol® Disinfecting Wipes are also safe to use on electronics including Smartphones, Tablets and Remote Controls.



Features & Benefits

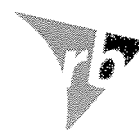
- Disinfects & kills 99.9% of viruses & bacteria, including 9 cold and flu viruses*
- Kills Salmonella Enterica (Salmonella), Influenza A Virus, Herpes Simplex Virus Type 1, Human Coronavirus, Respiratory Syncytial Virus and other harmful microorganisms on hard, non-porous surfaces*
- Safe to use on electronics including phones, TV remotes, and tablets

Does Lysol Kill COVID-19?

Specific Lysol products have demonstrated effectiveness against viruses similar to 2019 Novel Coronavirus (SARS-CoV-2) on hard, nonporous surfaces. In accordance with the EPA Viral Emerging Pathogen Policy, the following products can be used against 2019 Novel Coronavirus (SARS-CoV-2) when used in accordance with the directions for use.

Description	EPA Registration	For COVID-19 Follow Directions for Use Against Stated Virus (contact/kill time)
LYSOL® Brand Disinfecting Wipes	777-114	Rotavirus WA (10 minutes)

*When used as directed.





LYSOL®

Disinfecting Wipes

Use Instructions

Disinfect highly-touched objects according to facility guidelines

① PRE-CLEAN SURFACES

Pre-clean surfaces according to facility guidelines with approved cleaner-disinfectant products.



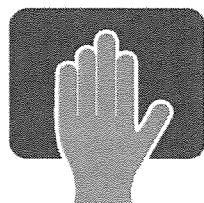
② TO OPEN

Open pouch by peeling back the seal. Remove wipe and reseal pouch to avoid moisture loss.



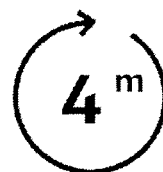
③ TO DISINFECT

Use a fresh wipe to thoroughly wet surface.*



④ CONTACT TIME

Leave untouched for 4 minutes to disinfect.



⑤ AIR DRY

Allow the surface to air dry. No need to manually dry surface.



⑥ DISCARD WIPES

Discard wipes after use in appropriate waste receptacles (DO NOT Flush in toilet/urinal or place in recycling containers).



*NOT recommended for copper, bronze, brass, bare wood surfaces, natural rubber, black/dark natural stone (unfinished/unsealed). DO NOT use on utensils, dishes, or glasses.

Safe handling

Please make sure your employees read and understand the product label and Safety Data Sheet before using this product. The label contains directions for use; and both the label and SDS contain hazard warnings, precautionary statements and first aid procedures. SDS are available online at www.rbinfo.com or by calling 800.560.6619.



Professional LYSOL®

Disinfectant Spray

This tuberculocidal, virucidal, fungicidal and bactericidal formula kills 99.9% of germs on hard, nonporous surfaces and is effective against over 100 microorganisms including H1N1 (Influenza A virus) MRSA, Norovirus, Rhinovirus, Poliovirus Type 1, Hepatitis A virus, Hepatitis B virus and HIV-1 (AIDS Virus).^{*} Use on showers, sinks, countertops, around toilet areas, glazed porcelain, garbage bins, stainless steel, and door handles. Lysol® Disinfectant Spray is a hospital-grade disinfectant that kills 99.9% of germs, including Norovirus, which causes the stomach flu.^{*} It also eliminates 99.9% of bacteria, prevents the growth of mold and mildew, and eliminate odors^{*}

Features & Benefits

- For Commercial Use: Kills Over 100 Illness causing germs including Cold & Flu Viruses^{*}
- Kills 99.9% of bacteria in 10 seconds^{*}
- 3 minute overall disinfection
- Meets OSHA Bloodborne Pathogens Standards
- Prevents Mold & Mildew growth for up to a week
- Eliminates odors at the source



Does Lysol Kill COVID-19?

Specific Lysol products have demonstrated effectiveness against viruses similar to 2019 Novel Coronavirus (SARS-CoV-2) on hard, nonporous surfaces. In accordance with the EPA Viral Emerging Pathogen Policy, the following products can be used against 2019 Novel Coronavirus (SARS-CoV-2) when used in accordance with the directions for use.

Description	EPA Registration	For COVID-19 Follow Directions for Use Against Stated Virus (contact/kill time)
Professional LYSOL® Brand III Disinfectant Spray	777-99-675	Norovirus (10 minutes)

^{*}When used as directed.





Professional LYSOL® Brand III

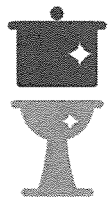
Disinfectant Spray

Use Instructions

Disinfect highly-touched objects according to facility guidelines

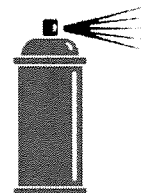
1 PRE-CLEAN

Pre-clean surfaces according to facility guidelines with approved cleaner-disinfectant products.



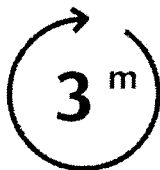
2 SPRAY SURFACE

Hold can upright 6" to 8" from surface. Spray 3-4 seconds until covered with mist.*



3 CONTACT TIME

Hard Surfaces: Leave untouched 3 minutes to disinfect.



4 FABRIC DISINFECTANT

To Disinfect Soft Surfaces:

- Spray until fabric is wet**
- DO NOT SATURATE
- Leave untouched for 10 minutes to disinfect



5 AIR DRY

Allow the surface to air dry. No need to manually dry.



*DO NOT use on polished wood, bare wood, painted surfaces, leather or acrylic plastics, brass, copper, aluminum, and hard, porous surfaces. As a good practice for any product, advisable to test on a hidden area.

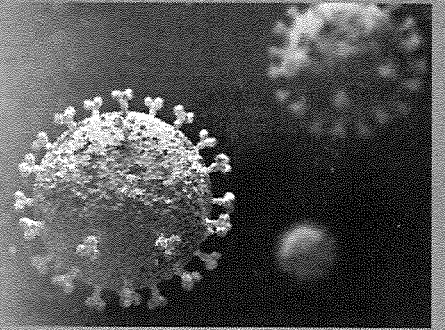
**DO NOT use on leather, rayon fabrics, silk, rayon acetate or satin fabrics. As a good practice for any product on fabrics, advisable to test on a hidden area.

Safe handling

Please make sure your employees read and understand the product label and Safety Data Sheet before using this product. The label contains directions for use; and both the label and SDS contain hazard warnings, precautionary statements and first aid procedures. SDS are available online at www.rbnginfo.com or by calling 800.560.6619

Managing Symptoms

THROUGHOUT
THE COVID-19
PANDEMIC



**THESE COVID-19 SYMPTOMS MAY APPEAR 2 TO 14
DAYS AFTER EXPOSURE TO THE VIRUS**



Cough



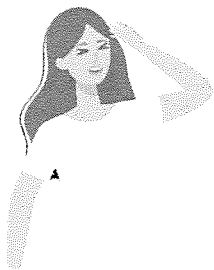
Sneezing



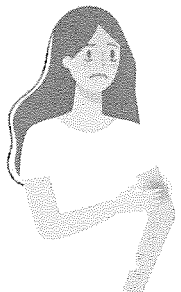
Headache



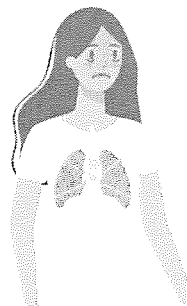
High
temperature



Dizziness



Muscle pain



Shortness of
breath



Chest pain

IF YOU EXPERIENCE THESE SYMPTOMS

- Stay at home
- Monitor your symptoms
- Seek medical attention
- Rest and stay hydrated

DO YOUR PART TO STOP THE VIRUS SPREADING

Hilton

SAFETY AND
SECURITY



Public Space

Pre-Shift Brief

Instructions for Trainer

Read this training card before the training session to ensure you are prepared. Follow the steps in this training card to facilitate a discussion on Public Space: What is new? The duration of the training is approximately 8 minutes and should be delivered to all Team Members that service the Public Space.



Say

While cleaning and disinfecting the public space at our hotel was always important, we have added additional protocols to maintain cleanliness for our team members and guest wellbeing.



Ask

Why are we instituting new public space protocols at our hotel?
Allow 3 minutes for the team to discuss, and ensure you confirm the following:

- Create a safe environment for our guests and Team Members
 - Reduce the potential spread of any virus and bacteria
 - Demonstrate our commitment to cleanliness across our hotel
-



Say

Most things that we typically do in the public space will stay the same, like our attention to detail, however we will make two changes to our typical routine:

1. The frequency of cleaning in some areas will increase
2. The additional use of Lysol/Dettol/other disinfectant product across some of our non-porous surfaces.



Let's review the checklist and highlight a few key areas on the frequency of cleaning and what areas require Lysol/Dettol/other disinfectant spray or wipes. (Print a copy for review from the Hilton CleanStay Hub or Learning Toolkit)

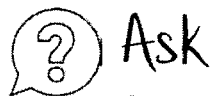
Elevators (interior handrails and buttons, exterior buttons)	Every One-Two Hours
Entrance/Exit Door Handles	Every One-Two Hours
Restroom Faucets/Toilets	Every One-Two Hours
Highlight other key areas in your hotel	

Note that only the bolded items require use of the Lysol/Dettol/other disinfectant product, as examples these include:

- Door Handles,
- Front Desk
- Elevator Control Panel/Buttons
- Public Area Toilet Seats/Flush

Public Space Cleaning Checklist		Hilton CleanStay
Designate each line on the cleaning checklist as complete by adding a check mark in the right column. ALL ITEMS IN BOLD GET LYSOL FINAL TOUCH CLEANING.		
DATE: _____ TIME: _____		
BY: _____		
GENERAL LOBBY CLEANING	MINIMUM FREQUENCY	COMPLETE
Hand railings - clean & disinfect	Every 3-4 hours	<input checked="" type="checkbox"/>
Water fountains - wipe area, polish & disinfect knobs	Every 3-4 hours	<input checked="" type="checkbox"/>
Baggage scanner (where applicable)	Every hour	<input checked="" type="checkbox"/>
Entrance/Exit doors - Clean and disinfect knobs and handles	Every 3-4 hours	<input checked="" type="checkbox"/>
Furniture/tabletops - clean & disinfect	As needed	<input checked="" type="checkbox"/>
Walls, wall features, picture frames - spot clean/dust	As needed	<input checked="" type="checkbox"/>
Hardwood/durable tile floors/carpets - clean/vacuum	As needed	<input checked="" type="checkbox"/>
Furniture lampshades, curtains - straighten	As needed	<input checked="" type="checkbox"/>
Antique/vase/urns - clean	As needed	<input checked="" type="checkbox"/>
Loose trash pick up	As needed	<input checked="" type="checkbox"/>
Trash containers - empty/replace liners	As needed	<input checked="" type="checkbox"/>
Glass/mirror areas	As needed	<input checked="" type="checkbox"/>
Outdoor seating	As needed	<input checked="" type="checkbox"/>
RESTROOMS (restrooms)	MINIMUM FREQUENCY	COMPLETE
Restroom seats - clean and disinfect	Every 3-4 hours	<input checked="" type="checkbox"/>
Trash containers - empty/replace liners	As needed	<input checked="" type="checkbox"/>
Light fixtures/decorative wall items - dust	As needed	<input checked="" type="checkbox"/>
Water/sink plates/door - spot clean	As needed	<input checked="" type="checkbox"/>
Carpet behind desk - vacuum	As needed	<input checked="" type="checkbox"/>
ELEVATOR (elevator)	MINIMUM FREQUENCY	COMPLETE
Up/Down Call Buttons - Clean and disinfect	Hourly	<input checked="" type="checkbox"/>
Elevator door - wipe down	As needed	<input checked="" type="checkbox"/>
Interior areas/stainless steel - clean/polish	As needed	<input checked="" type="checkbox"/>
RECEPTION (reception)	MINIMUM FREQUENCY	COMPLETE
Handrails - Clean and disinfect	Hourly	<input checked="" type="checkbox"/>
Control Panel - Clean and disinfect	Hourly	<input checked="" type="checkbox"/>
Ceiling light - dust/replace bulbs	As needed	<input checked="" type="checkbox"/>
Walls - wipe	As needed	<input checked="" type="checkbox"/>
Reception surfaces - clean	As needed	<input checked="" type="checkbox"/>
Carpet - vacuum	As needed	<input checked="" type="checkbox"/>
Desk - wipe down	As needed	<input checked="" type="checkbox"/>
Elevator Handrails	Hourly	<input checked="" type="checkbox"/>
Elevator walls and walls (NO LYSOL)	Every 3-4 hours	<input checked="" type="checkbox"/>
BUSINESS CENTER EQUIPMENT	MINIMUM FREQUENCY	COMPLETE
Hand contact surface disinfection	Every 3-4 hours	<input checked="" type="checkbox"/>
Business center equipment	As needed	<input checked="" type="checkbox"/>
Trash containers - empty/replace liners	As needed	<input checked="" type="checkbox"/>
SHARED GUEST USE EQUIPMENT	MINIMUM FREQUENCY	COMPLETE
Vending - clean & disinfect hand contact surfaces	Every 3-4 hours	<input checked="" type="checkbox"/>
Ice machines - clean & disinfect hand contact surfaces	Every 3-4 hours	<input checked="" type="checkbox"/>
Breakfast area - clean & disinfect hand contact surfaces	Every 3-4 hours	<input checked="" type="checkbox"/>

ALL ITEMS IN BOLD GET LYSOL FINAL TOUCH CLEANING.



Any questions on this change?
Allow 2 minutes for the team to ask any questions. Highlight which spray product you are using, and where they are stored.



Take the time to walk your team through the list and all the items that need the Lysol/Dettol/other disinfectant spray or wipe as a final touch



Ask

Any questions on this change?

Allow 2 minutes for the team to ask any questions.

Ask what are some High Traffic areas that they will apply Lysol/Dettol/other disinfectant to.



Say

To make a great first impression on our hygiene and cleanliness efforts, it is important to be visible and on constant rotation throughout the public space, cleaning and sanitizing as needed.



End

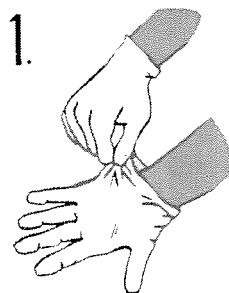
Thank you for reviewing these updated cleaning processes, this will go into effect June 15. Close with any hotel specific details on supplies such as how and where to get the spray or wipes.

Removing Gloves

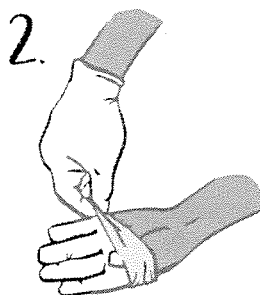
THROUGHOUT THE COVID-19 PANDEMIC



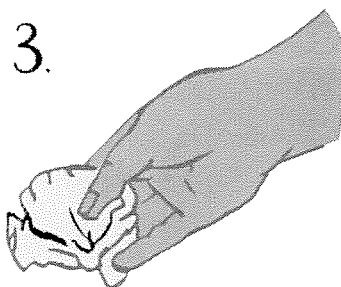
TO PROTECT YOURSELF, USE THE FOLLOWING STEPS TO REMOVE GLOVES



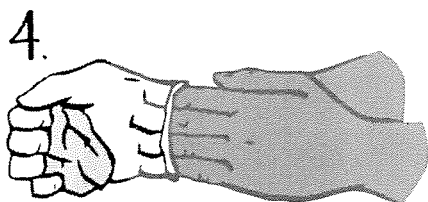
1. Grasp the outside of one glove at the wrist **without** touching your bare skin.



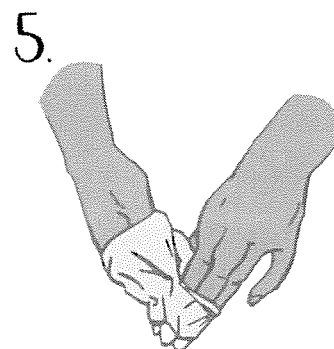
2. Peel the glove away from your body, pulling it inside out.



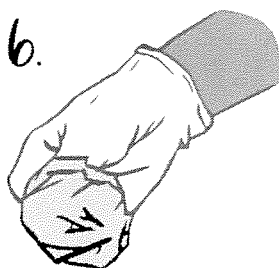
3. Hold the glove you just removed in your gloved hand.



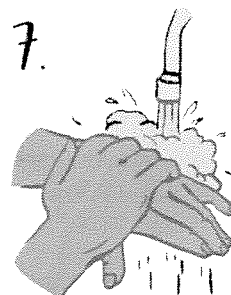
4. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



5. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



6. Dispose of the gloves safely. **Do not** reuse the gloves.



7. Wash & sanitize your hands immediately after removing gloves.


Hilton

SAFETY AND
SECURITY

Respiratory

Viral Infections Guide

Hilton

Respiratory Viral Infections (Influenza, Coronavirus (Covid-19), MERS-Cov, SARS, Swine Flu (H ₁ N ₁))	Infectious Disease Fact Sheet
<p>Summary</p> <p>Respiratory viruses, once they have infected the host, will multiply in either the upper or lower respiratory tract, leading to classic flu like symptoms. These viruses are zoonotic (have the ability to genetically mutate and cross the species barrier from animals to humans) which explains their ability to generate new or novel viruses that can lead to epidemics and pandemics. While Influenza has a variety of Vaccines to provide protection, Coronaviruses such as MERS-Cov and SARS-Cov do not, leading to difficulties for vulnerable groups such as the elderly, very young and immunocompromised where infection can be fatal. The route to infection is from inhalation of aerosols containing infective viral particles as well as from fomite contact (objects that can carry virus particles) and touching face/mouth/eyes.</p>	<p>Additional Resources:</p> <p>1. SSOW No. 7 – Disposal of Body Fluid Spillage (EMEA/APAC) or Advanced BBP Training and BBP Exposure Control Plan in the US and LATAM</p> <p>Visit the sites below for the latest information on the swine flu:</p> <ul style="list-style-type: none"> • Centers for Disease Control & Prevention (CDC) • World Health Organization (WHO) • American Hotel & Lodging Association • Pandemic Flu- English
<p>Symptoms</p> <p>Symptoms of many respiratory viruses are often similar to those of seasonal flu and have a wide incubation period depending on the person infected, this can range from 2 days to 2 weeks. Symptoms can include; fever greater than 38°C/100°F, coughing, shortness of breath, sore throat, body aches, headache, chills and fatigue. For more severe cases, this may further develop into severe acute respiratory syndrome and pneumonia. Development of respiratory infections can be within 2 days of infection and last up to 2 weeks.</p>	
<p>Mode of Transmission</p> <ul style="list-style-type: none"> • Mainly spread via aerosols (airborne) when a person sneezes or coughs. • Enters the body by being inhaled from people sneezing or coughing in close proximity. • Person to person spread by direct contact with an infected person e.g. caring for someone ill, close family members etc. as well as being in prolonged close proximity (6ft) to a symptomatic individual. • Through contaminated surfaces being touched and then touching your nose/mouth/eyes. <p> Under the right conditions, some viruses can survive days or even weeks on hard surfaces if not disinfected thoroughly.</p>	
<p>General Precautions</p> <p>How can you help protect yourself?</p> <p>There are everyday actions that can help prevent the spread of infection that cause respiratory illnesses. Take these everyday steps to protect your health:</p> <ul style="list-style-type: none"> • Observe social distancing. During a respiratory viral pandemic, a 2m/6ft distance between people is advised, though local codes vary and should be consulted. • Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the waste bin after you use it. • Wash your hands often with soap and water, especially after you cough or sneeze for at least 20 seconds. Alcohol-based hand cleaners are also effective (content must be greater than 60% ethanol or 70% isopropanol). • Avoid touching your eyes, nose or mouth. Virus particles spread this way. • Try to avoid close contact with sick people. • Face masks or face coverings should be worn during a pandemic. Consult with relevant brand standards relating to face masks and coverings. Consult local codes as requirements may differ by country. Face masks do not generally protect you from respiratory viruses, however take note of any local authority guidance. <p>What steps can your hotel take to help limit exposure to respiratory viruses?</p>	

- Educate your Team. Get your Team Members together to discuss hotel procedures and precautions. Make sure they get the most updated information and are taking the necessary precautions to protect themselves and your guests.
- Clean and disinfect thoroughly and regularly. Appendix 1 offers guidelines for cleaning and disinfection.
- According to research, some viruses can live up to 72 hours on hard surfaces. Encourage your hotel teams to spend extra time disinfecting hand contact surfaces such as, tables, doorknobs, desks, railings, elevator buttons, remote controls, telephones, keyboards, mice and light switches.
- Keep tissues and alcohol-based hand sanitisers in convenient locations for guest and Team Member use, such as the front desk, breakfast area and Team Member break areas.
- Team Members with any flu-like or respiratory symptoms should not report to work, in order to limit contact with others and spreading the virus.

Vaccination

Some respiratory viral infections currently do not have a vaccine e.g. Covid-19, MERS-Cov, SARS-Cov. Where a vaccine is available, e.g. for Influenza, it is recommended that people in high-risk groups are vaccinated.

For general information about vaccinations, contact your Doctor.

Team Members Showing Symptoms at Work?

Educate every Team Member in your Hotel about respiratory viruses and their symptoms. Make sure your Team Members know to notify their Department Manager or Manager on Duty immediately if they feel they may have symptoms.

Below are the recommended steps to take if a Team Member shows symptoms of respiratory viruses:

- As with any other personal illnesses, relieve the Team Member of their duties at the Hotel. If possible find a room or area where they can be isolated behind a closed door, such as a staff office. If it is possible to open a window, do so for ventilation. Encourage the Team Member to call their Doctor, the local health department or other health care professional immediately. They should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket then throw the tissue in the bin. If they don't have any tissues available, they should cough and sneeze into the crook of their elbow. If they need to go to the bathroom whilst waiting for medical assistance, they should use a separate bathroom if available.
- Prepare to execute the Hotels site crisis procedures should further Team Members or guests show signs of illness
- Share the tips below with the Team Member.

Tips for Team Members with Flu like or respiratory symptoms:

- Do not go to work.
- Avoid travel and crowded areas.
- Take precautionary measures in case you do have a respiratory virus. Get extra rest and drink plenty of water.
- If you experience muscle pain, cough and a fever greater than 38°C/100°F, call your Doctor. Do not visit the healthcare facility until you have consulted with your doctor via the telephone. Follow your Doctor's recommendations about treatment.
- If you are quarantined (told to remain in your house and to avoid contact with the outside world) by your Doctor or the local authorities, call or email your Department Manager/General Manager and let them know. Make every effort to comply with all home quarantine requirements. Inform all people you've been in contact with during the previous three days about your condition via phone, email or text so they can understand their risk of exposure.

Team Member Illness

As with any illness, Team Members must be excluded from work if they feel unwell and present with flu like/respiratory symptoms. Some health authorities may not swab to make positive diagnosis of individual viruses.

Team Members may return to work when symptoms have subsided and/or have a medical note confirming fitness to work.

When informed of symptomatic Team Members, or those confirmed positive for Influenza/Coronavirus, disinfection of back of house areas including staff changing contact surfaces should commence using an approved anti-viral disinfectant. See appendix 1 for details.

Vulnerable Team Members

Team Members who may have existing illnesses should seek medical advice from their Doctor if they are concerned, ensuring the Hotel's Human Resources Department are informed.

Guest Reports Symptoms of Influenza/Coronavirus

Below are the recommended procedures if a guest reports symptoms:

- Carry out procedures in line with the SSOW No. 7 – Disposal of Body Fluid Spillage (EMEA/APAC) or Advanced Blood Borne Pathogens Training and Blood Borne Pathogens Exposure Control Plan in the US and LATAM, ensuring that disposable gloves, aprons and where required by local regulations or health authority guidance, masks, are readily available for use.
- Inform senior management in the Hotel including the Duty Manager of the situation.
- Try to separate the guest from other Hotel guests as much as possible.
- Encourage the guest to contact their Doctor immediately or contact a local medical centre for advice.
- Follow the advice you receive from your local health department, including the department's recommendations for dealing with the potentially infected guest.
- Do not transport the guest to any other location unless directed to by a medical advisor/Doctor.
- If an infected guest checks out and the local authority is not decontaminating the room, following the general procedures detailed in appendix 1. The room must be left vacant and double locked for 72 hours after departure before entering the room.
- If the guest leaves the property, but other guests remain in the same guest's hotel room, encourage these guests to contact their own Doctor immediately for advice. Do not allow any Hotel Team Members to enter the room until it has been decontaminated by the trained Housekeeping staff or Local Authority.
- Document the details of each action taken for follow-up.
- Do not deny access nor evict any guest exhibiting symptoms without first contacting Legal Department and/or local Hotel lawyers who will be able to advise on applicable laws.
- Contact Hilton Corporate Communications to assist in preparing any necessary public statements.

Decontamination of an Infected Guest Room

The following precautions should be considered regarding cleaning, laundry and waste disposal:

- The room must be left vacant and double locked for 72 hours after departure before entering the room.
- While wearing disposable vinyl gloves, aprons and, where required by local regulations or health authority guidance, masks, throw away tissues and other disposable items used by the guest in the waste bin. After removing the gloves, wash your hands with hot soapy water and thoroughly dry.
- Where possible, open windows to increase airflow.
- Keep surfaces (especially bedside tables and surfaces in the bathroom) clean by wiping them down with an approved anti-viral disinfectant according to directions on the product label.
- Linen, eating utensils, and dishes belonging to those who are ill do not need to be cleaned separately, but importantly these items should not be used again without disinfecting thoroughly first.
- Wash linen on a hot wash and tumble dry on a hot setting. Avoid "hugging" laundry prior to washing it to prevent contaminating yourself. After wearing disposable vinyl gloves, aprons and, where required by local regulations or health authority guidance, masks, wash your hands with soap and water and apply alcohol-based hand gel where available, immediately after handling dirty laundry.
- Engineering should replace the fan coil unit filters and disinfect louvres.
- Once the room is fully cleaned and decontaminated, disinfect any cleaning equipment used.

Guest rooms should **not** be cleaned if the guest is still in the room and symptomatic. If the guest insists on fresh linen, we can provide this, however these will be left for the guest to use themselves.

General Cleaning and Disinfection Advice

The chemical of choice will be an approved anti-viral disinfectant. Please contact your local approved chemical supplier representative to ask for advice on obtaining this product as local laws differ on chemical types to be used.

Cleaning and disinfection is important and the following hand contact surfaces should be included:

- Door/cubicle handles;
- Bathroom surfaces;
- Toilet, bidet and all bath/tap handles;
- Reception desks and handrails; and
- Telephones, computer equipment including keyboards and mice.

- Elevator buttons;
- TV remote controls, minibar and safe doors

For public area disinfection, it is recommended that this should be undertaken twice a day and can be achieved using current public area Team Members. For public toilet cleaning, the standard chemical is to be replaced with the anti-viral disinfectant and clean as normal as part of the standard procedures.

Please note anti-viral disinfectant is not to be used in the kitchens for food surface disinfection. Please continue to use your nominated food grade sanitiser.

Alcohol Hand Gel

According to the CDC, the best way to prevent the spread of infections and decrease the risk of getting sick is by washing your hands with plain soap and water. Washing hands often with soap and water for at least 20 seconds is essential, especially after going to the bathroom; before eating; and after coughing, sneezing, or blowing one's nose. If soap and water are not available, CDC recommends consumers use an alcohol-based hand sanitizer that contains at least 60% ethanol or 70% isopropynol.

Hotels should have a wall-mounted dispenser by back of house areas, staff change areas and by all hand wash basins. Alternatively pump dosing bottles may be used. If your Hotel has a positive case of Influenza/Coronavirus either from a guest or Team Member, or has been advised by the local health authorities that there is a local outbreak, then place the alcohol dispensers in the following locations as a minimum precaution:

- Front reception & executive lounge desks (concierge if located away from reception)
- Male, female and disabled public & staff toilets
- Entry to all F&B outlets (Restaurant, Coffee Lounges, Bars, Franchise outlets within the Hotel)
- Entrance to function room corridor/large function suite
- Entry to Health Club
- Hotel shuttle buses, e.g. airport/city center transfers

Above each, place a laminated sign with the following wording for guests:

Alcohol Hand Gel
Please Sanitise your Hands Here

Room Service Delivery

As the guest should not be permitted to use any of our F&B outlets we will still offer an in-room dining service. In these cases it is not appropriate to add a tray charge. On delivering the food, the guest should sign the ticket as normal, do not provide a receipt wallet and leave the pen in the room. The room service attendant must sanitise their hands with alcohol gel on leaving the room but not in front of the guest.

Room service trays should be disinfected with anti-viral disinfectant on collection from the room, portable tables sprayed. Linen covers for room service trays should not be used. Provide condiment sachets instead of reusable containers.

Other Considerations

Let your guests know that you are being kept informed and being proactive about respiratory viruses.

If there are no government-mandated travel restrictions (border closings, travel bans, etc.) in place then normal cancellation policies remain in effect unless communicated otherwise by the Commercial Team. Hotels must do what is right for your guests and business long term, so discretion is encouraged. We want our guests to know that we support them as they make their travel decisions.

Reporting

- Contact local healthcare facility to provide transportation of person to medical facility
- Complete incident report (on Fusion or Omnigo)
- Alert regional team - Operations AVP and Regional Safety & Security Director via the Hilton Alert App; or
- Call the Crisis Hotline: +1-214-572-7474

Respiratory Viral Infection Cleaning and Disinfection Plan

Room Decontamination Procedure

Procedure for decontamination of a room which has been occupied by infected guests or Team Members after check-out.

Leave the room vacant and double locked for 72 hours after departure before entering the room and before the following procedures.

PPE to be worn:

- Disposable apron
 - Disposable gloves
 - Masks (where required by local regulations or health authority guidance)
1. Open the windows where possible to allow fresh air to enter
 2. Strip bed, place all linen and pillow cases in soluble linen bags and seal the bags.
 3. Remove shower curtain (if material) and bath mat, place in soluble linen bags and seal for laundering.
 4. Discard all disposable items e.g. menus, toiletries, toilet roll etc, seal in bin bags.
 5. Use the Ozone Machine in the bedroom for one cycle, if available.
 6. All crockery and glassware should be rewashed with anti-viral disinfectant before being removed and put through the commercial dishwasher.
 7. Decontaminate all hard surfaces i.e. chairs and table tops, window frames, dressing tables, bedside tables, wardrobes, telephones, remote controls, door handles, light switches, in room safe, kettle, iron and headboards (if applicable) with anti-viral disinfectant.
 8. Ensure the minibar is cleaned i.e. remove items and clean with anti-viral disinfectant.
 9. Decontaminate all areas within the bathroom such as the air vents, inside surface of taps, shower heads, handles, towel rails, waste bins and around the cistern of the toilet using a disposable cloth and Anti-viral disinfectant.
 10. Mop the bathroom with a mop and bucket (preferably colour coded).
 11. The bathroom should then be cleaned as for normal changeover.
 12. Engineering should replace bedroom fan coil unit filters and disinfect louvres.
 13. All cloths, gloves, aprons, and where worn, masks, should be placed in yellow clinical waste bags after use in each room, sealed and disposed of.

Use **Cleaning Schedule – Room Decontamination** for each affected room.

Back of House Decontamination Procedure for Confirmed Positive Team Member

Personal Protective Equipment to be worn:

- Disposable apron
- Disposable gloves
- Masks (where required by local regulations or health authority guidance)

When informed of symptomatic Team Members, or those confirmed positive for Influenza/Coronavirus, disinfection must take place of back of house areas, including staff changing/toilet areas, staircase handrails, and other areas where the Team Member works and socialises. Contact surfaces disinfection should commence using an approved anti-viral disinfectant.

Cleaning and Disinfection Schedule – Room Decontamination

Ensure the room is left vacant and double locked for **72 hours** after departure before entering the room

Area Cleaned	Complete	Name	Signed
Bed stripped – place all linen in soluble linen bags			
Launder duvet and pillows			
Remove shower curtain (if material) place in soluble linen bag			
Discard disposable items e.g. menu cards, toilet roll, toiletries – seal in yellow bin bag			
Use Ozone machine on room for one cycle (If available)			
All crockery and glassware washed with anti-viral disinfectant and sent to the dishwasher			
Remove all items from minibar, clean inside and clean items			
Decontaminate hard surfaces and contact surfaces in bedroom with anti-viral disinfectant.			
Decontaminate hard surfaces and contact surfaces in bathroom with anti-viral disinfectant.			
Mop bathroom floor with mop & bucket			
Clean the rest of the bathroom as 'normal'			
All cloths, gloves, aprons and masks (if worn) – place in yellow clinical waste bag and dispose			
Open windows to allow 'fresh air' into the room			

Time room clean finished _____

This room will be ready for use:

Date _____ Time _____

Cleaning and Disinfection Procedure for Hotel

All **hand contact** surfaces in Front of House and Back of House need to be cleaned and disinfected every 2-4 hours.

PPE to be worn:

- Disposable apron
 - Disposable gloves
 - Masks (where required by local regulations or health authority guidance)
-
1. Door handles and door plates
 2. Stair banisters
 3. Reception desks and pens
 4. Public computers and public telephones
 5. Electrical and light switches
 6. Toilet flushers, taps, door handles and door plates, hand dryers, toilet paper holders and toilets brush handles.

List all the areas in the hotel that will need cleaning and disinfecting e.g. reception, staff changing rooms, back of house corridors. Ensure these areas are cleaned and disinfected every 2-4 hours. The **Cleaning schedule – All Contact Surfaces** can be used to record this.

Toilet Cleaning and Disinfection Procedure

All public and staff toilets should be cleaned every hour using the normal procedure and PPE as advised above, plus anti-viral disinfectant should be used on all hand contact surfaces. The **Cleaning Schedule – Toilets** can be used to record the hourly cleaning and disinfection of toilets.

Guest Illness

Use the forms on page 13 to record all new guest cases of respiratory illness.

Guest Welfare

Use the forms on page 12 to document checks on the wellbeing of guests.

Viral Chemical and Equipment Checklist

Use the checklist on page 11 to check on your inventory of stock every quarter.

Cleaning and Disinfection Schedule – All Contact Surfaces

List all areas in the hotel that have contact surfaces, copy sheet and use every two hours to record cleaning and disinfection of areas (Front and Back of House)

[illegible]

Cleaning and Disinfection Schedule – Toilets

Use this schedule to record hourly cleaning and disinfection of all
Public & Staff toilets in the hotel (use one schedule per toilet)

Toilet _____

Time cleaned	Print Name	Sign
12am		
1am		
2am		
3am		
4am		
5am		
6am		
7am		
8am		
9am		
10am		
11am		
12pm		
1pm		
2pm		
3pm		
4pm		
5pm		
6pm		
7pm		
8pm		
9pm		
10pm		
11pm		

Guest Illness Summary Sheet

Use this sheet as a summary to record guest illness during an outbreak

[illegible]

Guest Welfare checklist
(Complete daily during an Outbreak)

Name _____

Date _____

Action required	Comments
Use Guest illness Summary Sheet to record all guest illness and details	
Issue letters to guests to inform/update them of the situation if an outbreak at the hotel.	
Politely encourage guests staying in-house that are exhibiting symptoms to remain in their room until they are symptom free to prevent cross contamination	
All requests from ill guests should be made via the phone. Have guests been provided with contact names/numbers?	
Any requests from ill guests e.g. room service/linen should be left outside the guests door for them	
Ensure clean towels and linen are provided for ill guests via housekeeping/cleaning team	
Ensure drinking water and food is provided for ill guests	
Contact family members of guests if required	
Liaise with medical services if required	
Make arrangements for longer stay for guests if required	

Viral Chemical and Equipment Checklist
(Quantity required to be established by Hotel/ Safety & Security)

Date _____

Item	Quantity required	Quantity in Stock	Comments
Clinical waste bags			
Soluble Linen Bags			
Disposable mop buckets (Or details of where to buy from)			
Disposable mops			
Disposable cloths			
Antibacterial Hand Gel dispensers			
Antiviral spray bottles			
Body Fluid Spill Kits			
Antiviral Hand Gel			
Antiviral Disinfectant			
Disposable gloves			
Disposable aprons			
Steam Cleaner (Or details of where to hire from)			