

Hand Hygiene

Throughout
the COVID-19
Pandemic

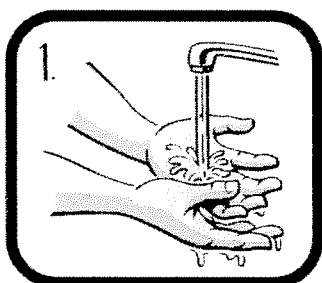


HAND WASHING IS THE MOST IMPORTANT THING YOU CAN DO TO PREVENT THE SPREAD OF DISEASE

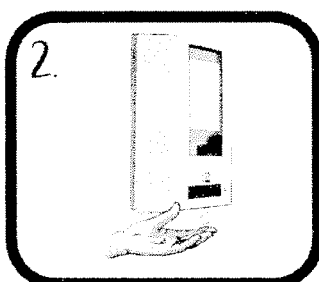
When?

- Regularly
- After blowing your nose, coughing, or sneezing
- After using the bathroom
- Before, during and after preparing & eating food
- Before & after caring for someone at home who is sick
- After handling dirty laundry
- Handling bodily fluids
- Arriving from home or leaving work

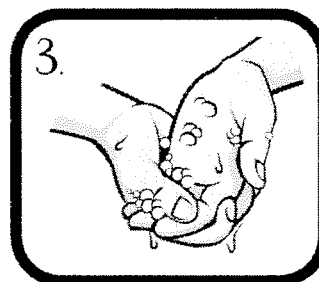
How?



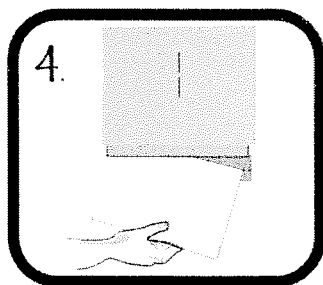
Rinse hands thoroughly



Apply soap

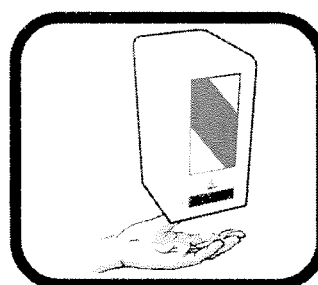


Lather for over 20 seconds, then rinse



Paper towel or air dry

or



If no soap & water, apply an alcohol based sanitizer

Hilton

SAFETY AND
SECURITY

DOOR SEAL INSTRUCTIONS



The new seals have been designed to work on inward opening doors. They are printed on a paper material and shaped to help the label perform properly.

APPLICATION:

- Make sure the door and door frame are clean and dry
- Remove label from liner and fold in half (face to face) to help weaken the perforation
- Place the seal on the door/frame ensuring the center line with the perforation is positioned in the area where the door and frame meet
- Make sure the label is applied as straight as possible
- Rub both sides of the label down to ensure good adhesion
- Allow to sit for 5 minutes before attempting to break the seal

REMOVAL:

- Take hold of the seal from the center perforation where the seal broke when the door was opened
- Hold on to a large portion of the label
- Peel back slowly so as not to tear the label keeping even pressure and grasping more of the seal as you go
- Continue peeling until the label and adhesive come off of the door or frame
- Repeat for the second portion of the seal

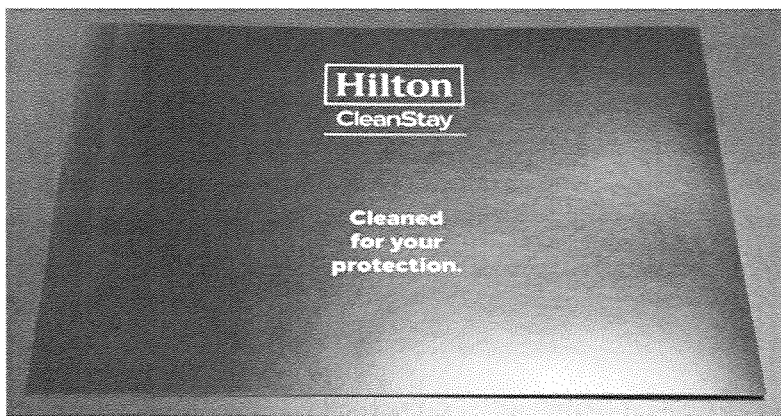
The labels have a removable adhesive that is designed to remove cleanly with no residue and without damaging the door or frame. Adhesives can become more aggressive over time, so we recommend that seals are not left on the doors for more than 90-120 days.

REMOTE WRAPPER INSTRUCTIONS



The Hilton Clean Stay Remote Wrapper is intended to indicate to guests that the remote control – the top spot of concern for germs and viruses in the guest room – has been cleaned and disinfected.

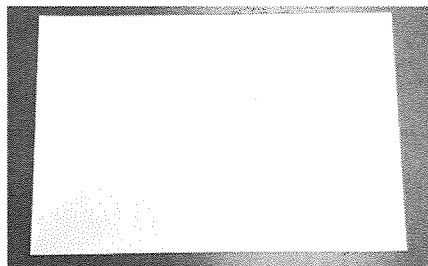
The remote wrapper is a 4" by 6" label. It is Blue for Focused Service, All Suites, and Full Service Hotels. It is Black for Lifestyle and Luxury Hotels.



Please follow these instructions for application of the wrapper once the extra disinfecting step is completed per brand standards.

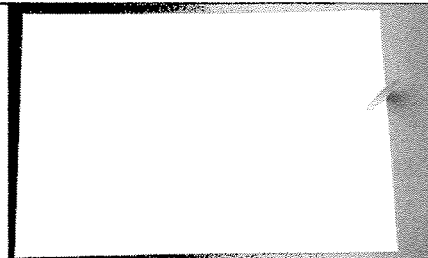
APPLICATION:

1.



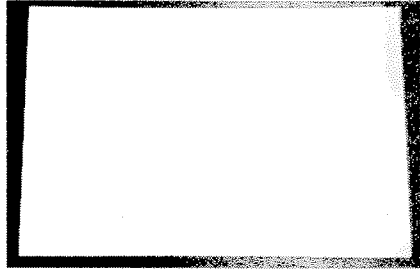
Flip wrapper over

2.



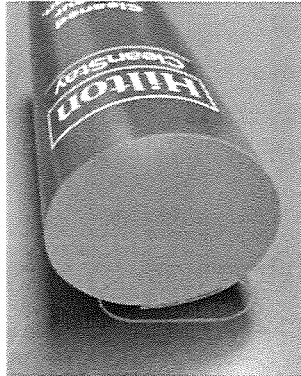
Begin by removing the small strip of liner to expose adhesive

3.



Fully remove the small strip of liner

4.



Wrap remote wrapper around the remote and press the exposed adhesive against the wrapper to seal.

NOTE: Image is without remote to show how wrapper is stuck to itself.

5.



The remote control is ready for our next guest

HILTON CLEANSTAY **U.S. & CANADA OPERATING** Guidelines

V2

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In April, we announced Hilton CleanStay – a new program to deliver an industry-defining standard of cleanliness and disinfection in Hilton properties around the world. In a first for the hospitality business, we are collaborating with RB, maker of Lysol and Dettol, and consulting with the Mayo Clinic to develop elevated processes and **Team Member training**.

In advance of the Hilton CleanStay roll out at hotels globally in June, we have developed the operating guidelines and new Brand Standards, guest messaging, marketing materials, trainings, etc., all of which can be found on the Hilton **CleanStay Hub**. These materials are intended to prioritize the safety and well-being of all Team Members and guests.

The materials shared today are the first in a series of guidance that will be provided to our hotel teams. Please continue to look out for updates on the Hilton **CleanStay Hub** weekly in NOW and through emails from your operations leads. Questions should be directed to your area vice presidents.

GUIDELINES FOR OPERATIONS



Team Member Preparedness

- Team Members are required to wear a face covering at work in accordance with the Centers for Disease Control (CDC) and World Health Organization (WHO); view the Protective Equipment Recommendations in the appendix and [additional guidance](#) on the Lobby. Hotels should begin securing face coverings as quantities may be limited. If supplies are not available through your traditional supply chain, Hilton Supply Management (HSM) has sourced several FDA-approved face coverings. The face coverings are available by pre-payment at a cost of \$89.79/pack of 50 while supplies last. If you would like to order, please Prepare a "On the Fly" PO in [Birchstreet](#); making sure that your P-Card info is within.; Click [HERE](#) to access the detailed CleanStay Order Guide on The Lobby. E-mail Rob Johnson (HSM) rob.johnson@hilton.com with additional questions (see appendix for product information).
- Seek guidance from Labor Relations and Ops HR concerning any CBA obligations and union issues.
- Determine required minimum staffing levels through consultation with AVPs and Regional specialists (and CBAs where applicable). Ensure essential services are maintained including Fire & Life Safety (FLS) system management, engineering and building systems, IT and Front Office operations.
- Please refer to the [CleanStay Toolkit](#) for all new learning resources. Over the next few weeks, additional materials, including translated materials, will be added to the site so be sure to check back weekly. Be guided by the brand standards on what needs to be completed once team members return, specifically in the areas on Team Member Preparedness, Delivering Hospitality, and operational updates in Housekeeping and Front Office. Most of the mandatory learning is to be delivered in Pre-Shift Discussions. Training should be a constant program to update "Best Practices"
- Review the updated [Respiratory Viral Infections Guide](#) and ensure it is fully implemented for suspected and confirmed cases of COVID-19. Set up sanitation stations accessible to Team Members. Comply with all enhanced cleaning recommendations.
- Where **required** by federal, state, local municipalities, or health officials, Team Members must conduct daily health and symptom self-screenings and/or temperature screenings before entering the facility. If you have questions, please contact your HR representative. Please refer to the **Team Member Temperature Check Protocols** for more information.
- Instruct Team Members to maintain social distancing, limit movements and avoid congregating in Team Member restaurants, locker rooms, elevators, etc. Consider scheduling shifts for locker rooms usage.
- Work in separate offices or re-arrange desk layouts to maintain social distancing.
- Free Team Member parking should be provided where possible to allow Team Members an alternative option to public transportation.
- For internal meetings, consider the use of online video/conference calls in lieu of meetings. When possible, encourage Team Members to work from home if they can effectively do so (requires GM approval).



Front Office

- The guest check-in experience should be modified to have keys/registration forms prepared in advanced and presented to guests on arrival to limit social interaction and queuing at Reception. Straight-to-room options should be used wherever possible.
- Consider the additional Front Office measures that could assist with social distancing:
 - ✓ Utilize automatic/revolving doors where possible to reduce hand contact points on entry to the hotel.
 - ✓ Tape floors or place tables in front of check in desks to indicate six-foot distancing.
 - ✓ Limit the offering of luggage/doorman assistance unless critically needed.
 - ✓ Disinfect the **Credit Card EMV** terminal stylus Pen and terminal at the front desk after every transaction.
 - ✓ Offer express check-out service to all guests.
 - ✓ Email invoices to guests instead of printing. Hilton Honors guests can access their folio via the Hilton Honors app.
 - ✓ Hotels with KIPSU are encouraged to communicate with their guests via this platform during their stay.
 - ✓ Work with IT to allow for online guest wi-fi access without the need for a voucher.
- Customize and share with guests the *Guest Communication Letter*. This letter has been drafted to make guests aware of the service adjustments; an on-screen TV message is encouraged to reinforce message, where available but cannot replace letter. Messaging associated with CleanStay has been included in the appendix of this file.
- Guests should be advised to socially distance themselves from Team Members and other guests. Social interaction is to be discouraged, and guests to be advised not to congregate in public areas. Place signage **across the hotel and elevator areas** to encourage social distancing and separation. All signage can be found in [CleanStay Hub](#).
- Disinfect shared workspaces such as: keyboard, mouse, telephone printer, desktop, plastic key cards, EMV terminals etc.; **Team Members should have their own caddy with their own supplies: key packets, key cards, office supplies, headset, disinfectant wipes etc. to limit contact/sharing of items. Preferably tag as individual items.**



BRAND STANDARD:

GUEST MESSAGING & COLLATERAL

Please refer to the **Appendix** of this file for the full list of collateral and printing instructions. Approved items are available on the [CleanStay Hub](#) through markIT. These files are sized as A4/8.5x11 and intended to be printed on-property or locally.



Front Office

- Install key-drop box for guests to return keys for proper sanitization prior to next use.
- Sanitize all deliveries upon arrival.
- Limit number of entry points to control flow of persons entering and exiting the property.
- Valet services should be suspended where self-parking is available unless demand requires it. Ensure third-party operators have enhanced cleaning/disinfection protocols in place for valet services..
- Bell Services should be suspended; bell carts available for self - service. Disinfect all luggage touchpoints upon arrival with disinfectant wipes and bell carts after each use; consider use of anti-microbial rugs upon entry.



BRAND STANDARD:

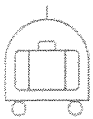
Where hand sanitizer is required by these Brand Standards, it must contain the minimum alcohol content as recommended by the Center for Disease Control and Prevention (CDC) or other applicable health authority, which currently recommends product with at least 60% ethanol or 70% isopropanol.



BRAND STANDARD:

When operated by the hotel, a plan must be adopted to enable physical distancing in hotel vehicles.

- For shuttle service, limit close contact in accordance with local regulations, best practice and guidance. If available, ask passengers to enter through the rear entry door. Request passengers avoid sitting or standing within a specified distance of driver (when possible).



Hilton CleanStay Implementation: General Cleaning / Common Spaces

- Appoint a “Chief CleanStay Officer” for accountability of all departments.
- Ensure property has a minimum 14-day supply of anti-viral chemicals and equipment per guidance in *Respiratory Viral Infection Guide*.



BRAND STANDARD:

APPROVED COMMERCIAL-GRADE PRODUCTS

All guest rooms, public and back of house areas, including all frequently touched surfaces, must be cleaned using approved commercial-grade products from Ecolab, Diversey, Procter & Gamble or another approved supplier. Cleaners with active ingredients recognized to kill viruses by the Center for Disease Control and Prevention (CDC) or other applicable health authority must be used for any reactive cleaning measures.



BRAND STANDARD:

CLEANING CLOTHS

Cleaning cloths used in providing housekeeping services in public areas and guest rooms must be color coded based on the chemicals being used.

- Ensure cleaning procedures utilize approved cleaning products and fulfill the requirements associated with the Hilton CleanStay program; approved chemicals can be found on the CleanStay Hub.
- Products (refer to appendix for full list)
 - ✓ 2XL Wipe
 - ✓ Ecolab Oasis 14 Plus Antibacterial All-Purpose Cleaner
 - ✓ Ecolab Peroxide Multi Surface Disinfectant
 - ✓ For food contact surface use Ecolab Oasis 146 Multi-Quart Sanitizer
- Enhance public area and Heart of House cleaning in place with regular application of viricidal disinfectant to frequent contact surfaces (lift buttons, door handles, handrails, etc.) (see appendix for cleaning schedule).
- Suspend guest ice machine usage including on guest floors. Consider alternative ice delivery methods.
- Remove all throw pillows, blankets and other excess décor in common spaces.



BRAND STANDARD:

The hotel must review current arrival spaces (e.g., porte cochere, front desk, etc.) and adjust to enable physical distancing.



Hilton CleanStay Implementation: Guest Rooms

- Daily guest room servicing should now be suspended unless requested by guest (**Opt In**). Cleaned room upon arrival and no one enters the room until after departure; room to be checked as needed for security purposes. Please use the following language for communicating this to guests:

"We understand and respect your need for privacy. The hotel reserves the right to visually inspect all guest rooms every 24 hours to ensure the well-being of our guests and confirm the condition of the room".

- In addition to the conditions listed below, please consult your cleaning product provider (Ecolab, Diversey, or P&G) and disinfecting guidance for COVID-19 shared with this document.
 - ✓ Ensure rooms have additional towels and amenities to last the duration of the stay. Additional amenities can be requested at any point throughout stay.
 - ✓ Should additional clean linen and towels be requested by guests those should be bagged and placed outside guest room doors to allow guests to service their own rooms. Extra bag should be placed in room for dirty linens and towels.

- ✓ Post-departure, leave time between occupancy of guest room prior to next occupancy; 24-72 hours as occupancy levels allow, 72 hours whenever possible.
- ✓ Room Attendants and Laundry Attendants are strongly encouraged to wear appropriate Protective Equipment (PE) based on their role, assigned tasks, and in adherence to local regulations and health official guidance. Gloves, disposable aprons, goggles, and other appropriate PE will be provided to Team Members whose responsibilities require them as determined by task specific hazard assessments.
- ✓ Additional care should be taken to focus on key touchpoints mentioned in the brand standards.
- ✓ It is highly recommended that laundry and linen be placed within soluble bags prior to being disposed into carts or down laundry chutes for all rooms with First Responder occupants or suspected cases of COVID-19. All other laundry to be bagged in standard laundry bags prior to transporting.



BRAND STANDARD: STAYOVER CLEANING

SERVICE REQUIREMENTS

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 (refer to Standard 722.08.A.3)
- 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
 - Vacuum carpet/mop floor (*as applicable*)
- Replace glassware (if applicable) with sanitized product (refer to Standard 722.08.A.4).

LINEN CHANGE

Sheets, pillowcases, and duvet covers (*if applicable*) must be changed if:

- Guest requests that linen be changed.
- Linen is stained or damaged.
- There is a discrepancy between Front Office and Housekeeping on the room status.

TERRY CHANGE

Bath towels, hand towels, washcloth/facecloth and bathmat (*if applicable*) must be changed if:

- Guest requests that terry be changed.
- Terry is stained or damaged.
- Terry is placed on the floor or in the bathtub.
- There is a discrepancy between Front Office and Housekeeping on the room status.

HOT SPOTS

UNITED STATES – CANADA | **CLEANING PROTOCOLS FOR HOT SPOTS**

The below hot spots must be cleaned using the approved commercial-grade products (refer to Standard 722.03.A) followed by additional disinfection using the required Lysol® products (refer to Standard 722.03.B). These must be cleaned during stayover and post-departure cleaning services. **Compliance is required by September 1, 2020.**

- **Switches and Electronic Controls**
Lights, lamps, switches and electronic controls.
- **Handles and Knobs**
Doors, closets, drawers, furniture knobs and drapery pull handles.
- **Major Bathroom Surfaces**
Toilet handles, toilet seats, shower/tub controls and sink faucets.
- **Climate Control Panels**
- **Telephones and Clocks**
Handsets, dial pads and function buttons.
- **Bath Amenities**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryers.
- **Closet Goods**
Iron, safe handle and keypad
- **In-Room Food and Beverage**
Handle and keypads/buttons on mini bars, refrigerators, microwaves, dishwashers, kettle and coffeemaker.
- **Remote Control**
*Function buttons and approved wrap (**Compliance is required by July 15, 2020**).*

The below hot spots must be cleaned using the approved commercial-grade products:

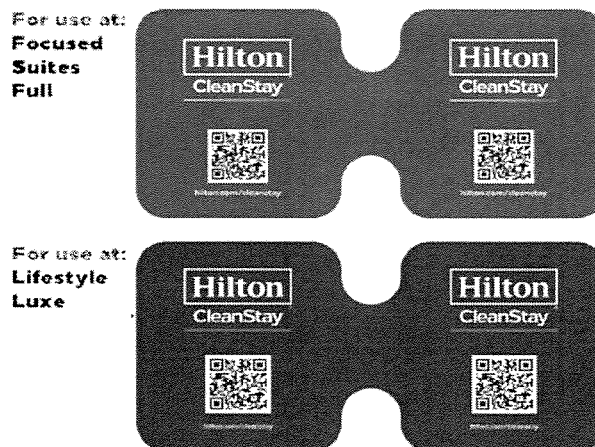
- **Hard Surfaces**
Tables, desks and nightstands
- **Top of Bed**
All bed linens including duvet covers, pillowcases and sheets in accordance with post-departure and stayover service requirements.

POST-DEPARTURE CLEANING

All guest rooms must be fully serviced, cleaned and inspected between guests. At minimum, the following must be completed as part of the post-departure cleaning process:

- Remove all sheets, duvet covers (*if applicable*), and pillowcases, replace with laundered product
- Remove terry and replace with laundered product
- Clean coffee/tea equipment and replenish in-room coffee and tea offering
- Replenish bath amenities
- Clean and disinfect bathroom
- Vacuum carpet/mop floor (*as applicable*)
- Empty and clean wastebaskets
- Replace all consumed guest room amenities (e.g., laundry bag, disinfecting wipes, etc.)
- Replace glassware (if applicable) with sanitized product (refer to Standard 722.08.A.4).
- Clean and disinfect Hot Spots, apply remote control wrap (refer to Standard 722.08.A.3)
- Apply CleanStay Door Seal to the door and frame once the room/suite is properly serviced, cleaned and ready for guest occupancy. If the room is accessed after the Room Seal is applied and/or if the room seal is broken prior to guest occupying the room, the room/suite must be re-confirmed as properly serviced, cleaned and ready for guest occupancy and the room seal is then re-applied. **Compliance required by July 15, 2020.**

SAMPLE CLEANSTAY DOOR SEAL



- As the CleanStay door seals are more unique in their development due to their adhesive backing, if you wish to use them, please order from the only brand-approved supplier, RRD, beginning June 20. If you prefer to print the CleanStay seal locally, work with our HSM partner.



For positive or suspected COVID-19 cases, follow precautions and Cleaning & Disinfection Plan outlined in the *Respiratory Viral Infections Guide*



BRAND STANDARD:

A deep cleaning schedule for all guest rooms must be carried out with a minimum frequency of every three months.

- Simplify in-room amenities: remove slippers, robes, throw pillows, extra linens/pillows, water bottles, mini-fridge stock items;
- De-clutter Paper Amenities: remove pen, paper and guest directory; supplement with digital or available upon request.
- Add approved pack Lysol sanitizing wipes (minimum of 6) to in-room amenity package (see [HSM Order Guide](#)); it is recommended that the pack of wipes is strategically placed visibly next to remote control in room. Additional wipes available for purchase in retail.
- All linen is recommended to be pre-washed at 140°F or above before going into the normal process. Laundry Team Members to wear aprons, gloves, and any other PE recommended by local health authorities.
- Linen carts should be disinfected in-between use.
- Replace all single-use amenity products after every room stay, including unused items; only non-refillable bulk items will be allowed. All single-use items removed from rooms should be collected and donated to soap recycling partners as per the Clean the World brand standard.
- All additional amenities requested, including towels and toiletries, to be left outside of the guest room upon delivery.
- All used coffee/tea pots, mugs, and glassware must be removed from the guest room and washed in a commercial dishwasher prior to replacing. Chemical sanitation is not permitted.
- TV in guest room to be turned on and playing Hilton welcome video message describing our enhanced cleaning protocols and additional protective measures.



BRAND STANDARD:

The hotel must implement and document a mattress labeling and turning schedule in accordance with manufacturer's guidelines.



BRAND STANDARD:

If the hotel offers Five Feet to Fitness rooms or offers in-room fitness equipment, all items must be cleaned during stayover and post-departure housekeeping services.



Heart of House



BRAND STANDARD:

The hotel must review Heart of House (e.g., training room, dining room, locker rooms, uniform control areas, etc.) layouts and adjust to enable physical distancing.

- Implement staggered lunch/breaks to limit number of Team Members in breakrooms and allow ample space for social distancing; re-arrange furniture in the Team Member break areas to adhere to social distancing.
 - De-clutter your Heart of House and remove unnecessary items (e.g., books, magazines, tabletop displays, etc.) to minimize cleaning/sanitation efforts.
 - Utilize single-use utensils, plates, cups, napkins and condiments in break areas when possible; all reusable items should be thoroughly sanitized following each use.
 - Suspend the use of self-service beverage stations and water bottling filling stations. Provide Team Members with a vending solution as an alternative.
 - If possible, implement individually packaged meals. If “buffet” service is necessary, ensure that attendants are portioning items for Team Members so as to avoid communal touching of utensils.
 - Limit number of personal items brought to each shift; disinfect all personal items upon arrival.
 - Increase the frequency of cleaning/ disinfection of all Heart of House areas, high-touch surfaces, handles, etc.
-



Restaurants/Bars/In-Room Dining

- All food and beverage outlets where guests can gather should be closed until local jurisdiction allows reopening. In closed locations where F&B is still being offered, it should be limited to grab and go only. Follow Fresh Connection Guidelines and check the following links for the latest information:
 - [Food & Beverage Safety Procedures and Best Practices](#)
 - [Americas Food and Beverage COVID-19 Brand Playbook](#) *UPDATED MAY 17*
 - [COVID-19 All Suites & Focused Service Breakfast Guidance - Americas](#)
- For grab and go service, ONLY IF OFFERED, menu items should be limited to those that can be prepackaged in disposable containers and available for pick up only. If you do not have a retail grab and go, consider placing items near the reception with identified pick up times. Payment can be processed by the front desk. Implement the “Fresh Connection” program for In-Room-Delivery or anywhere on property when possible using touchless WiQ app or disposable menus.

- All food should be prepared as takeaway and packaged in disposable packaging. Eliminate bulk condiments. Create par levels of equipment needed to service rooms (to go bags or trays, silverware)
- Inform all Food and Beverage Team Members of their responsibility to notify the person in charge (supervisor on duty and/or Director of Human Resources) when they experience any of the conditions listed below, so that the person in charge can take appropriate steps to preclude the transmission of foodborne illness.
- Team Members must report to their supervisor any onset of the following symptoms, while either at work or outside of work, including the date of onset:
 - Diarrhea
 - Vomiting
 - Jaundice
 - Sore throat with fever
 - Infected cuts or wounds, or lesions containing pus on the hand, wrist, an exposed body part, or other body part and the cuts, wounds, or lesions are not properly covered (such as boils and infected wounds, however small)
- Anyone handling food must follow food safety practices including washing their hands frequently with soap and hot/warm water for at least 20 seconds. This should be done as a matter of routine in all of the following instances:
 - After blowing nose, coughing, or sneezing
 - After using the bathroom
 - Before, during, and after preparing and eating food
 - Before, during, and after caring for someone at home
 - After handling items and touching high contact surfaces
 - After handling dirty laundry
 - After handling bodily fluids
 - Arriving from home or leaving work
- Chef to review HACCP or EcoSure Manual and ensure all provisions are in place to ensure cleanliness and the safety of food including allergy advice and controls. Ensure ongoing cleaning of food prep areas with food-grade sanitizer. For food contact surface use Ecolab Oasis 146 Multi-Quat Sanitizer; for nonfood surface use Ecolab Peroxide Multi-surface Cleaner and Disinfectant.
- Follow all local guidelines as outlined by the National Restaurant Association (NRA); all NRA resources around COVID-19 can be found [here](#).

Please refer to the *Hilton CleanStay AMER F&B Restaurant and Bar Service Standards* located on the CleanStay Hub for additional guidance.



Meetings and Events



BRAND STANDARD:

The hotel must review and adjust event setup and service execution protocols to enable physical distancing.



BRAND STANDARD: CLEANING PROTOCOLS

All meeting rooms must be fully serviced, cleaned using approved commercial-grade cleaners (refer to Standard 722.03.A) and inspected between events.

HIGH TOUCH AREAS

The following high touch areas must be cleaned and disinfected at the minimum frequency noted. Each area must be cleaned using the approved commercial-grade products (refer to Standard 722.03.A).

Area	Minimum Frequency
Tables and Chairs (including baby chairs and booster seats)	Between guests
Service Items (e.g., menu, check presenters, payment terminal, pens, etc.)	
Liquor Bottles and Pour Spouts	Before service
All Contact Surfaces (e.g., POS screen, equipment, handrails, stainless steel, etc.)	Hourly
Self-Service Equipment (e.g., beverage dispensers, microwaves, etc)	Hourly during service
Host Workstation (e.g., computer, tablet, telephone, etc)	Hourly
Risers, Utensils and Serveware	Before and after service

SANITATION

All dishware, glassware, flatware and service utensils must be sanitized in a commercial dishwasher prior to use. Refer to Standard 402.04 for applicable dishwasher requirements and sanitation guidelines.

- Preferred style of service will be plated, and other buffet style options to be presented individually portioned, bento boxes style stations, action stations such as pods distant from each other to avoid lines, or market grab and go type services.
- Avoid all self-service stations if possible. If required, ensure an attendant is available to assist guests and reduce central touchpoint contact on surfaces.
- Biodegradable, disposable dishware, flatware and individually wrapped straws must be available upon request, if not already being used as part of regular service. Service items (e.g., condiments, glassware, etc.) may not be pre-set on tables.
- Business centers should be in compliance with physical distancing guidelines; adjust the layout of the room if needed. Disinfectant wipes should be made available for guest use in these spaces; all equipment, desks and chairs should be sanitized after every use.
- Suspend or offer self-service coat check solutions in accordance with Meeting & Events Operating Guidelines.
- Server should not cross food preparation or dishing areas, Refer to Meeting & Events Operating Guidelines for additional service and set up standards.

Additional Meeting & Event resources are available on the [CleanStay Hub](#).



Recreation: Spa/Fitness/Pools/Golf/Tennis



BRAND STANDARD:

LAYOUT ADJUSTMENTS

- ✓ The hotel must review the current fitness center layout and adjust/remove equipment to enable physical distancing. If the hotel is unable to make these adjustments, approved “out of service” signage must be applied to the appropriate equipment to maintain the minimum required spacing.
- ✓ The hotel must review pool deck and beach area seating arrangements (as applicable) and adjust to enable physical distancing.

GUEST MESSAGING AND COLLATERAL

Please refer to the **Appendix** of this file for the full list of collateral and printing instructions. Approved items are available on the [CleanStay Hub](#) through marKIT. These files are sized as A4/8.5x11 and intended to be printed on-property or locally.

CLEANING PROTOCOLS

- ✓ Protocols must be developed to ensure spa treatments can be conducted safely, detailing the treatment procedures, protective equipment and cleaning processes.

NOTE: CleanStay Spa standards are currently under review by the Brand. Once developed and communicated, the hotel must adhere to these standards.

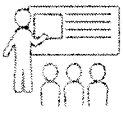
- Increased Cleaning (see appendix for cleaning checklist below).
 - Frequent and visible cleaning of all equipment and contact points.
 - Closure & deep cleaning of fitness centers during off-peak hours.



BRAND STANDARD:

At a minimum, all fitness equipment (e.g., cardio, strength, stretch, etc.) must be disinfected using approved commercial-grade products (refer to Standard 722.03.A) every 2 to 4 hours during operation.

- Eliminate all bulk amenities in locker rooms that are refillable and replace with single-use toiletries; no locker room attendants (limit contact).
- Stagger spa appointments to limit contact and reserve additional time for substantial cleaning in between appointments.
- Present robes, towels, slippers wrapped with “no hands touched” messaging indicating they have been properly disinfected. Have gloves available for guests to wear if requested.
- Send pre-arrival email on cleanliness to all guests prior to Spa appointments.
- Gates and doors to recreational facilities to be left open whenever possible.



Training

- A variety of training resources (e.g., posters, pre-shift topics, videos, etc.) are available in the **CleanStay Toolkit**. At minimum, the following training modules must be completed as noted on the CleanStay toolkit:
 - Appropriate use of Disinfection Chemicals
 - Guest Room Top Ten Hot Spots
 - Public Area Cleaning
 - Team Member Standards - Health/Hygiene and appropriate use of Protective Equipment
- Compliance with the above requirements must be acknowledged by the General Manager on the Brand Operations Support System (BOSS).



Hilton Supply Management

- Hilton Supply Management is working with new and existing partners across our supply chain to ensure the products required by the new protocols are readily accessible. The guide in the Appendix contains additional products that are available to enhance the safety of our Team Members and guests as we resume operations and welcome everyone back to our hotels.
- The printing specs for the door labels, floor decals and other on-property signage & collateral for local printing will be made available to you by the regional HSM team and must be followed to ensure compliance. As the CleanStay door seals are more unique in their development due to their adhesive backing, if you wish to use them, please order from the only brand-approved supplier, RRD, beginning June 20. If you prefer to print the CleanStay seal locally, instead of the seal you must utilize the brand-approved door label.
- Below are several resources and purchasing options for our products, however, please note product availability and inventory levels change daily. If you need assistance or have any questions, please reach out to our HSMx helpdesk at HSMx@hilton.com.
- If your property is on BirchStreet for purchasing, please access the buying guide by going to the BirchStreet application on The Lobby under My Applications.
- If your property does not use BirchStreet for purchasing, please access the detailed CleanStay Product Order Guide on The Lobby. Click [HERE](#) for a detailed list of products, supplier contacts, and instructions on how to order. This guide will be updated weekly.
- Hilton and HSM are proud to partner with the Lysol family of products to activate our CleanStay partnership.

RESOURCES

- Click [HERE](#) to access BirchStreet (Americas) and order CleanStay products
- Click [HERE](#) to access the detailed CleanStay Order Guide on The Lobby
- Click [HERE](#) if you need help or have questions and would like to contact the HSM Help Desk



Legal Disclaimer: This packet of information was prepared based on the best information available to Hilton at the time it was developed but will be subject to further changes over time.

APPENDIX



APPENDIX DOCUMENTS

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GUEST LETTER TEMPLATE

CLIENT, GUEST AND PARTNER LETTERS

When writing any letters for clients, guests or partners, consider adding approved language about Hilton CleanStay:

The safety and security of our guests and Team Members remains our highest priority, and [HOTEL NAME] continues to be diligent in its commitment to provide a safe, hospitable environment for all who enter our doors.

In alignment with this commitment, [HOTEL NAME] is rolling out Hilton CleanStay [CANADA/US with Lysol protection], to deliver an industry-defining standard of cleanliness and disinfection in Hilton properties across the world. Our elevated processes and Team Member training have been developed with RB, maker of Lysol and Dettol, to help [HOTEL NAME] guests enjoy an even cleaner and safer stay from check-in to check-out. New standards for Hilton CleanStay rolling out soon include a Hilton CleanStay Room Seal to indicate that a room has not been accessed since being thoroughly cleaned and disinfected, “knock and go” dropped-off room service, and flexible housekeeping options.



GUEST MESSAGING AND COLLATERAL STANDARDS

Please refer to markIT for applicable templates and procurement information. CleanStay collateral must be installed as detailed below. Compliance is required by July 15, 2020.

722.02.A PUBLIC AREAS

The following CleanStay collateral must be displayed in public areas as detailed below:

722.02.A.1 CLEANSTAY ENTRANCE SIGN

Must be placed in a location that can be easily viewed by guests as they enter the hotel.

722.02.A.2 FRONT DESK WELCOME LETTER OR SIGN

Must be used to communicate operational changes to guests. May be displayed, emailed or physically provided to guests.

722.02.A.3 SHUTTLE BUS PHYSICAL DISTANCING SIGNAGE

When operated by the hotel, the signage must be clearly posted inside the vehicle.

722.02.A.4 PHYSICAL DISTANCING SIGNAGE

Notifies guests of physical distancing measures in place.

Must be used in areas where guests typically convene. Locations and placement are at the hotel's discretion but must be easily viewable by guests.

722.02.A.5 ELEVATOR ETIQUETTE

Notifies guests of elevator etiquette and hygiene practices.

Must be placed inside each elevator.

722.02.A.6 FLOOR DECALS

Conveys physical distancing in areas where queues may form.

If implemented by the hotel, the decals must adhere to the guidelines specified on markIT.

722.02.B GUEST ROOM

The following CleanStay collateral must be displayed in each guest room:

722.02.B.1 GUEST ROOM CLING

Conveys cleaning of Top 10 Hot Spots.

Must be placed in a prominent place in the guest room, recommended on the guest room mirror. If a mirror is not provided in the guest room or is in a location where it is not easily viewable by a guest (e.g., inside the closet, etc.) the cling should be placed on a prominent glass, hard plastic or metal surface within the guest room. If no surface is visible, cling must be placed on the bathroom vanity mirror.

722.02.B.2 BATHROOM CLING

Messaging to affirm cleanliness and disinfection of bathroom.

Must be placed on the vanity mirror in the bathroom.

722.02.B.3 STAYOVER CLEAN CLING

Conveys housekeeping service changes and well-being checks.

Must be placed on the guest room mirror or bathroom vanity mirror



GUEST MESSAGING AND COLLATERAL STANDARDS - CONTINUED

722.02.B.4 GUEST ROOM DOOR SEAL

To be applied to door and frame once the room/suite is properly serviced, cleaned and ready for guest occupancy. If the room is accessed after the room seal/label is applied and/or if the room seal/label is broken prior to guest occupying the room, the room/suite must be re-confirmed as properly serviced, cleaned and ready for guest occupancy and the room seal/label is then re-applied.

722.02.B.5 DISHWASHER CLING

If applicable, must be placed on the exterior of the dishwasher door or on the countertop surface immediately above the dishwasher after room is cleaned.

722.02.B.6 REMOTE CONTROL WRAPPERS

Label must be placed on remote once extra disinfecting is complete.

722.02.C FOOD AND BEVERAGE

The following CleanStay collateral must be displayed in food and beverage outlets as detailed below:

722.02.C.1 PROTOCOL AND ADJUSTED SERVICE SIGNAGE

Must be used to communicate cleaning protocols and service adjustments (e.g., hours of operation, buffet changes, etc.). Locations and placement are at the hotel's discretion but must be easily viewable by guests.

722.02.C.2 THIRD PARTY FOOD DELIVERY

Notifies guests where they can receive third party food delivery.

If the hotel chooses to designate an area for this service, the approved signage must be used.

722.02.D FITNESS CENTER/SPA/POOL

The following CleanStay collateral must be displayed in fitness centers/spas/pools as detailed below::

722.02.D.1 PROTOCOL AND ADJUSTED SERVICE SIGNAGE

Must be used to communicate cleaning protocols, equipment outages and service adjustments (e.g., hours of operation, policies, etc.). Locations and placement are at the hotel's discretion but must be easily viewable by guests.

722.02.E HEART OF HOUSE

The following CleanStay collateral must be displayed in Heart of House areas as detailed below:

722.02.E.1 HEART OF HOUSE SIGNAGE

Must be posted in the team member dining room and other areas team members frequently enter and exit.



DISINFECTING WIPES & HAND SANITIZER PLACEMENT BRAND STANDARD

722.06 DISINFECTING WIPES AND HAND SANITIZER

722.06.A UNITED STATES – CANADA | DISINFECTING WIPES

A minimum of two Lysol® Disinfecting Wipes dispensers must be installed in the hotel (refer to Standard 722.03.B). One must be placed near the arrival doors. The second dispenser is to be placed in another high traffic area selected by the hotel. **Compliance is required by September 1, 2020.**

ALL OTHER REGIONS | DISINFECTING WIPES

NOTE: *Approved disinfecting wipes are currently being sourced for the region. Hand sanitizer (refer to Standard 722.06.B) may be substituted if approved wipes are not available.*

A minimum of two Dettol or other approved Disinfecting Wipes dispensers must be installed in the hotel (refer to Standard 722.03.B). One must be placed near the arrival doors. The second dispenser is to be placed in another high traffic area selected by the hotel. **Compliance is required by September 1, 2020.**

722.06.B HAND SANITIZER

Where hand sanitizer is required by these Brand Standards, it must contain the minimum alcohol content as recommended by the Center for Disease Control and Prevention (CDC) or other applicable health authority, which currently recommends product with at least 60% ethanol or 70% isopropanol.

Hand sanitizer must be provided the areas noted below. If any of the below areas are in close proximity (e.g., self-service coffee is placed next to the front desk, elevators and front desk are in the same location, etc.) the hotel may consolidate. The hand sanitizer must be within view of both areas when consolidated. **Compliance is required by September 1, 2020.**

- **Guest / Team Member Shuttles**
Must be placed in an easy to reach and visible location in the vehicle.
- **Hotel Entrances**
Must be placed inside and outside of all entrance doors. The guest must be able to access before entering or after exiting the building.
- **Front Desk**
The hotel must consider the size of the front desk area when determining the appropriate number of units.
- **Elevator**
Place in lobby level elevator landing
- **Executive/Owner Lounge (if applicable)**
Must be placed in an easy to reach and visible location.
- **Public Restrooms**
Must be placed inside or outside of each restroom.
- **Food and Beverage**
Must be placed at or near the entrance of each food and beverage area (e.g., restaurant, bar/lounge, grab-&-go/market/gift shop, etc.)
- **Meeting and Pre-Function Areas**
Must be placed in a highly visible locations throughout the meeting and pre-function space. The hotel must consider the size of the area when determining the appropriate number of units.
- **Team Member / Back-of-House**
Must be placed in highly visible locations throughout the team member / back-of-house areas, to include break areas, restroom and locker areas. The hotel must consider the size of the area when determining the appropriate number of units.

Powered by:



Our Core Principles

- 1** Leverage existing partnerships with hospital-endorsed cleaning products, while introducing recognizable consumer-facing cleaning brands
- 2** Build moments of trust by being transparent in our efforts and communications
- 3** Focus on what matters most to our guests and team members – better not more
- 4** Deliver training and support in support of our initiative that makes it easy for hotels to implement and deliver in each of our hotels
- 5** Energize our focus on cleanliness and hygiene while embracing the fact that we're in the hospitality business
- 6** Seize the opportunity to use this moment as a time to consider select resets in product or service delivery both now as well as in the Hotel of the Future

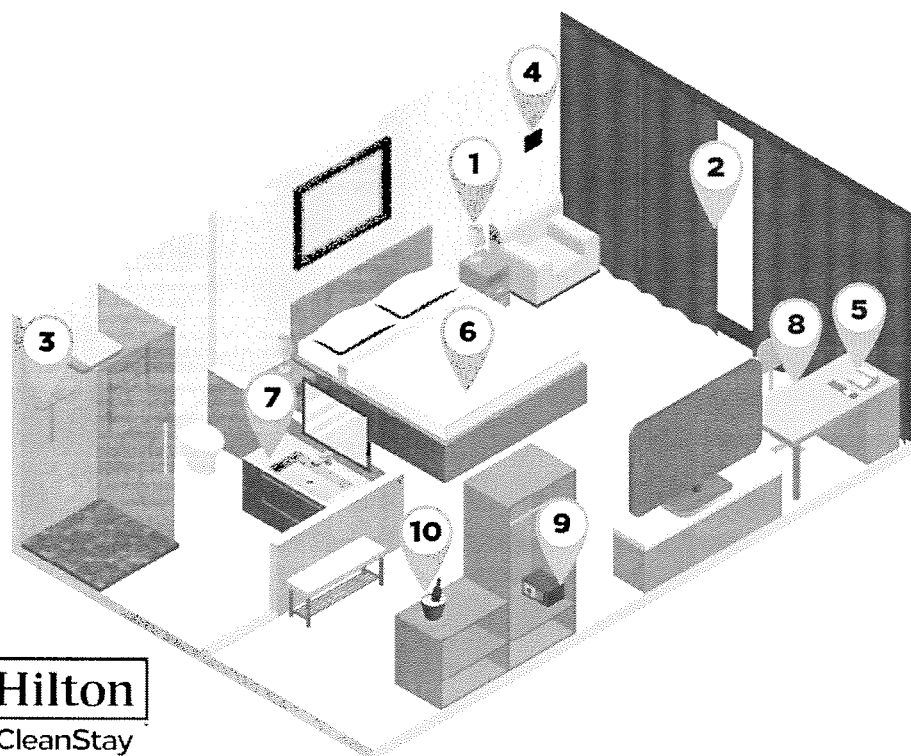
Key Hotel Touchpoints

Guest Room	Arrival & Welcome	Public Space & Fitness	Physical Distancing	Food Services	Team Members
Creating customized cleaning programs focused on "Top 10 most touched surfaces" including supporting guest confidence in our efforts through implementation of a "Fresh for You" seal on each guestroom door at check-in and removal of unnecessary items (e.g. pen, paper, etc.) within the guest room	Elevating the benefits of Digital Key and streamlining low-touch check-in – processes	Increasing the cleaning and disinfection frequency and visibility while providing guest-use sanitizing and disinfecting products (wipes and liquids)	Shifting FF&E in the lobby and dining areas to organically create physical (and social) distancing including visual queues	Enhance focus and effort on hygiene of current offerings (tailored to meeting guests' expectations and regional health guidelines) and re-engineering select food & beverage offerings including in-room dining	Establishing pre-shift team meetings focused on cleanliness to protect team members by incorporating PPE along the stay journey. Developing and promoting gestures of hospitality through non-touch greetings (e.g. hand over heart).

Guest Room Cleaning (Daily) 10 Point Checklist

Designate each line on the cleaning checklist as complete by adding the Housekeeping Team Member's initials and a check mark in the right column.

DATE	HOUSEKEEPING TEAM MEMBER NAME	ROOM



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 and 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	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

THE CLEANSTAY GUEST EXPERIENCE



PRE-ARRIVAL MESSAGING

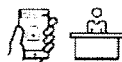
Guests receive pre-arrival communications with their reservation details and an explanation of the CleanStay program.

1

2

CONTACTLESS OR STREAMLINED CHECK-IN

Honors members can use Digital Check-In and Digital Key through the Hilton Honors app to bypass the front desk and go straight to their room. Non-Honors members will experience a new streamlined check-in process at the front desk, minimizing contact.



3



LOBBY SEATING, SIGNAGE & ENHANCED CLEANING

As guests walk through the lobby, they will notice that seating has been arranged to accommodate social distancing. They will see team members cleaning and disinfecting the lobby more frequently. Signage encouraging social distancing and explaining the CleanStay program will also be placed throughout the lobby.

5



GESTURES OF HOSPITALITY

Along the way, guests may encounter team members welcoming them and demonstrating their hospitality while staying respectful of social distance.

4

ELEVATOR CLEANING & SANITATION STATION



As guests approach the elevator, they will see a hand sanitizing and disinfecting station for added peace of mind. Additionally, they will notice that elevators are being cleaned more frequently, with disinfecting wipes available for their use.

6

CLEANSTAY ROOM SEAL

As guests approach their room, they'll see that it has been sealed by housekeeping after deep cleaning and disinfection. They will experience a room disinfected just for them.



7

DEEP-CLEANED ROOM



As guests move through their room, they will see a clean top of bed that has been washed after every stay (a long established Hilton standard), messaging on mirror clings that outlines the use of Lysol for "high-touch areas," a TV remote control sealed in a protective sleeve, and Lysol disinfecting wipes. They will notice that printed collateral and materials have also been removed from the room.

9



FITNESS CENTER

When guests go to the fitness center, they will notice that the equipment has been arranged to accommodate social distancing. They will also see increased availability of disinfectant wipes with signage on proper use.

8

FOOD & BEVERAGE EXPERIENCE



For meals and beverages, guests will experience seating arranged to accommodate social distancing, order from sanitized (or single-use) menus, and notice special attention to cleanliness and hygiene. Certain brands will feature to-go breakfast offerings to minimize contact. Guests who order room service will experience contactless delivery, with orders and single-use service ware placed outside their doors.

10

CONTACTLESS CHECK-OUT



When it's time to check-out, guests can do so either directly through the Hilton Honors app or simply by calling the front desk.

11




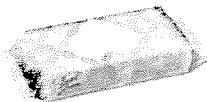

HOTEL SHUTTLE

If guests use the hotel shuttle, they will see disinfectant wipes and communications that outline the frequency of shuttle interior hot-spot disinfection and cleaning by the driver.








APPROVED CLEANING PRODUCTS

LYSOL	PROTECTIVE EQUIPMENT	PUBLIC SPACES	HEART OF HOUSE	GUEST ROOMS	F&B
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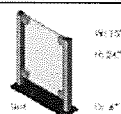

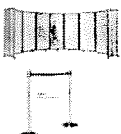








LYSOL

Lysol Cleaning Products	Wipes - Cannister	<ul style="list-style-type: none"> Kills 99.9% of viruses and bacteria*, including 8 cold and flu viruses Cleans AND disinfects surfaces Safe to use on electronics including Smartphones, Tablets and Remote Controls 	
Lysol Cleaning Products	Wipes – Large Pack	<ul style="list-style-type: none"> Kills 99.9% of viruses and bacteria*, including 8 cold and flu viruses Cleans AND disinfects surfaces Safe to use on electronics including Smartphones, Tablets and Remote Controls 	
Lysol Cleaning Products	Disinfecting Spray	<ul style="list-style-type: none"> Kills 99.9% of fungi, viruses, and bacteria Kills cold & flu viruses Sanitizes hard and soft surfaces Prevents mold and mildew from growing for up to a week 	
Lysol Cleaning Products	Wipes – Amenity Pack	<ul style="list-style-type: none"> Kills 99.9% of viruses and bacteria*, including 8 cold and flu viruses Cleans AND disinfects surfaces Safe to use on electronics including Smartphones, Tablets and Remote Controls 	No Picture Available
Lysol Cleaning Products	Wipes - Dispenser	<ul style="list-style-type: none"> Disinfecting Wipes dispenser to hold wipes and be placed in all public areas requiring wipes 	No Picture Available






PROTECTIVE EQUIPMENT

Protective Equipment	Masks	<ul style="list-style-type: none"> Cloth and medical masks 	
Protective Equipment	Gloves	<ul style="list-style-type: none"> Nitrile and other protective gloves in multiple sizes 	
Protective Equipment	Aprons	<ul style="list-style-type: none"> Protective aprons, coats, and coveralls 	
Protective Equipment	Water Soluble Bags	<ul style="list-style-type: none"> Linen and laundry bags that will dissolve in the washing machine 	
Protective Equipment	Hand Sanitizer	<ul style="list-style-type: none"> Hand sanitizer dispensers in single and bulk dispensers 	
Hand Sanitizing Stations	Freestanding & Wall	<ul style="list-style-type: none"> Freestanding stations with touchless dispensers 	
Reduce Surface Contact	Glove Dispenser	<ul style="list-style-type: none"> Automatic glove opening device for Chefs to slide their hand right in without having to pull from a box of gloves 	

APPROVED CLEANING PRODUCTS (continued)

Reduce Surface Contact	Door Openers	<ul style="list-style-type: none"> Metal unit, screws into the door to allow a forearm or a foot to pull a swinging door open 	
Partitions	Front Desk & Sneeze Guards	<ul style="list-style-type: none"> Provide protective barrier between front desk Team Members and guests Come in different sizes, can be permanently or temporarily mounted or suspended 	
PUBLIC SPACES			
Physical Distancing	Social Distance Signage	<ul style="list-style-type: none"> Floor signs of various design are available Describe state directives and guidelines to traveling guests 	
Physical Distancing	Stanchions/Partitions	<ul style="list-style-type: none"> Stanchions - posts with ropes in order to rope off an area of the hotel or perform crowd control or performing crowd control Opaque partitions are also available that can be used for blocking off an area of the hotel or performing crowd control 	
Thermal Scanning	RFP In Progress	<ul style="list-style-type: none"> Product will be updated when selected 	
Chemical Sprayers	Misting Machine – Karcher PS 4/7 Bp Mister	<ul style="list-style-type: none"> Hospital grade misting system kills virus, bacteria and mold faster, safer, and quieter Compatible with EPA approved Ecolab products 	
Chemical Sprayers	Pressure/Washer – Dual Mister - Karcher	<ul style="list-style-type: none"> This pressure washer can also be used a misting machine Works best for commercial/outdoor areas 	
Textiles	Colored Microfiber Rags	<ul style="list-style-type: none"> Different colored rags allow properties to differentiate frequent cleaning of varying surfaces 	
HEART OF HOUSE			
Air Purification	UVC HVAC - Steril-Aire, Philip	<ul style="list-style-type: none"> HVAC, PTAC, and Water Filtration 99.9 % Eliminate Germs, Germicidal UVC irradiation proven as an effective inactivation method for mold, bacteria and viruses 	
Air Purification	AtmosAir	<ul style="list-style-type: none"> FC400 - High-efficiency, chemical-free air purification in air handling systems 	
Air Purification	RestorAir	<ul style="list-style-type: none"> Installed into air handler and oxidizers RestorAir Plug-In RestorAir PTAC 	
GUEST ROOMS			
CleanStay Seal	CleanStay Seal	<ul style="list-style-type: none"> Guest room adhesive seal showing the guest the room has not been entered since the last cleaning 	
Hygiene Kit	Gilchrist & Soames	<ul style="list-style-type: none"> Customized bag with disposable face mask, gloves, sanitizer, remote sleeve, wipes, non-slip socks, lip balm 	

APPROVED CLEANING PRODUCTS (continued)

Bedding	SertaSimmons	<ul style="list-style-type: none"> Anti-viral technology in the mattress 	
Bedding	AllerEase - Mattress/ Pillow Protectors	<ul style="list-style-type: none"> Anti-viral technology in the pillow protectors 	
F&B			
Disposables	F&B	<ul style="list-style-type: none"> Multiple disposable products available for to-go food and beverage products 	
Touchless Service	Ice/Water Dispenser	<ul style="list-style-type: none"> Ice and water dispenser, activates by placing cup under sensor 	
Touchless Service	Motion- detecting self- opening chafing dish	<ul style="list-style-type: none"> Keeps food warm and opens automatically upon approach 	

Please visit the [HSM CleanStay Ordering page](#) for the most up to date product availability.

Orders may be placed directly through BirchStreet or by contacting suppliers listed on the HSM page.

Public Space Cleaning Checklist







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	HOUSEKEEPING TEAM MEMBER NAME	SHIFT (check one) <input type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> O/N		
GENERAL LOBBY CLEANING			MINIMUM FREQUENCY	COMPLETE
Hand railings - clean & disinfect			Every 2-4 hours	<input type="checkbox"/>
Water fountains - wipe area, polish & disinfect knobs				<input type="checkbox"/>
Baggage scanner (where applicable)				<input type="checkbox"/>
Entrance/Exit doors- Clean and disinfect knobs and handles			Every hour	<input type="checkbox"/>
Furniture/tabletops- clean & disinfect			Every 2-4 hours	
Walls, wall fixtures, picture frames - spot clean/dust			1x/shift & As needed	
Hardwood/tile/marble floors/carpet - clean/vacuum			1x/shift & As needed	
Furniture, lampshades, cushions - straighten			1x/shift & As needed	
Ashtrays/ash urns - clean			As needed	
Loose trash pick up			As needed	
Trash containers - empty/replace liners			As needed	
Glass/window areas			1x/shift & As needed	
Outdoor seating			1x/shift & As needed	
FRONT DESK			MINIMUM FREQUENCY	COMPLETE
Desk surfaces - clean and disinfect			Every 2-4 hours	<input type="checkbox"/>
Trash containers - empty/replace liners			As needed	
Light fixture/decorative wall items - dust			As needed	
Walls/switch plates/door - spot clean			1x/shift & As needed	
Carpet behind desk - vacuum			1x/shift & As needed	
ELEVATORS (exterior)			MINIMUM FREQUENCY	COMPLETE
Up/Down Call Buttons - Clean and disinfect			Every 1-2 hours	<input type="checkbox"/>
Elevator door - wipe down			1x/shift & As needed	
Mirrored areas/stainless/brass - clean/polish			1x/shift & As needed	
ELEVATORS (interior)			MINIMUM FREQUENCY	COMPLETE
Handrails - Clean and disinfect			Every 1-2 hours	<input type="checkbox"/>
Control Panel - Clean and disinfect				<input type="checkbox"/>
Ceiling light - dust/replace bulbs			1x/shift & As needed	
Walls - wipe			1x/shift & As needed	
Mirrored surfaces - clean			1x/shift & As needed	
Carpet - vacuum			1x/shift & As needed	
Doors - wipe down			1x/shift & As needed	
Escalator Handrails			Every 1-2 hours	<input type="checkbox"/>
Escalator stairs and walls (NO LYSOL)			Every 2-4 hours	
BUSINESS CENTER ZONE & OFFICES			MINIMUM FREQUENCY	COMPLETE
Hand contact surface disinfection			Every 2-4 hours	<input type="checkbox"/>
Business center equipment				<input type="checkbox"/>
Trash containers - empty/replace liners			As needed	
SHARED GUEST USE EQUIPMENT			MINIMUM FREQUENCY	COMPLETE
Vending- clean & disinfect hand contact surfaces			Every 2-4 hours	
Ice machines- clean & disinfect hand contact surfaces				
Retail space- clean & disinfect hand contact surfaces				

ALL ITEMS IN BOLD GET LYSOL FINAL TOUCH CLEANING.

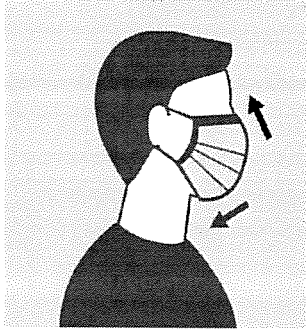
ALL ITEMS IN BOLD  GET LYSOL FINAL TOUCH CLEANING.

RESTROOMS	MINIMUM FREQUENCY	COMPLETE
Vanity Counter and Faucet Handles – Clean and disinfect	Every 1-2 hours	
Hand Dryers and/or Towel Dispensers – Clean and disinfect		
Toilet/Urinals/Bidet – Rim/base/seat cover/underneath/piping		
Receptacle Doors/Handles – Clean and disinfect		
Dispensers – Wipe down and disinfect contact surfaces		
Light fixtures - clean	1x/shift & As needed	
Floors - steam cleaned	1x/shift & As needed	
Hand soap - check/refill	1x/shift & As needed	
Stall partitions/walls – clean/wipe down	1x/shift & As needed	
Supplies – restock	1x/shift & As needed	
Furniture – dust	1x/shift & As needed	
Bathroom service record – complete, if required	1x/shift & As needed	
FITNESS CENTER	MINIMUM FREQUENCY	COMPLETE
Equipment (cardio, weights, mats, balls) – Clean and disinfect	Based upon use - but a minimum of every 2 to 4 hours	
Water Fountains – Wipe area, polish, and disinfect knobs		
Towel Shelving – Clean and disinfect		
Changing Areas		
Floors – Clean		
Doors – Clean and disinfect		
TV / Music System Remote(s) and Phone		
Trash containers – empty/replace liners	1x/shift & As needed	
Light fixture/decorative wall items – dust	1x/shift & As needed	
Walls/switch plates/door – spot clean	1x/shift & As needed	
POOL	MINIMUM FREQUENCY	COMPLETE
Tables / Chair – Clean and disinfect	Every 2 to 4 hours	
Hand Railings – Polish and disinfect		
Water Fountains – Wipe area, polish and disinfect knobs		
Doors – Clean and disinfect		
Changing Room Contact Surfaces – Clean and disinfect		
Reception Desk (including phone, computer, etc)		
RESTAURANT AND BAR/LOUNGE	FREQUENCY	COMPLETE
Ashtrays/ash urns - clean	1x/shift & As needed	
Loose trash pick up	As needed	
Trash containers – empty/replace liners	As needed	
Glass/window areas- clean	1x/shift & As needed	
Walls and wall fixtures – spot clean	1x/shift & As needed	
Hardwood/tile/marble floors – clean	1x/shift & As needed	
Carpet – vacuum	1x/shift & As needed	
Furniture, lampshades, cushions - straighten	1x/shift & As needed	

ALL ITEMS IN BOLD  GET LYSOL FINAL TOUCH CLEANING.

Americas Protocol Update

for Team Member & Guest Safety



Current CDC Recommendations*

The Centers for Disease Control and Prevention (CDC) recommends wearing face coverings/masks in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission. CDC also advises the use of simple face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. The face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders.

*These recommendations are subject to change. The most up-to-date recommendations can be found at www.cdc.gov

OUR RECOMMENDATIONS

FACE COVERINGS

Team Members must wear face coverings. Face coverings must be non-offensive and indicative of the Brand's culture. The use of Hilton and/or brand logos on face coverings is prohibited.

Consideration should be given to supply the hotels with cloth masks both for managing the availability of supplies and costs.

GLOVES

For all departments that currently use gloves to perform job duties, they should continue to do so. Gloves will be made available and are encouraged to be worn by other Team Members as well.

HAND SANITIZER

We recommend placing additional hand sanitization stations in all key front of house and back of house areas.

TEAM MEMBER HEALTH & SYMPTOM SCREENINGS

We are carefully monitoring guidance from the Centers for Disease Control and Prevention (CDC) and other federal, state, and local health officials that may require health & symptoms checks and temperature screenings. Recently, several states and local municipalities have implemented orders or issued guidance urging or requiring that health & symptom checks and/or temperature screenings be implemented before guests and/or employees are permitted to access the property. We have developed screening protocols and training materials to guide impacted hotels in the United States and other countries, as required. Contact your HR representative with questions.

In addition to our recommendations, hotels should strictly enforce CDC recommendations and/or state requirements regarding social distancing, regular hand washing, and other recommended protocols to prevent the spread of COVID-19 and make hand sanitizer readily available to guests in the lobby and particularly at the front desk.

We will continue to evaluate these recommendations as scenarios surrounding COVID-19 evolve.

Note: Unless required by law, Protective Equipment and associated implementation at unionized properties may be subject to bargaining obligations.



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.

Protective Equipment 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

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 _____