

Safe Operating Throughout the COVID-19 Pandemic For Franchised Hotels



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. This document is provided to assist franchised hotels during this interim emergency period and is not intended to be permanent or ongoing guidance.

The following guidance explains ways to adhere to current social distancing guidelines and promote safe working practices for hotels continuing to operate during the COVID-19 Pandemic. This guidance was prepared on 1 April 2020. It is based on advice from various government authorities, the World Health Organization and Centers for Disease Control. Each hotel should continue to monitor and follow the most current guidance from their relevant authority since such guidance may be updated from time to time.

Social Distancing

Social distancing measures are steps you can take to reduce social interaction between Team Members and Guests. This will help prevent the transmission of coronavirus (COVID-19);

1. Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough. Follow the [Respiratory Viral Infections Guide](#) for Team Members or Guests displaying symptoms.
2. Stay 2 metres/6ft away from other Team Members and Guests and follow the recommended [Elevator Etiquette poster](#).
3. Politely advise guests to socially distance themselves from Team Members and other guests. Social interaction is to be discouraged, and guests should be encouraged not to congregate in public areas and to maintain a 2 metre/6ft distance.
4. For Hotels where there are higher or 'normal' occupancy levels, consider using temporary floor markings in busier public areas to facilitate compliance with the social distancing advice of 2 meters/6ft separation. Areas to consider include reception desks and "grab and go" food service locations.
5. Wash your hands as a matter of routine, before and after handling food, and especially after being in a public area, blowing your nose, coughing, or sneezing.
6. Work in separate offices or re-arrange desk layouts to maintain social distancing.
7. Free staff parking should be encouraged where possible to allow Team Members an alternative option other than public transport.
8. Consider the use of online video/conference calls if needing to undertake internal meetings.
9. The [social distancing poster](#) can be displayed in public areas to help educate guests.

Hilton

SAFETY AND
SECURITY

Front Office

1. Utilise automatic/revolving doors where possible to reduce hand contact points on entry to the Hotel.
2. 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 possible queuing at Reception. Straight to room options should be used wherever possible.
3. Consider these additional Front Office measures that could assist with social distancing;
 - 🔦 Limit the offering of luggage/concierge assistance unless critically needed. Valet parking should be suspended.
 - 🔦 Suspend welcome letters unless information pertains to the well-being and safety of the guest.
 - 🔦 Encourage express check-out service to all guests.
 - 🔦 E-mail invoices to guests instead of printing. HHonors guests can access their invoice via the Hilton Honors app.
 - 🔦 Hotel with communications systems such as Kipsu are encouraged to communicate with their guests via these platforms during their stay, provided all necessary legal consents have been obtained and other necessary procedures are followed.
 - 🔦 Work with IT to amend the online guest Wi-Fi to allow access without the need for a printed code.
 - 🔦 Encourage the use of contactless payments (where possible).
4. If overcrowding does become a concern:
 - 🔦 Regulate entry so that the premises do not become overcrowded.
 - 🔦 Use signage to direct guests into lanes if feasible to facilitate movement within the Hotel while maintaining the 2 metre/6ft distance.
 - 🔦 Make regular announcements to remind Guests to follow social distancing advice and to wash their hands regularly.





Housekeeping

1. Guestroom servicing should now have been suspended (for short term guests 5 nights or under) or at an agreed reduced frequency for stays over 5 nights.
 - ✓ For short stays: Clean linen, larger garbage/bin bags and towels should be placed regularly outside guestroom doors; to allow Guests to service their own rooms.
 - ✓ For longer stays, Housekeepers can service rooms but must wear disposable gloves, apron and where required by local regulations/health authority guidance, masks. They must use anti-viral disinfectant spray and the guests should not be in the room whilst cleaning is undertaken. Particular care should be taken to decontaminate touch points such as phones, TV remote controls, and toilet flush handles.
 - ✓ Laundry and linen must be placed within soluble bags in guestrooms – Guests should be asked to tie the bags and leave these outside their room for collection. The guest should also be asked to tie any garbage/rubbish bags and leave them outside the room for collection.
 - ✓ Rooms formally occupied by a confirmed infected guest or team member must be double locked and left vacant for 72 hours after departure.
2. Keep your working and public areas clean (in particular frequently touched surfaces i.e. phones, lift buttons, door handles etc.). Where possible, overnight cleaning of public and back of house areas should be enhanced. All hand contact surfaces in public and back of house areas need to be cleaned and disinfected every 2-4 hours.

Food & Beverage

1. Where F&B is provided by the Hotel, all guest food should be delivered via Room Service and left outside guest room doors. No orders should be taken in person, orders should only be taken by telephone.
2. If a food takeaway or “grab and go” service is being offered for guests, ensure this service does not permit use of utensils and that foods are pre-packed in takeaway bags/containers.
 - 🕒 Consider implementing staggered lunch/collection times to avoid queueing.
 - 🕒 Guests arriving early should be politely asked to return at their designated collection time.
 - 🕒 Guests whose food is ready to collect, should do so one at a time.

Kitchens & Food Preparation

1. Although it is very unlikely that coronavirus is transmitted through food, as a matter of good hygiene practice anyone handling food should wash their hands frequently with soap and water for at least 20 seconds. This should be done as a matter of routine, before and after handling food, and especially after being in a public place, blowing your nose, coughing, or sneezing.
2. Frequently clean and disinfect objects and surfaces that are touched regularly, using your approved cleaning products.
3. The likelihood of an infected person contaminating commercial goods such as food packaging is low. Whilst food packaging is not a specific risk, efforts should be made to ensure it is cleaned and handled in-line with usual food safety practices.
4. Cleaning should be in line with usual food hygiene practices and the environmental controls set out in Hilton's HACCP manual. No additional precautions need to be taken.

Team Member Restaurant & Rest Breaks

1. Provide a "grab and go" service and ensure this service does not permit use of utensils and that foods are pre-packed in takeaway bags/containers.
2. Implement staggered lunch/collection times.
3. A distance of 2 meters/6ft should be maintained between Team Members using the restaurant facilities.
4. Team Members can continue to use rest and smoking areas if they apply these social distancing controls.
5. Notices promoting hand hygiene and social distancing should be placed visibly in relevant Heart of House areas.
6. If possible, increase the number of hand washing stations available or encourage hand washing before entering the canteen.

Everyone should be following these measures.





Looking After Your Wellbeing

Understandably, you may find that social distancing can be boring or frustrating. You may find your mood and feelings are affected and you may feel low, worried or have problems sleeping. You may miss being outside with other people.

At times like these, it can be easy to fall into an unhealthy pattern of behavior which in turn can make you feel worse. There are simple things you can do that may help, to stay mentally and physically active during this time such as:

1. Try to eat healthy, well-balanced meals and drink plenty of water. Look for ideas of exercises you can do at work or at home
2. Keep your windows open to let in fresh air, get some natural sunlight if you can, or complete your daily outside exercise by completing an external walk of your home or hotel premises whilst maintaining social distancing (remaining compliant with any local guidance or restrictions that may apply to your area).

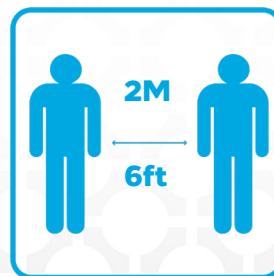
Remember...



**WASH YOUR
HANDS
REGULARLY
WITH SOAP**



**USE HAND
SANITIZER
REGULARLY**



**OBSERVE
SOCIAL
DISTANCING**



**AVOID
TOUCHING
YOUR FACE**