



# Hilton Grand Vacations

## ENHANCED CARE GUIDELINES

### Phase 1

#### Scotland Properties

The following [Enhanced Care Guidelines](#) are being adopted in response to the global COVID-19 pandemic to provide procedures and safeguards that address health and safety concerns from our Owners, guests and Team Members. These guidelines may change, as we continue to monitor updates from local, Scottish, U.K. and other international authorities, including Public Health Scotland (NHS), the World Health Organization (WHO), government mandates, and official public health guidelines and orders.

# Hilton Grand Vacations Implements Cleaning and Social Distancing Safety Standards at Locations Across the Globe

At Hilton Grand Vacations, we've always been dedicated to providing a clean and safe environment for our Owners, guests and Team Members. That's why, as the COVID-19 pandemic evolved, so did our focus to further elevate our standards of cleanliness at our properties.

Building on our already high-level of housekeeping and hygiene efforts, we're proud to offer an even cleaner and safer experience from check-in to checkout at our properties. We will be tailoring HGV's [Enhanced Care Guidelines](#) at our resorts to meet evolving consumer and Team Member expectations during the COVID-19 pandemic.

"Our top priority has always been the health and safety of our Owners, guests and Team Members," says Stan Soroka, chief customer officer for Hilton Grand Vacations. "Elevating our cleaning standards not only provides our Owners and guests with a worry-free environment so they can enjoy their return to travel, but provides our Team Members a safe place to work so they, in turn, can take care of their families and all who visit us."

We've enhanced our cleaning and disinfection standards to include best practices and protocols as recommended by Public Health Scotland and the Environmental Protection Agency. As many of our properties are in different destinations around the world — from urban to beachfront locations — we're adding resort-specific standards to ensure we meet the unique needs of each area.

As you think about your arrival and upcoming vacation, HGV's Enhanced Care Guidelines incorporate several steps to ensure you feel confident vacationing with us. From the moment you arrive, you will notice the following changes:

- **Arrival and Check-in:** As guests enter a property, they will see helpful social distancing signage and guidance, and a near touchless check-in area with Team Members behind clear partitions. Owners and guests will also notice hand sanitising stations and ongoing public-space cleanings.
- **Guest Accommodations:** Although Owners will continue to enjoy the same housekeeping services they have in the past, each unit will be sanitised with the appropriate cleaning materials and based on recommendations from suppliers. We are also removing paper clutter.
- **Amenities:** Pool decks and gyms will have social distancing capacities, while certain amenities may be closed due to local mandates.

While our Team Members may be physically distanced, we will deliver the special HGV hospitality our Owners and guests know and love. Enhanced care hospitality measures include:

- **HGV Room Seal:** Upon cleaning, a seal will be placed on doors to indicate the room has not been accessed since it was thoroughly cleaned, adding an extra measure of assurance.
- **10 High-Touch, Deep-Clean Areas:** Extra disinfection will occur in the most frequently touched areas in units, including electrical switches, door handles, remote and air conditioning controls, telephones, bathrooms, safes, kitchen appliances, cutlery, glassware, dishes and more.
- **Public Health Scotland-Approved Cleaners and Training:** All rooms will be cleaned and disinfected between guest stays using EPA COVID-19-approved virucidal cleaning solutions. In partnership with our vendors, Team Members will participate in enhanced training about the proper use of all chemicals and will be part of our ongoing training efforts.
- **A Focus on Public Spaces:** Where applicable, our Enhanced Care guidelines will focus on cleaning and disinfecting public-facing locations — check-in, pool and lounge spaces, fitness centers, and food and beverage areas. Cleaning of public-facing locations will also take place more often and pay closer attention to high-touch points.
- **Evaluation of New Technologies:** Consideration will be given to testing and reviewing new innovative technologies and equipment, as additional guidance is received from health authorities.
- **Social Distancing Safety Efforts:** Besides enhanced sanitary measures, HGV has incorporated new, social distancing standards in communal, high-traffic applicable areas, including pool decks, check-in spaces, and food and beverage outlets. Clear signage will guide guests and Team Members, so distancing standards are easy to follow.
- **PPE and Enhanced Training:** Throughout the resort and as part of the new cleaning process, HGV Team Members will receive Protective Equipment (PE) items and enhanced training designed to protect their wellbeing while continuing to deliver unmatched HGV hospitality.

For the safety of our Team Members working behind the scenes, we will follow the same high standards of our Enhanced Care Guidelines. This will ensure our office experience incorporates the same key tenets as our properties, including social distancing measures, frequent cleaning and Protective Equipment use.

“Now more than ever, it’s important that our Owners and guests feel safe when vacationing,” says Soroka. “We hope our intense focus on cleanliness provides our guests with the peace of mind they need so they can look forward with ease to returning to their favorite destination.”

While our commitment to cleanliness and safety will never change, our response will evolve as we learn more from experts. And as we monitor the situation, our Enhanced Care Guidelines will be updated to ensure we continue to meet the needs of our Owners, guests and Team Members around the world.

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## I. Ensuring the Wellbeing of our Team Members, Owners and Guests

**Our Mission:** “By putting people first, we will ensure Team Members become family, guests become Owners and Owners become the heart of everything we do.”

The health and safety of our Owners, guests and Team Members remain our number one priority. This document identifies recommended steps to keep our key stakeholders safe. We will continue to refine and update the document as experts provide additional guidance and recommendations. While the following recommended procedures may not be implemented in all HGV locations for a variety of reasons, we will continue to adhere to federal, state and local government travel requirements.

### a. Team Member Roles

Team Members will be trained on return-to-work protocols after coming back from nonessential travel or due to an illness, as well as on HGV’s Enhanced Care Guidelines. These efforts will become standards of conduct — everyone has a significant role to play in this post-COVID-19 world, especially as it pertains to safeguarding travel.

### b. Traveler Roles

Similarly, HGV will communicate to Owners and guests their responsibilities in this new environment, including not traveling when sick or under quarantine or from a COVID-19 hotspot, while encouraging the use of Protective Equipment and following social distancing and other property-specific wellness measures.

### c. Protective Equipment (PE)

We will provide Team Members appropriate training on how to properly use Protective Equipment based on their roles and job functions, mirroring Owner and guest usage, and in adherence with central and local government regulations and guidance from Public Health Scotland.

### d. Hand Sanitiser

A variety of table-top, wall-mounted and free-standing stations will be strategically located in applicable, high-traffic areas at each property including the main lobby, elevator landings, restroom entrances, fitness and activity centers, pool areas, Team Member entrances, break areas, locker rooms, and food and beverage locations.

#### e. Wellbeing Signage

Owner, guest and Team Member signs will be placed strategically throughout each property. The signs will reflect best practices for social distancing, handshake-free environments, hand-washing, protective barriers and the use of hand sanitiser. Signage will be strategically located to remind Team Members about how to wear Protective Equipment and avoid touching their face, as well as hand-washing techniques, social distancing protocols and protective barrier use.

#### f. Social Distancing



Owners, guests and Team Members will be advised, via strategically placed signage, to practice social distancing by staying a safe distance away from other groups of people, while waiting in communal areas.

## II. Creating a Low-Touch Welcome Experience

#### a. Pre-Arrival and Website Communications

All resort websites will link to a newly created landing page on HiltonGrandVacations.com with detailed information on the Enhanced Care Guidelines.

A pre-arrival communication with related content will also be sent prior to a guest's planned arrival with information about our enhanced care efforts.

#### b. Visibility and Social Distancing Protocols

Upon arrival, where applicable, Owners and guests will be greeted at the lobby entrances where key messaging around social distancing and HGV's Enhanced Care Guidelines will be on display.

#### c. Elevated Guest Check-in and Room Key Cleaning

Front desk agents in applicable areas will be encouraged to wear Protective Equipment to emphasize a touch-free experience. If they choose not to wear Protective Equipment, especially gloves, they will be required to sanitise hands in view of guests before and after guest interactions. Hand sanitiser will be available at the front desk for all guests. In addition, social distancing requirements with approved messaging will be placed around each property. And Owners and guests will be asked to designate one person for check-in and checkout.

The check-in process will feature a low-touch experience, with guests showing personal identification. Credit card terminals will be sanitised before each use. Issuing of key cards (new or sanitised) will be done to minimize hand-to-hand contact. Where available, front desk agents will also offer to send all resort information and related collateral via text. Team Members near or at front desks will let guests know of social distancing guidelines and other Enhanced Care efforts, during check-in. As much as possible, key packets will be prepared in advance to limit transaction times between guests and front desk Team Members.

Room and front desk collateral regarding mobile food delivery vendors and property guidelines will be available. We will also promote “cashless” stays to discourage money handling. If any front desk Team Member is required to handle cash, they will sanitise hands in view of guests after each transaction.

d. Installation of Partitions at Front Desks

All front desk workstations will have protective partitions and practice social distancing.



e. Social Distancing in Elevators

Signage detailing occupancy limits and sanitiser stations will be available at the lobby. Signs will be placed encouraging everyone to use stairwells whenever possible.

f. Low-Touch Checkout and Departure

Owners and guests will be encouraged to use a “touch-free” checkout experience by:

- i. Leveraging the property’s texting platform or room phone (if available).
- ii. Verifying their email address during check-in so the folio can be emailed.
- iii. Taking advantage of the express check out service.

### III. HGV Enhanced Care Efforts

HGV’s Enhanced Care Guidelines will further elevate our existing high standards across all resorts, where hospital-grade cleaning products and upgraded protocols are currently in use. The goal is to provide Owners and guests with assurance and peace of mind during their vacation and travel experience. These initiatives will create an enhanced focus on cleanliness that will be visible to guests throughout their entire stay — in their guest rooms, main lobby and in other public spaces.

### a. HGV Room Seal

Upon cleaning and inspecting each guest room, a seal will be applied to the entry door to assure guests rooms were prepared for their arrival. Only arriving guests will break the seal, and Team Members will follow strict protocols in the event they must enter a sealed room. These protocols will ensure the sanitation standards have been maintained and the room has not been accessed since being thoroughly cleaned, sanitised and prepared for our guests.

### b. High-Touch, Deep-Clean Areas

Extra care will be taken to sanitise the most frequently touched areas in all the rooms, including, but not limited to, light switches, handles, remote controls, thermostats, telephones, kitchen flatware, safes and toilets. Dishes will be sanitised in the dishwasher before guest arrival, and a magnet or cling will be displayed on the dishwasher that informs guests dishes and utensils have been sanitised for use.

The following illustration shows the 10 high-touch areas that will be the focus of all HGV room sanitation efforts. These areas might change based on future health guidelines.

## Cleaned and Sanitised for Your Protection

We've paid extra attention to these 10 high-touch areas in your room as part of our enhanced standard of cleanliness.



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- 1 SWITCHES & ELECTRONIC CONTROLS**  
Lights, lamps, switches and electronic controls.
- 2 HANDLES & KNOBS**  
Doors, closets, drawers, furniture knobs and drapery pull handles.
- 3 MAJOR BATHROOM SURFACES**  
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 CLIMATE CONTROL PANELS**
- 5 TELEPHONES, REMOTE CONTROLS & CLOCKS**  
Handsets, dial pads and function buttons.
- 6 BED & BEDDING**  
All bed linens including duvet covers, pillowcases and sheets.
- 7 BATH AMENITIES**  
Individual amenities, tissue boxes, soap dishes, amenity trays and hairdryer.
- 8 HARD SURFACES**  
Tables, desks and nightstands.
- 9 CLOSET GOODS**  
Iron, and safe handle and keypad.
- 10 MAJOR KITCHEN/WET BAR SURFACES**  
Cutlery, dishes, drinkware, refrigerator and coffeemaker.

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c. Guest Room Privacy and Cleaning Protocols

In keeping with our vacation ownership model for Owners staying more than one week, guestrooms will receive a package of fresh linens and supplies toward the end of each stay week. Used items must be bagged and placed outside the unit door for collection to maintain low-contact and social distancing.

Team Members will wear appropriate Protective Equipment when entering a guest room for any reason, including face coverings, gloves and booties. After exiting the guest room, Team Members will dispose of gloves and booties, and replace them with new ones upon entering the next room.

d. Cleaning Chemicals Approved by the Public Health Scotland

All guest rooms will be cleaned and disinfected using Public Health Scotland COVID-19-approved virucidal cleaning solutions between guest stays. In partnership with our sanitation vendors, enhanced training will be conducted with all Team Members about the proper use of approved chemicals.

e. Simplified Guest Room

Frequently touched decorative enhancements or other items will be removed from guest rooms. Existing guest literature will be digitised (i.e., QR codes, in-room entertainment channels, etc.) eliminating most printed and promotional materials from rooms.

f. Innovative Disinfection Technologies

HGV will continue to test and review the addition of innovative technologies, new equipment and enhanced training to augment sanitation efforts for surfaces and objects on an ongoing basis.

g. Potentially Exposed Guest Room

Protocols and standard operating procedures have been developed to meet or exceed Public Health Scotland guidelines using specific cleaning products to safely clean and sanitise a potentially affected area. Public Health Scotland guidelines will be followed to return a room to service after identifying a potential exposure.

h. Guest and Engineering Work Orders

Upon entering a guestroom to conduct maintenance work, each Team Member will be required to wear gloves, face coverings and booties. Team Members will use Public Health Scotland COVID-19-approved virucidal cleaning solutions to sanitise work areas properly. And upon completion of their shift or work order, Team Members will remove and dispose of gloves and booties.

#### IV. Pool Area Protocols

Pool areas are an important amenity at many of the resorts and will be open for Owner and guest enjoyment wherever state and local jurisdictions allow, with the enhanced details below:

a. Signage

New signage will be prominently displayed at points of entries in pool areas and decks to remind guests about social distancing guidelines.

b. Furniture Placement

Pool area furniture will be preset before the start of the day, using pod or small groupings with no more than six seats per pod and a minimum of six feet between each grouping.

c. Cleaning and Sanitation

Entry doors will be sanitised regularly, and hand sanitiser or wipes will be available.

d. Pool Towels

Each property will develop a pool towel distribution procedure with options to include placing pool towels in each unit or obtaining pool towels at a manned desk. Gloves will be used for distribution of all towels where appropriate.

#### V. Fitness Center Protocol

Fitness centers are another key amenity at the resorts, which will be open for Owner and guest use wherever central and local government jurisdictions allow and following the enhanced care details below:

a. Signage

New signage will be prominently displayed at the entrance of and inside each fitness center to remind guests about appropriate social distancing guidelines.

b. Equipment Placement

All cardio and strength equipment will be reset before opening to provide for a minimum of six feet between each machine. If resetting the equipment is not possible, extra equipment will be taken out of service by either covering it or installing an appropriate barricade to prevent use.

c. Cleaning and Sanitation

Entry door handles will be sanitised at regular intervals. Hand sanitiser or wipes will be positioned by each door as well. The installation of additional hand sanitiser or wipe dispensers should be considered wherever possible, based on the overall size of the fitness room.

d. Hand Towels

Hand towels will be provided to guests for their use. A receptacle will be visibly located inside each fitness center to dispose of used towels properly.

e. Water Fountains

All guest drinking fountains will be covered and or taken out of service until further notice. Water fountains with bottle refill (touchless) options will be in use where available.

## VI. Training

a. Team Members, Safety Training and Expectations

Team Members will go through extensive training on new cleaning protocols. Team Members will also receive training on COVID-19 safety, especially those who interact with guests frequently. In the spirit of the Hilton value of Ownership, all Team Members will be encouraged to carry hand sanitiser and cleaning solutions to clean their workstations as often as needed and after each guest interaction. All Team Members will acknowledge the heightened sensitivity and importance of resuming operations with these new, elevated expectations.

b. Communicating With Confidence

Pre-shift meetings will take place virtually or through Microsoft Teams. For departments that are unable to leverage technology, shifts and schedules will be staggered to allow for smaller, pre-shift meetings, while adhering to social distancing requirements. Department leaders will provide ongoing communication, as well as ensure proper Protective Equipment and sanitation procedures are followed and updated based on central and local government orders, and Public Health Scotland guidelines. Team Member talking points and FAQs will be created and shared with Team Members to supplement HGV's Enhanced Care Guidelines. Communications to Team Members will also be updated as program efforts evolve.

c. Learning and Development

HGV will create training resources, job aides and pre-shift talking points to support HGV's Enhanced Care Guidelines.

d. Resort Social Amenities

Amenities such as Owner lounges and activity centers, will be closed pending further government guidance.

## VII. Strategic Business Partners

a. Regional Offices and Sales Locations

- i. Regional offices and sales locations will implement applicable enhanced care protocols to ensure the wellbeing of Owners, guests and Team Members.
- ii. Social distancing guidelines will be implemented.
- iii. Frequent, visible and enhanced cleaning activities will take place using commercial-grade cleaning solutions and products.
- iv. High-traffic areas such as break rooms, elevators, business centers, bathrooms and meeting rooms will have additional cleaning procedures.
- v. Protective Equipment items, such as face coverings and gloves, and antibacterial wipes will be available to Team Members returning to work.
- vi. Common areas will be thoroughly cleaned following enhanced care standards. Team Members also will be asked to sanitise their computers and workstations before, during and after each shift, and throughout the day.

- vii. Signage referencing Public Health Scotland policies, such as hand-washing and social distancing, will be installed in all Team Member facilities. Additional trash receptacles, wipes and tissue boxes will be available in all buildings.
- viii. Workstations and open workspaces will be occupied meeting distancing guidelines, and desktop signs will be placed on workstations and common areas that should not be used. Management will work with Team Members to establish shifts, if needed, to accommodate social distancing requirements and if open workspaces cannot be reconfigured.
- ix. Entrances will be limited on each building. Team Members will be encouraged to refer to each office location for further information and appropriate entry and exit guidelines. As such, departments will be encouraged to stagger start times for teams to avoid large crowds of Team Members arriving at once.
- x. Outside vendors and visitors will be permitted on-property only out of necessity. All visitors must check-in at the welcome desk and wait in the lobby until their party has been contacted and meets them.
- xi. Team Members are encouraged to bring lunch from home and eat in designated areas. Departments will be encouraged to separate break times.
- xii. Team Members will be encouraged to take the stairs due to new elevator capacity limits, which will be communicated via signs on all elevators.