

# HILTON

## GRAND VACATIONS

Hilton Grand Vacations

## ENHANCED CARE GUIDELINES

### *Phase 2*

The following **Enhanced Care Guidelines** are being adopted at HGV properties, Sales Galleries and corporate offices 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. To further develop enhanced procedures and protocols appropriate to COVID-19, we will continue to monitor updates from local, state, federal and international authorities, including the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), government mandates and official public health guidelines. As a result, these guidelines may change in the future, and as COVID-19 mitigation techniques and CDC guidelines evolve. Additionally, HGV is incorporating Hilton CleanStay™ protocols.

## 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 resorts, Sales Galleries and corporate offices worldwide.

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, during your sales presentation and in our offices. And as part of our **Enhanced Care Guidelines**, we'll be incorporating Hilton CleanStay™ 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 the Centers for Disease Control and Prevention 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 each area's unique needs.

As you think about your arrival, upcoming vacation and sales experience, 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 our properties, 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 sanitizing stations throughout the property, ongoing public-space cleanings, including sanitation of carts between use, and bell staff wearing gloves and face coverings. Additionally, guests will be asked to wear a face covering while in any indoor public space at our properties in the United States to help minimize the spread of germs and viruses. HGV will provide complimentary face coverings for all guests upon request.
- **Guest Rooms:** While Owners will continue to enjoy the same housekeeping services they have in the past, each room will be sanitized with the appropriate cleaning materials, based on the recommendations from suppliers. We are also removing paper clutter in favor of digital, in-room offerings (where applicable), including our *Club Traveler* magazine.
- **Amenities:** Pool decks and fitness centers will have social distancing capacities, while certain amenities may be closed due to local government mandates.
- **Sales Galleries:** Similar to the resort check-in experience, guests will see low- to no-touch check-in areas with clear partitions. Personal protective equipment (PPE) kits will be available for guests who need face coverings and gloves, so they can best experience our sales tours and presentations. Our sales experience is already hi-tech and personalized, and capacity levels will be managed to ensure social distancing is enforced.

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:

- **Hilton CleanStay™ With Lysol Protection Door Seal:** Seals will be placed on doors to indicate suites have not been accessed since they were thoroughly cleaned, adding an extra measure of assurance.
- **Extra Cleaning and Disinfection in Rooms:** Extra disinfection will occur in the most frequently touched areas in guest rooms, including electrical switches, door handles, remote and air conditioning controls, telephones, bathrooms, safes, kitchen appliances, cutlery, glassware, dishes and more.
- **EPA-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 before our properties resume operations and as part of our ongoing training efforts.
- **Temperature Checks:** Temperature checkpoints will be established based on each property's size and layout to enable temperature checks of Team Members before starting their shift.
- **A Focus on Public Spaces:** Our 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. In addition, full sanitation of Sales Galleries will occur throughout the day and after daily operations end, while cleaning and disinfecting of sales tables will take place after each tour concludes.
- **Disinfecting Stations:** These stations will be located at primary entrances and key high-traffic areas, such as elevators.
- **Social Distancing Safety Efforts:** Besides enhanced sanitary measures, HGV has incorporated new, social distancing standards in communal, high-traffic 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 property, all Team Members will wear a face covering and receive enhanced training designed to protect their wellbeing, while continuing to deliver unmatched HGV hospitality.
- **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.

For the safety of our Team Members working behind the scenes in our Call Centers and corporate offices, we will follow the same high standards in our Enhanced Care Guidelines. This will ensure our office experience incorporates the same key tenets as our resorts and Sales Galleries, including social distancing measures, frequent cleaning and PPE 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 HGV 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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<sup>1</sup> Environmental Protection Agency, List N: Disinfectants for Use Against SARS-CoV-2: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

## 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 the recommended steps to keep our 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 adhere to federal, state and local government travel requirements.

### a. Team Member Roles

Team Members will be trained on HGV’s Enhanced Care Guidelines and Hilton CleanStay™ With Lysol Protection protocols, as well as on how to return to work from nonessential travel or after an illness. Team Members will also go through a daily temperature check (where required) before the start of each shift and must wear a face covering while at work at the property. 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, under quarantine or from a COVID-19 hotspot. Owners and guests must wear face coverings in all indoor public spaces at our properties in the United States, including those in Hawaii. At all other properties, Owners and guests are strongly recommended to wear a face covering while staying at an HGV property. Where a government mandate exists regarding the use of face coverings, it will supersede HGV policy. Finally, HGV will ask Owners and guests to follow social distancing guidelines and other property-specific wellness measures during their stay.

### c. Temperature Checks

As we continue to look at ways to enhance our safety protocols, we are implementing mandatory temperature checks for HGV Team Members. If a Team Member registers a temperature of 100.4 F or higher, their temperature will be taken a second time to confirm the results. If, after a second check, they still register a temperature of 100.4 F or higher, they will be unable to work and asked to return home.

### d. PPE

Face coverings are required for Owners and guests in the United States, as well as all Team Members, no matter their role and location. We will provide Team Members with the appropriate training on how to use PPE properly, based on their roles and job functions, and in adherence with state and local regulations and guidance from the CDC.<sup>2</sup> We will also offer complimentary face coverings to all guests upon request.

<sup>2</sup> Centers for Disease Control and Prevention, Coronavirus (COVID-19): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

### e. Hand Sanitizer

A variety of table-top, wall-mounted and free-standing stations will be located strategically throughout each property in high-traffic areas. These include the main lobby, elevator landings, restroom entrances, fitness centers, meeting rooms, activity centers, pool areas, Team Member entrances, break areas, locker rooms, and food and beverage locations, including By Hilton Club Owner lounges. Additionally, hand sanitizer and disinfectant wipes will be provided in each guest room as an enhanced precaution.

### f. Wellbeing Signage

Guest and Team Member signage will be placed strategically throughout each property. Wherever appropriate, multi-language signs will be placed in arrival areas, lobbies, front desks, elevator landings, guest rooms, pool and recreation facilities, and all high-traffic locations. The signs will remind all individuals each property is a handshake-free zone, as well as provide hand-washing reminders, indicate protective barriers and encourage guests to use hand sanitizer. "Heart of HGV" signs will be placed in key locations to remind Team Members about proper hand-washing techniques, social distancing protocols and protective barrier use, as well as how to wear PPE and to avoid touching their faces.

### g. Social Distancing

Signage will also remind Owners, guests and Team Members to practice social distancing by staying at least six feet away from other groups of people while waiting in communal areas. Additionally, elevator capacities will be lowered and restricted to people traveling together or for groups of up to four individuals (maximum).



## II. Creating a Low-Touch Welcome Experience

### a. Pre-arrival and Website Communications

All HGV websites (Club, Sales and Marketing, and Rental sites) will link to a newly created landing page on HiltonGrandVacations.com with detailed information on the Enhanced Care Guidelines. In addition, HGV resort webpages will feature destination-specific information, including face-covering mandates, local travel restrictions, available services and more. HGV will also continue to post COVID-19 information on its Travel Updates webpage.

Upon booking, Owners and guests receive a reservation email that outlines current program guidelines, such as social distancing measures, as well as information about what to expect during their stay with HGV. A pre-arrival email with related content is also sent 14 days before a guest's planned arrival with information about our Enhanced Care Guidelines and a link to the Travel Updates page.

### b. Visibility and Branding of Social Distancing Protocols

Owners and guests will be greeted at the arrival gatehouse or lobby entrances where key messaging around social distancing, HGV's Enhanced Care Guidelines and Hilton CleanStay™ protocols will be on display. In addition, lobby ambassadors will greet all guests and remind them about the new social distancing guidelines.

### c. Enhanced Touch-free Arrival Journey

Valets and bellmen will wear face coverings and gloves and will carry sanitizing wipes. Each valet and bellman will wipe and clean bell carts after each use, as well as work areas regularly.

Signage at the porte-cochere/entrance and in the lobby will explain our enhanced care efforts around the resort. Signage will also illustrate our extra cleaning and disinfection efforts in each guest room's high-touch areas, six-foot social distancing guides, proper elevator etiquette and general hygiene reminders.

### d. Elevated Guest Check-in and Room Cleaning

Front desk agents will be encouraged to wear PPE to emphasize a touch-free experience. If they choose not to wear PPE, especially gloves, they will be required to sanitize hands in front of guests before and after guest interactions. Hand sanitizer will be available at the front desk for all guests. In addition, social distancing requirements with approved HGV-branded messaging will be placed around each property. Owners and guests will also be asked to limit the number of people coming to check-in and checkout.

The check-in process will feature a low-touch experience with guests continuing to show proper personal identification. Credit card terminals will be sanitized before each use, and issuing of keycards (new or sanitized) will be done in a way to minimize hand-to-hand contact. Front desk agents will also offer to send all resort information and related collateral via text. At the same time, social distancing guidelines and other enhanced care efforts will be explained 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. HGV will also promote “cashless” stays to discourage money handling. If any front desk Team Member is required to handle cash, they will sanitize hands in front of guests after each transaction.

Bellmen will never break the HGV Room Seal. Bellmen will deliver luggage to rooms when Owners and guests are in the room. If a bellman is requested to deliver luggage inside a room or drop off the luggage in a vacant, checked-in room, the bellman will wear face coverings and gloves, as well as sanitize hands immediately before and after leaving the room. The bellman will also advise Owners and guests of virtual room orientations and other essential safety facts that are available on their TV. Bell cart stations throughout the property will have appropriate signage with hand sanitizer available for guest use.

#### e. Installation of Partitions at Interactive Desks

All front desk workstations will have protective partitions. Personnel working in lobby areas, such as concierge and marketing desks, bell stands and valet stations, will wear face coverings and gloves and practice social distancing, wherever possible.



#### f. Lobby Ambassador and Cleaning

Lobby ambassadors will answer all Owner and guest questions immediately after check-in. Whenever appropriate, the lobby ambassador will escort guests to the resort marketing desk. A dedicated lobby attendant with a different uniform will actively sanitize public spaces, focusing on high-touch areas, such as door handles, elevator buttons and countertops, throughout the day and using fragrant disinfectant products.

#### g. On-site Transportation

All resort transportation drivers will wear face coverings and gloves and will refresh gloves with each guest’s arrival. A valet will be available where applicable and based on state and local executive orders.

#### h. Social Distancing in Elevators

Signage detailing occupancy limits and sanitizer stations will be available in the lobby. Interior cabs will have divided decals on the floors, and inside doors will feature social distancing signs placed behind a protective covering. Signs will be placed encouraging everyone to use stairwells whenever possible.



## i. Low-touch Checkout and Departure

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

- Leveraging the property’s texting platform or room phone.
- Verifying their email address during check-in so the folio can be emailed.

## III. HGV Enhanced Care Efforts

HGV’s Enhanced Care Guidelines combined with Hilton CleanStay™ will further elevate our existing high standards across all resorts, where hospital-grade cleaning products and upgraded protocols are already 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 guest rooms, main lobbies and other public spaces.

### a. Hilton CleanStay™ With Lysol Protection Door Seal

Upon cleaning and inspecting each guest room, a seal will be applied to the entry door to assure guests that 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 was not accessed since being thoroughly cleaned, sanitized and prepared for our guests.



### b. Guest Room Privacy and Cleaning Protocols

In keeping with our vacation ownership model, all guest rooms will receive housekeeping services after the third night of occupancy. By Hilton Club and select penthouse floors will continue to receive daily services as a strategic brand differentiator.

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

### c. Extra Cleaning and Disinfecting in Suites

Extra care will be taken to disinfect the most frequently touched areas in all the rooms following Hilton CleanStay™ With Lysol Protection protocols, and including, but not limited to, light switches, handles, remote controls, thermostats, telephones, kitchen flatware, safes and toilets. Dishes will be sanitized 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 sanitized 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:



#### d. EPA-approved Cleaning Chemicals<sup>3</sup>

All guest rooms will be cleaned and disinfected using EPA 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 digitized (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 CDC guidelines using specific cleaning products to clean and sanitize potentially affected areas safely. CDC and state health department guidelines will be followed to return a room to service after identifying a potential exposure.

<sup>3</sup> Environmental Protection Agency, List N: Disinfectants for Use Against SARS-CoV-2: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

## **h. Guest and Engineering Work Orders**

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

## **IV. Pool Area Protocols**

Pool areas are an important amenity at many of our resorts, and will open for Owner and guest enjoyment wherever state and local jurisdictions allow, with the enhanced details noted 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. Team Members will also be present using a six-foot measurement device as an ongoing reminder to all guests.

### **c. Cleaning and Sanitation**

Entry gates will be sanitized at least once every hour, and hand sanitizer or wipes will be available at every point of access for guest use. Pool furniture and cabana surfaces in contact with guests will also be sanitized after each use. Pool or recreation attendants will be present throughout the day and will be equipped with a special station cart or wagon, along with a six-foot social distancing gauge to reset furniture as needed.

### **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 staffed desk. Gloves will be used while distributing all towels, where appropriate.

### **e. Modified Hours**

Pools will have reduced operating hours to better focus on active cleaning and sanitation efforts at the start and end of every day.

## V. Fitness Center Protocols

Fitness centers are another essential amenity at HGV resorts, which will be open for Owner and guest use wherever state and local jurisdictions allow and following the enhanced care details noted 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 sanitized at least once per hour. Hand sanitizer or wipes will be positioned by each door as well. The installation of additional hand sanitizer 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. Team Members will use gloves when handing out towels to guests, and a receptacle will be visibly located inside each fitness center to dispose of used towels properly.

### e. Modified Hours

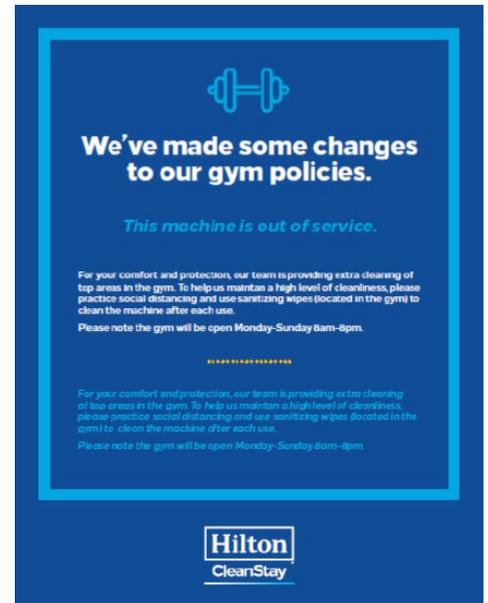
All-day access to the fitness center will be suspended and replaced with limited hours of operation. The fitness centers will be closed at least every four hours for detailed cleaning and disinfection, with an emphasis on high-touch areas throughout the day.

### f. Occupancy Limits

In support of appropriate social distancing, the overall occupancy of the fitness center should be limited to a maximum of 10 guests at any one time or 25% of the approved occupancy limits for the area.

### g. Water Fountains

All guest drinking fountains will be covered and or taken out of service until further notice.



## VI. Food and Beverage Protocols

### a. Modified Operations

Informational signs will be placed at outlet entrances indicating reduced hours of operation, revised menu options and available alternatives. Reduced hours will include deep cleanings between meal periods. Menus will be reimagined for emphasis on prepared foods and grab-and-go convenience.

### b. Occupancy and Social Distancing

Social distancing protocols will be encouraged using applicable branded messaging. Local government requirements will be enforced by removing the appropriate quantity of tables, chairs and barstools to meet capacity limits. Wherever possible, outdoor space will be used as incremental seating. Depending on the outlet's layout, customer flow modifications will be considered to allow for proper social distancing and to eliminate gathering spaces and guest collision points.

### c. Cleaning and Sanitation

Sanitation stations will be located at entrances. Each outlet will follow established enhanced cleaning procedures to ensure the sanitization of all high-touch points, including countertops, handles, entrances, refrigeration units and equipment. HGV has also expanded its partnership with Ecolab and is following CDC protocols and using EPA-approved cleaning chemicals. We will continue Ecolab's proven and effective EcoSure® inspection program with an enhanced focus on COVID-19-related cleaning procedures, deep-cleaning protocols and available Team Member training materials.

### d. Low-touch Interaction

For everyone's protection, properties will minimize person-to-person interactions, whenever possible, and install clear partitions at each checkout or payment station. Team Members will wear PPE and frequently wash hands or use sanitizing gels in view of guests. We will eliminate cash handling wherever possible and, instead, encourage room charges and credit card transactions. Credit card machines will be sanitized between each use.

### e. Convenient Grab-and-Go

We will limit food offerings to top-selling items, ensuring prepared foods include appropriate accompaniments and do not require guests to select additions. Item placement will allow for self-service of grab-and-go menu offerings via reach-in coolers and easily accessible display cases. Orders will be placed into bags for pick-up and include appropriate condiments, napkins and flatware to avoid self-service of these items. We will offer room delivery, wherever possible.

### f. Pool Bar and Grill

Where applicable, pool bars will be available for limited hours of operation and follow local government restrictions. Bar stools will be removed to allow for pick-up service only. Also, bartender preparation stations will be concealed behind clear partitions. For pool bars where food is available, a limited menu will be offered. All food items will be pre-packaged and placed into bags for pick-up, and include appropriate condiments, napkins and flatware.

## VII. Resumption of Resort Operations

### a. Buildings, Physical Plants and Operating Systems

We purposefully maintained essential Team Members working at all resort locations during each property's temporary suspension of operations. These Team Members continued to perform preventive and necessary maintenance, such as climate control, water treatment, landscaping, and guest room and pool maintenance. Therefore, our resorts and facilities remained turnkey, prepared for the timely return of our Owners and guests and the continuation of resort operations. In addition, vendors and service providers are being required to check-in with security and wear proper PPE while on-site.

### b. Team Member Training and Expectations

Upon returning to work, Team Members will go through extensive training on new cleaning protocols that will build on the high cleaning standards HGV has in place. 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 sanitizer 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.

### c. Communicating With Confidence

Before returning to work, Team Members will be contacted to welcome them back to work and to advise them of their return-to-work date. Additionally, managers will receive talking points illustrating how HGV is going to keep our Team Members safe. Messaging will focus on need-to-know items so Team Members will understand what to expect, including pay/work schedule reduction information, new work responsibilities, enhanced care standards and other location-specific expectations. The first day at each location will feature a recommended theme, "It's Grand to Be Back!" with appropriate messaging.

Daily 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 PPE and sanitation procedures are followed and updated based on state and local orders, and CDC and federal guidelines. Talking points and FAQs will be created and shared with Team Members to supplement HGV enhanced care efforts. Communications to Team Members will also be updated as program efforts evolve.

### d. Learning and Development

HGV's Learning and Development (L&D) team will create training resources, job aides and pre-shift talking points to support the Enhanced Care Guidelines and Hilton CleanStay™ initiative. L&D will leverage Hilton's training materials where applicable, while HGV's On Job Trainers will work in partnership with L&D to help train Team Members returning to work.

### **e. Resort Social Amenities**

In some HGV resorts, amenities such as Owner lounges, activity centers, food and beverage outlets, playgrounds, recreation courts, meeting rooms and outdoor cooking facilities will be closed and remain unavailable, pending further government guidance.

## **VIII. Sales Galleries, Call Centers and Corporate Offices**

### **a. Call Centers, Corporate Facilities and Sales Locations**

- Corporate offices and facilities, Sales Galleries, marketing desks and call centers will implement applicable enhanced care protocols to ensure the wellbeing of Owners, guests and Team Members.
- Social distancing guidelines will be implemented, and partition barriers will be installed at Owner and guest contact desks.
- Frequent, visible and enhanced cleaning activities will take place using commercial-grade cleaning solutions and products.
- High-traffic areas, such as break rooms, elevators, business centers, bathrooms and meeting rooms, will have new occupancy limits and additional cleaning procedures.
- PPE items, such as face coverings and gloves, and antibacterial wipes will be available to Team Members returning to work. Additional wipe stations, garbage cans and hand sanitizers will be strategically located at equipment areas (e.g., copiers).
- Common areas will be thoroughly cleaned at night following enhanced care standards. Team Members also will be asked to sanitize their computers and workstations before, during and after each shift, and throughout the day.
- Signs referencing CDC 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.
- 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.
- 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.
- External 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.

- Team Members are encouraged to bring lunch from home and eat in designated areas. Departments will be encouraged to separate break times.
- Each call center is reviewing and recommending capacity limits, as well as a phased return to work based on social distancing guidelines. Additionally, ongoing work-at-home scenarios are being considered, while optimization plans, timelines and costing projections are underway.
- Team Members will be encouraged to take the stairs due to new elevator capacity limits, which will be communicated via signage on all elevators.
- Team Members will be asked to wear face coverings.
- Team Members must also comply with temperature checkpoints upon entering the property for work.

#### **b. Sales Gallery Guest Experience**

- Sales Galleries will comply with the Enhanced Care Guidelines, as appropriate, and will provide tools to ensure the safety of future and existing Owners.
- Tour waves will be increased in timing, while the customer base per wave will decrease to help control crowds in high-traffic areas (e.g., lobbies, elevators and reception desks), minimize large gatherings and maintain social distancing.
- Upon arrival, guests will be given a sealed amenity package that will include two face coverings, two pairs of gloves, hand sanitizer and an HGV pen with a stylus. While not mandated to use, guests will have these for their comfort level.
- Kiosk use will be eliminated, and the showcase tour will be restricted. After checked-in, guests will be escorted to their sales table.
- Team Members will be assigned a table for their shift, as well as asked to clean the table before, during and after guest meetings and as needed throughout the day. Wiping down the table in front of guests will be encouraged along with frequent hand sanitizing.
- Tables will have additional cleaning supplies and a clear partition to separate guests from Team Members.
- Gifts may be given at the table but will be site-specific.
- For the comfort of all guests and Team Members, table-spacing and usage will comply with CDC guidelines for social distancing.
- Team Members will be asked to wear face coverings.
- Team Members must also comply with temperature checkpoints upon entering the property for work.

## IX. Appendix

**Note:** Hilton Grand Vacations will comply with all local and state-mandated operating restrictions.

### **Related HGV Training and Standard Operating Procedures (SOPs) and Policies**

Welcome and Arrival Low-Touch Experience:

- SOP: Guest Check-In
- SOP: Guest Checkout
- SOP: Elite, Elite Plus and Elite Premier Arrival
- SOP: Luggage Arrival
- SOP: Luggage Handling
- SOP: Bell Attendant Room Orientation
- SOP: Hilton Honors Guest Arrival
- SOP: Gatehouse Arrival
- SOP: Proper Use of PPE Policy
- SOP: Team Member Temperature Policy

HGV Enhanced Care Protection with Hilton CleanStay™:

- SOP: Cleanliness and Condition of Entry
- SOP: Cleaning Team Member Areas – Bathrooms, Lockers and Break Rooms
- SOP: Cleaning of Balconies/Patios
- SOP: Cleaning of Bathrooms
- SOP: Cleaning of Bedrooms
- SOP: Cleaning of Kitchens
- SOP: Cleaning of Living Room Areas
- SOP: Cleaning the Washers and Dryers
- SOP: Deep-Cleaning Balconies/Patios
- SOP: Deep-Cleaning Bathrooms
- SOP: Deep-Cleaning Bedrooms
- SOP: Deep-Cleaning Entryways/Foyers
- SOP: Deep-Cleaning Kitchens
- SOP: Deep-Cleaning Laundry Rooms
- SOP: Deep-Cleaning Living Rooms/Dining Rooms
- SOP: Public Areas: Bell Closets
- SOP: Public Areas: Business Centers
- SOP: Public Areas: Food and Beverage Outlets
- SOP: Public Areas: Fitness Rooms
- SOP: Public Areas: Lobbies
- SOP: Public Areas: Lounges
- SOP: Public Areas: Pool Sites
- SOP: Public Areas: Restrooms and Locker Rooms

SOP: Public Areas: Vending  
SOP: Public Areas: Walkways, Corridors, Elevators and Light Fixtures  
(including Emergency Phones)  
SOP: Room Inspection: Bathrooms  
SOP: Room Inspection: Bedrooms  
SOP: Room Inspection: Kitchens  
SOP: Room Inspection: Living Rooms/Dining Rooms  
SOP: Room Inspection: Patios/Balconies  
SOP: Room Status Change in PMS System  
SOP: Signage in Rooms  
SOP: Vacant and Clean Room Inspection  
SOP: *New* – PPE  
SOP: *New* – Modifying Room Seals