



**EL CONQUISTADOR
TUCSON**
A HILTON RESORT

WE'VE MADE SOME CHANGES

The hotel industry has a longstanding commitment to cleanliness and safety for our employees and guests. We continue this commitment during the public health crisis. The following health and safety guidelines from AHLA StaySafe represent best practices for the hotel industry, in accordance with CDC guidelines, during the re-opening phase of the economy. For a more comprehensive and detailed guide. Please visit www.ahla.com/covid-19-resource-center



Designate COVID-19 Safety Ambassador who will stay up-to-date on safety and sanitation protocols, as well as all local ordinances related to coronavirus.



Govern employees to engage in frequent hand washing and use of hand sanitizer.



Place sanitizing dispensers in key guest and employee entrances and public spaces.



Place signage placed throughout lobby and common spaces of proper way to wear, handle and dispose of masks. Signage included in cafeteria and breakroom for employees.



Inform employees on protocol for reporting guests or employees exhibiting signs of COVID-19.



Provide all employees training and information on hand washing, sanitation, COVID-19 and PPE.



Implement frequent cleaning of all public spaces, elevators, guestrooms, meeting spaces, back of house and shared equipment.



Modify food and beverage service to reduce contact or be no-contact in delivery of room service.



Enforce physical distancing in common spaces, pool, back of house, meeting and parking.



Provide ongoing training to employees and consistently modify procedures based on updated AHLA Safe Stay protocol.

Guests must comply with posted social distancing guidelines and respect other guests' space. Hotel reserves the right to ask guests not in compliance with guidelines to leave.



PRISM COVID-19 RESPONSE GUIDE

5/15/2020



Introduction

To meet the new health and safety challenges and expectations presented by COVID-19, Prism has endorsed and will utilize American Hotel & Lodging Association's (AHLA) Safe Stay initiative, as well as information, policies, and procedures from countless sources including the brands and the CDC. This initiative is focused on enhanced hotel cleaning practices, social interactions, and workplace protocols, while providing accountability and transparency. As we start to see travel resume, we want to not only protect our associates and guests, but also instill a well-founded confidence that the hotels are cleaner and safer than ever before.

The following guide and its supplemental documents are the basis for how we will move forward through and beyond the COVID-19 pandemic. Throughout there will be hyperlinks to relevant webpages that will allow you to stay up to date with relevant information. **To ensure the success of your team, please assign a COVID-19 Safety Ambassador. In addition to being familiar with this guide, the Safety Ambassador will stay up to date on safety and sanitations protocols, as well as all local ordinances related to the coronavirus.**

To be successful and ensure the safety of our employees and guests, these policies must be implemented and enforced, and we must commit to NOT KNOWINGLY ALLOWING PEOPLE TO BE NON-COMPLIANT WITH OUR POLICIES AND PROCEDURES.

Employee & Guest Health



Washing Hands & Hand Sanitizer

[CDC guidelines](#) shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include [no less than 60% alcohol content](#), where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.



Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.



Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.



Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow [CDC guidelines](#) for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all employees, including physical temperature checks, shall be carried out.



Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#).



Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees and guests. PPE, along with appropriate training for use and disposal, shall be made available to all employees.

Employee's Responsibilities



Hand Cleaning

If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



COVID-19 Training

All employees shall receive COVID-19 safety and [facility sanitation protocols training recommendations from the CDC](#) with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

GENERAL ADVICE

WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC

DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS

COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES

DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS

DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS

KEEP A SAFE DISTANCE FROM OTHERS

How does novel coronavirus spread?

Health experts are still learning the details about how this new coronavirus spreads. Other coronaviruses spread from an infected person to others through:



the air by coughing and sneezing



touching a surface with the virus on it, then touching your mouth, nose, or eyes



close personal contact, such as touching or shaking hands

What are the symptoms?

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus:



Fever



Cough



Difficulty breathing

Physical Distancing



Physical Distancing & Queuing

As recommended by the [CDC's social distancing guidelines](#), guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.



Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.



Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.

Lobby

Ensure that no furniture is closer than 6' to a path of travel. Remove any items that obstruct clear passage to and from the elevators.

Elevator

Guests should ride the elevator alone, unless the other persons are guests staying in their room. Ensure signage is posted on all elevator landings.



Hotel Front Desk, Concierge, and Parking Services

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.



Pools and Beaches

Seating shall allow at least six feet of separation between groups of guests.



Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

Fitness Center

Turn off or remove every other cardio machine to ensure proper social distancing.

Cleaning Products & Protocols

Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. For more information, please refer to the CDC guidelines on [disinfecting buildings and facilities](#).



Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.



Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



Food & Beverage

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Public Areas – Pool

Resuming Operations

There are a number of tasks to complete to ensure that the pool meets the requirements of the local Health Department and is safe for your guests. Below is a list of helpful hints to prepare your pool for re-opening. Always refer to your local Health Department for a complete list of requirements.

****Before opening your pool, you must receive approval from your RVP who will get approval from ownership.**

Circulation System

- Are the pressure/vacuum gauges installed and operational? If the pressure gauge is 8 lbs or greater than the starting pressure, the filter will need to be cleaned.
- Is the pump basket clean?
- Is the chemical feed system operating properly? Check to make sure the controller has not timed out and drums/chlorinator are full of sanitizer.
- Is the pump, filter, or heater leaking or noisy? Refer to the commercial catalog link below for schematics on parts needed to repair.

Water Chemistry and Pool Vessel

- Complete a full test of the water chemistry. Chlorine reading should be between 1-3ppm. pH should be between 7.4-7.6.
- Is the water level at the middle of the skimmer or tile?
- Is the main drain and pool or spa bottom visible? If not, the pool cannot be opened.
- Are main drain/equalizer covers in place?
- Is there visible algae? If so, you will need to complete a full algae treatment to clear the pool before opening.

Safety Equipment

- Do you have all Safety signs in place?
- Is there a Non-telescopic pole with a body hook in place?
- Is a Life ring with rope attached available?
- Gates open away from the pool/spa and are self-closing and self-latching/locking?
- Ladders and handrails appear secure?
- Is an emergency phone available?
- Is an emergency shut-off switch installed?
- Is there a Safety Vacuum Release System (SVRS) installed?

Public Areas – Pool

Operations


- Physical signage posted at the pool entrance regarding public health advisories prohibiting individuals who are symptomatic from entering the premises (also posted on website).
- Indoor occupancy limited to 50 percent or lower unless 6-foot physical distance standards can be achieved with higher occupancy.
- Clearly marked 6-foot spacing marks at entrances, hallways, restrooms and any other location within the pool area where patrons may queue or congregate.
- Physical distancing of 6 feet minimum between deck loungers, chairs and/or tables.
- Elimination of self-service stations including water fountains, unless touchless.
- Hand sanitizers available at or near the entrances to the facility, restrooms and in employee work areas.
- Sanitize customer areas and high-touched surface areas after each sitting or equipment use with EPA-registered disinfectant.
- Implement cashless and/or minimal touch payment methods if possible.
- Post documentation cleaning logs documenting cleaning of all public areas (inclusive of counter tops, door handles, waiting areas, etc.) at least every two to three hours.
- Guests must make appointments with the Front Desk to use the pool, given that pool's capacity is being limited. Determine time frames for use based on occupancy and pool capacity (i.e. morning and afternoon, or split into four time slots).
- Guests should report to the Front Desk before using the pool. The Front Desk will issue a wristband for that day (which must be worn at the pool) and pool towels to the guests. Wristbands can be color-coded or otherwise designated to show the time frame that their appointment is for (i.e. yellow for morning, orange for evening).
- The pool is for registered guest use only.
- Guests may not bring any glass products, food or alcoholic beverages to the pool area.
- Guests should shower before and after pool use and use hand sanitizing stations before and after use of the pool area.
- Guests using face coverings should not wear them in the pool or get them wet, since that can make breathing difficult.
- No pool floats or toys will be provided by the Hotel.
- Guests must sign acknowledgment of policies.

Public Areas – Fitness Center

Following the distancing guidelines, turn off or remove every other cardio machine. Number of available machines will dictate capacity. Until further notice, only long-term stay guests who request use of the fitness center will be granted access.

Fitness Center

- Sanitize Fitness Center once every hour.
- Require guests to wear a mask or face covering during work outs.
- Allow 45 minutes maximum usage on cardio equipment due to availability of equipment.
- Guests who use the Fitness Center must sign acknowledgment of policies.
- Post signage that conveys the following:
 - Please disinfect equipment prior to use and after each use.
 - Guests recommended to wear mask or face covering during work out.
 - Cardio equipment max usage time 45 minutes.
 - Please practice social distancing.
 - Fitness Center capacity limited to number of available machines.

Revised AS
of 6/29/2020




EL CONQUISTADOR
TUCSON
A HILTON RESORT

Welcome!

Vllb

We are delighted that you have chosen to stay at El Conquistador Tucson, a Hilton Resort. Given the COVID-19 pandemic, we have taken numerous steps to protect against the spread of this virus; those steps are outlined on signage you will see throughout the Resort. Of course, we also need our guests' help in preventing the spread of COVID-19. To that end, we are asking you to acknowledge your receipt of the Guest Guidelines and your agreement that you and those staying with you will comply with them.

General Guidelines

Guests experiencing any symptoms of COVID-19 should not stay at the Resort. Currently, the CDC cites the following as symptoms of COVID-19: shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, diarrhea, feeling feverish or a measured temperature great than or equal to 100 degrees Fahrenheit, loss of taste or smell.

- Guests should ride the elevator alone, unless the other persons are guests staying in their room.
- Guests should follow CDC's guidelines to prevent the spread of COVID-19, including practicing social distancing (i.e., staying at least 6 feet away from others, unless those persons are staying in the guest's room), using face coverings when in public areas, using cough and sneeze etiquette (i.e., using a tissue or your elbow for coughs/sneezes), using hand sanitizer or wash their hands frequently (including before and after using shared surfaces, after blowing their nose, coughing or sneezing, after using the restroom, before eating food, and after putting on, touching, or removing face coverings).
- Guests should dispose of face coverings in trash cans, not elsewhere.

Guest Room and Housekeeping Guidelines

- Our Housekeeping team will service your guest room on the FOURTH (4th) day of your stay, or upon departure. We will stock the room with the appropriate stock of items for the number of guests registered in reservation.
- Should you need additional Housekeeping supplies during your stay please let us know and a member of our team will bring to your guest room. Our Housekeeping hours of operation are 8:30 AM – 4 PM.

Pool Guidelines

- The **RESORT POOLS** will be closed due to AZ Governor Ducey Executive Order 2020-43, in place June 29, 2020. This mandate will be in place until further notice or until the present deadline of July 27, 2020
- Guests may not bring any glass products, food or alcoholic beverages to the pool area.
- The pool deck will be closed, and appropriate signage will be in place to advertise this.

Food & Beverage Guidelines

- Grab & Go, and Colibri Lounge, will serve food and beverage based on posted hours of operation. No outside food or beverage can be consumed in any public area of the resort.
- To limit the transactions with currency or credit cards, we ask that you charge any food orders from Grab & Go and Colibri Lounge to your guest room.

Acknowledgement and Agreement by Guest:

I acknowledge receipt of the above Guest Guidelines and agree to comply with them. I further acknowledge that although the Resort is doing its best to prevent the spread of COVID-19, I understand that this virus is extremely contagious, that it can lead to severe illness and death and that persons over age 65 and older and those with underlying medical conditions are especially vulnerable. By staying at the Resort and using its facilities, I agree that I am voluntarily assuming all risks related to exposure to COVID-19 and that I am releasing the Resort (and its affiliated entities) from all liability associated with COVID-19.

AGREED:

Signature _____

Printed Name / Room number _____ /# _____

FOR USE ON BANQUET TABLES.

OK

El Conquistador / Event Table Protocol



For your safety the following are in place

- Tables positioned with proper social distancing guidelines
- Table coverings using stringent cleaning and sanitation processes
- Event chairs thoroughly sanitized
- Event staff equipped with recommended Personal Protective Equipment (PPE)
- ❖ To comply with state, local, CDC and WHO guidelines



We Are **HILTON** We Are **HOSPITALITY** 

Infection Prevention: Cleaning, Disinfecting and Hygiene

GUEST ROOMS

Thoroughly clean and disinfect all hard surfaces

- ❖ Door handles
- ❖ Desk, table, chairs and lamps
- ❖ Dresser drawer handle
- ❖ Light switches and thermostats
- ❖ Drapery pull handles
- ❖ Mini-bar, menu and room collateral
- ❖ Telephone, keypad, remote control keypad and alarm clock
- ❖ Television
- ❖ Safety latch and peephole
- ❖ Trash receptacle touch points
- ❖ Iron handle, hangers, and luggage rack
- ❖ Faucet and toilet handles

FRONT DESK

Thoroughly clean and disinfect all hard surfaces

- ❖ Door handles
- ❖ Desk, table, chairs and lamps
- ❖ Credit card machine, keypads
- ❖ Pens

DINING ROOM

Provide alcohol-based hand sanitizer stations.

Increase cleaning and disinfecting frequency for high-touch surfaces. Consider offering take-out service only.

- ❖ Door handles, push plates, thresholds and hand railings
- ❖ Telephone and keypad
- ❖ Tables and chairs
- ❖ Coffee and beverage stations
- ❖ Vending and ice machines
- ❖ Public information kiosk
- ❖ Trash receptacle touch points
- ❖ High chairs

PUBLIC RESTROOMS

Clean and disinfect public restrooms as specified on the product label. Provide alcohol-based hand sanitizer stations just outside of public restrooms.

- ❖ Door handles
- ❖ Sink faucets and toilet handles
- ❖ Towel dispenser handle
- ❖ Soap dispenser push plates
- ❖ Baby changing station
- ❖ Trash receptacle touch points
- ❖ Door handles
- ❖ Sink faucets and toilet handles

- ❖ Register
- ❖ Buckets
- ❖ Telephone keypad and hand set
- ❖ Computer keyboards & screens

KITCHEN AND BACK OF HOUSE

Provide alcohol-based hand sanitizer stations.

- ❖ Door handles and push plates
- ❖ Handles of all the equipment doors and operation push pads
- ❖ Handles of the dispensers (beverage, etc.)
- ❖ Ice scoops
- ❖ Walk-in and other refrigerator handles
- ❖ Walk-in refrigerator and freezer plastic curtains
- ❖ Freezer handles
- ❖ 3-compartment sink and mop sink
- ❖ Handwashing sink handles
- ❖ Soap dispenser push plates at handwash sink
- ❖ Towel dispenser handle at handwash sink

- ❖ Trash receptacle touch points
- ❖ Cleaning tools
- ❖ Buckets
- ❖ Telephone keypad and hand set
- ❖ Manager's computer

LAUNDRY

- ❖ Follow high level infection control procedures to collect laundry, such as use of individual bags for each room.
- ❖ Door handles and push plates
- ❖ Handwashing sink handles
- ❖ Soap dispenser push plates at handwash sink
- ❖ Towel dispenser handle at handwash sink
- ❖ Trash receptacle touch points
- ❖ Cleaning tools
- ❖ Buckets
- ❖ Telephone keypad and hand set
- ❖ Manager's computer

COVID 19 INFORMATION

WEARING PROTECTIVE EQUIPMENT

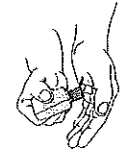
Putting on...

1. **Wash & sanitize** your hands before preparing your protective equipment.



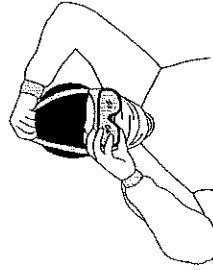
2. Apron (if required)

- Cover torso from neck to knees.
- Secure all ties on the apron.



3. Face Covering/Mask (if required)

- Secure ties or elastic bands at the middle of the head and neck. If looped then hook over your ears.
- If the covering/mask has a nose piece it should be fitted to the nose with both hands and **not** pinched with one hand. The nose piece should touch the bridge of the nose and not be tented.
- The covering/mask must fit snug to the face and must extend under the chin.
- **Do not** touch the covering/mask while wearing it.
- If the covering/mask becomes damp, dispose of it.
- **Do not** re-use a disposable mask.



4. Goggles (if required)

- Goggles provide excellent eye protection but can fog up.
- Place over the eyes and adjust to fit.

5. Gloves (if required)

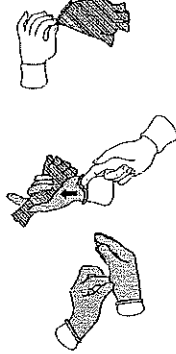
- Wash & sanitize hands before putting gloves on or replacing with a clean pair.
- Gloves should cover the wrist.
- Change gloves between tasks.



Taking off...

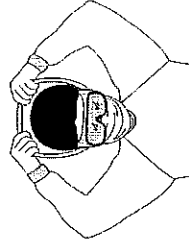
1. Gloves

- Ensure you do not cause additional contamination of the hands.
- Dispose safely.



2. Goggles

- Grab the strap and pull upwards and away from your head.
- **Do not** touch the front of the goggles.
- Disinfect after use.

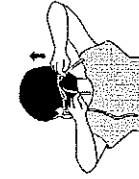


3. Apron

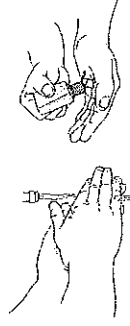
- Untie or **gently** snap the apron avoiding forceful or sudden movement.
- Pull the apron down and away from you and dispose safely.

4. Face Covering/Mask

- **Do not** touch the front of the covering/mask.
- Carefully untie or unhook the covering/mask and pull away from the face.
- Dispose safely.



- 5. **Wash & sanitize** your hands after safe removal.



KEEP HANDS AWAY FROM FACE | LIMIT TOUCHING SURFACES | CHANGE EQUIPMENT REGULARLY | PERFORM HAND HYGIENE REGULARLY

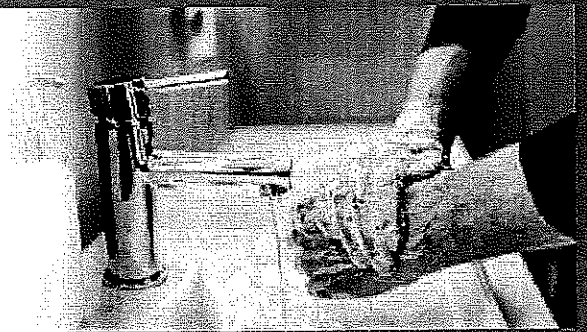
Source: CDC

This document is provided to assist hotels, is a recommendation and is based upon publicly available sources. Please consult with your own advisors. This information may need to be modified and/or updated to reflect individual circumstances, a change in best practices and/or local requirements.

Hilton
SAFETY AND SECURITY

Hand Hygiene

Throughout
the COVID-19
Pandemic

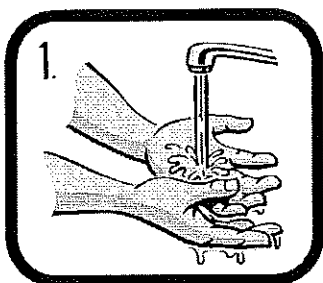


**HAND WASHING IS THE MOST IMPORTANT THING YOU CAN DO TO
PREVENT THE SPREAD OF DISEASE**

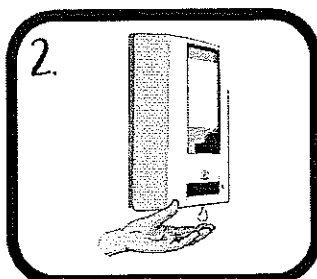
When?

- 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

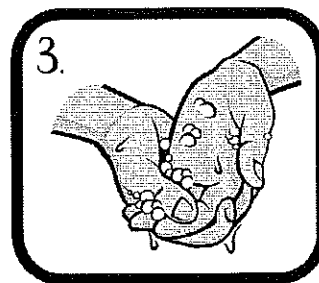
How?



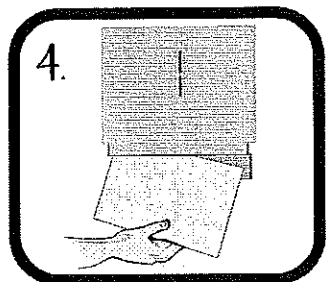
Rinse hands
thoroughly



Apply soap

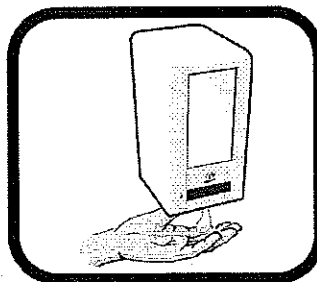


Lather for over
20 seconds



Paper towel or
air dry

or



If no soap & water, apply an
alcohol based sanitiser

Hilton

SAFETY AND
SECURITY

Employee's Responsibilities



Hand Cleaning

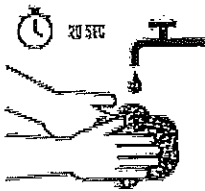
If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



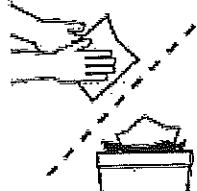
COVID-19 Training

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.


GENERAL ADVICE




WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



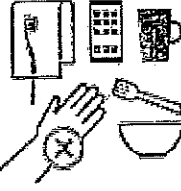
DRY HANDS WITH A DISPOSABLE TOWEL. DON'T SHARE TOWELS



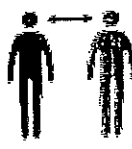
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEECED ELBOW. DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

How does novel coronavirus spread?

Health experts are still learning the details about how this new coronavirus spreads. Other coronaviruses spread from an infected person to others through:



the air by coughing and sneezing



touching a surface with the virus on it, then touching your mouth, nose, or eyes



close personal contact, such as touching or shaking hands

What are the symptoms?

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus:



Fever



Cough



Difficulty breathing

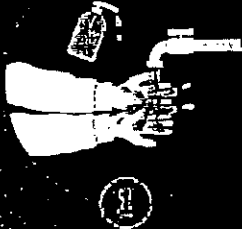
Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request.



In addition, all employees, except for those who occupy an enclosed office by themselves, will wear a face mask at all times. If mitigating circumstances do not allow an employee to wear a face mask, they must obtain medical documentation and contact Human Resources.

How to wear a face mask



1
Clean your hands with
soap and water or hand
sanitizer



2
Hold the mask by the ear
loops and place a loop
around each ear



3
Mold or pinch the stiff
edge to the shape of your
nose



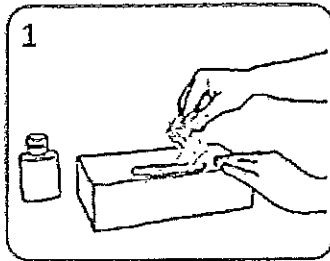
4
Pull the bottom of the
mask over your mouth
and chin



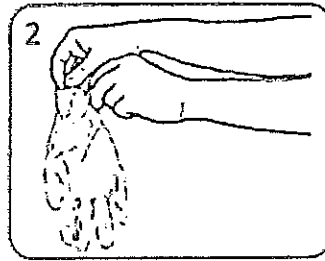
5
Avoid touching the front
of the mask when
wearing

Please refer to your weekly Avendra emails for supply chain information on PPE, as well as other supplies.

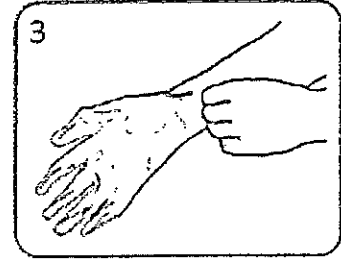
Personal Protective Equipment (PPE)



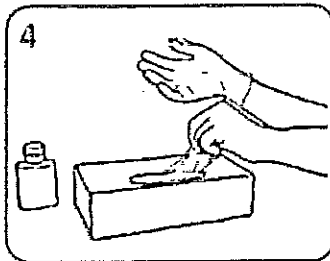
1
Take out a glove from its original box



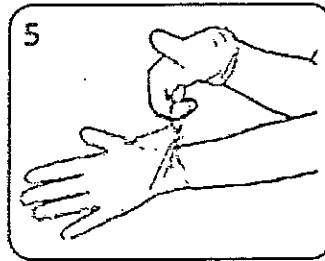
2
Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



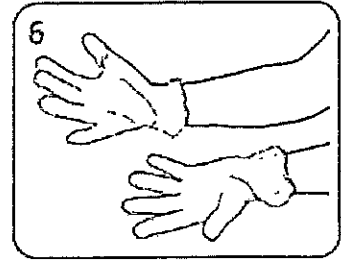
3
Don the first glove



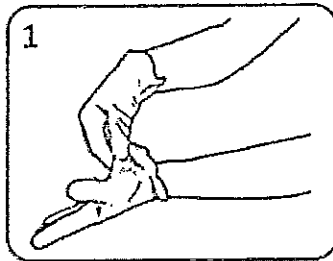
4
Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



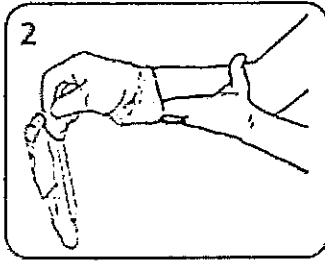
5
Turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand



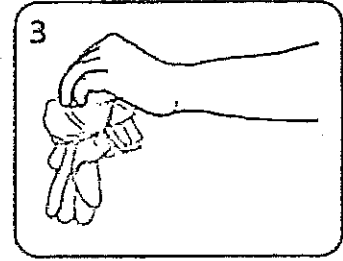
6
Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use



1
Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2
Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3
Discard the removed gloves

4

Then, perform hand hygiene by rubbing with an alcohol-based hand rub or by washing with soap and water

Osmar Ortega

From: Osmar Ortega
Sent: Thursday, June 25, 2020 6:24 PM
To: TUSHT-All Users
Subject: Covid-19 prevention guidelines updated
Attachments: Wearing Protective Equipment Franchise.pdf; PPE information.pdf; stop-the-spread-of-germs.pdf; hand sanitizer picture.jpg; Proper Hand Sanitizing Procedure.jpg

Importance: High

Good evening,

In a continued effort to reduce the spread of Covid-19 we have placed hand sanitizers on every employee time clock kiosk(Picture attached), please make sure you are utilizing the hand sanitizer before & after you clock in/out from the employee time clock kiosk. A sign on Proper hand sanitizing procedures has been placed on every employee time clock kiosk.

It is very important that we understand and adhere to the below rules for your personal safety, the safety of your fellow employees and the safety of our guest:

- Physically distance by staying at least six feet away from others.
- Employees must wear personal protective equipment (PPE) at all times when in public areas or when close proximity to a team member/Guest (where physical distancing is difficult to maintain).
 - ❖ Facemasks are provided by the hotel, please contact **Osmar Ortega** or **Shelby Francom** if you are in need of a facemask.
 - ❖ Gloves are also provided by the hotel, please contact your direct manager if you are in need of gloves.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
 - ❖ Hand sanitizers have been placed on employee entrance, employee time clock kiosks and public spaces.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
 - ❖ Avoid shaking hands or hugging when greeting others.
- Cover your cough or sneeze with a tissue or your sleeve (not your hands) and immediately throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces (door handles, pens, telephone keypad etc.).
 - ❖ Avoid sharing pens, cell phones, or any other personal item.

- Temperature checks will be conducted at the beginning of each employees shift.
 - ❖ Employees with a temperature of 100.4° F (37.8°C) or greater will not be allowed to proceed to his/her work station and will be sent home.
- Employees who have flu like symptoms(cough, shortness of breath or fever) must stay home and not come to work until they are free of fever, signs of fever, and any other symptoms without the use of fever-reducing or other symptom-altering medicine for at least 24 hours.
 - ❖ If you believe you have been exposed to or infected with COVID-19, please stay home unless you are seeking medical care and immediately notify **Osmar Ortega/Otton Suarez**.

If you have any questions/concerns or require further clarification on the above rules, please feel free to call, email **Osmar Ortega/Otton Suarez** or stop by the Human Resources office.

Please let me know if you require copies of the attached sheets on Covid-19 prevention measures & how to properly utilize PPE.

Let's keep up the great work and continue to make El Conquistador the place to be!

Thank you,

OSMAR ORTEGA | Human Resources Manager

EL CONQUISTADOR TUCSON, A HILTON RESORT – Voted *Best Experiential Hotel 2018* by Hotel Interactive
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