

GLOBAL SAFETY & SECURITY TEAM OVERVIEW



GLOBAL TEAM

The Safety & Security and Business Continuity Management Teams are led by a Global Vice President and oversee safety and security matters in all managed hotels and corporate offices. Each of the three global regions is led by a Senior Director, under which a team of corporate managers and directors operate. The Business Continuity Management Team (BCM), is headed up by a Senior Director; and additional functions include Intelligence and Training, each led by a Director.

CORE FUNCTIONS

The core functions of the global Safety & Security Team are:

- Security
- Health and safety
- Fire safety
- Emergency procedures and crisis management
- Food hygiene (managed directly in Europe, Middle East and Africa and Asia Pacific; managed indirectly through a food & beverage appointed third party in the Americas)

Our teams perform a variety of duties including:

- Auditing hotels and providing on-site support where required
- Training
- 24/7 Crisis management support
- Expert advice on all safety and security matters
- Threat monitoring (natural disasters, security threats, human trafficking, etc.)
- Hotel Safety & Security Team recruitment, talent development and retention

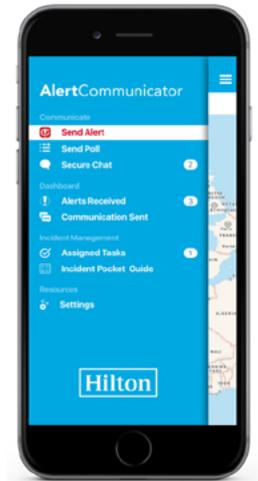
SAFETY MANAGEMENT SYSTEMS

Hilton operates extensive health and safety management systems which comply with all relevant regional requirements (e.g. Occupational Safety and Health Administration, Health and Safety Executive, etc.). The exact management systems vary by region due to legislative differences.

CRISIS MANAGEMENT

Hilton utilizes state of the art technology to provide 24/7 threat monitoring, crisis management and communication. Hilton has customized an alert app for use by hotels to escalate incidents and

communicate effectively. The Alert App is underpinned by our cloud based core crisis management system, Fusion, and is also made available to franchise hotels.



TRAINING

An extensive training program is in place at Hilton to ensure all Team Members* have the necessary knowledge and awareness of:

- Fire safety
- Workplace safety (tailored to role)
- Food hygiene measures (where applicable to role)
- Emergency procedures (where relevant by region/role)
- Security (tailored to role) and active attack
- Anti-human trafficking

Hotels are audited against specific training requirements to ensure compliance, and training is delivered through:

- Online learning courses
- Traditional instructor-led classroom training
- Digital instructor-led classroom training
- Scenario, exercise and pre-shift training

Senior executives are regularly briefed on all pertinent areas of safety and security at the highest levels.

* Team Members include employees at Hilton corporate offices and its owned and managed properties, and employees of franchisees who work on-property at independently owned and operated franchise properties in the Hilton portfolio.

