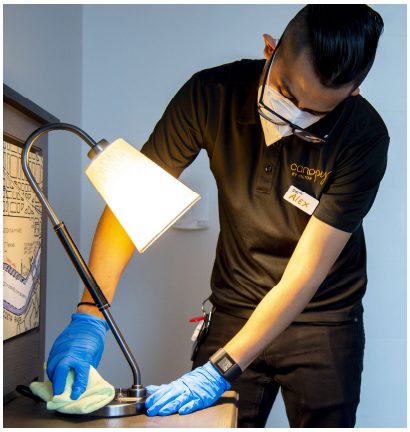
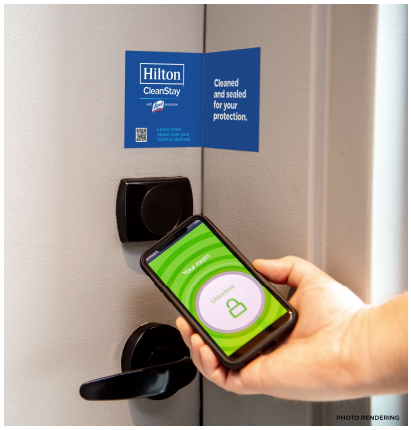
As of May 7, 2020

ABOUT HILTON CLEANSTAY

Hilton has developed a global program introducing a new standard of hotel cleanliness and disinfection: **Hilton CleanStay™ with Lysol protection**.

Hilton CleanStay builds upon Hilton's already high standards of housekeeping and hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use, to ensure Hilton guests enjoy an even cleaner and safer stay from check-in to check-out.





KEY FEATURES

- **Hilton CleanStay Room Seal** to indicate that guest rooms **have not been accessed** since they were cleaned
- **Increased focused disinfection of top 10 high touch areas** in guest rooms like light switches and door handles
- Increased cleaning and disinfection frequency of **public areas**
- **Guest-accessible disinfecting wipes** at entrances and high traffic areas
- Enhanced cleaning and disinfection for **fitness centers**
- Enhanced cleaning & operational changes to **restaurants, bars, in-room dining and meeting spaces**
- **Reduced paper amenities** (like pads and guest directories) in rooms
- Industry-leading **contactless check-in and check-out with Digital Key** at more than 4,700 properties globally
- Evaluation of new technologies like **electrostatic sprayers with disinfecting mist** and **ultraviolet light** to sanitize surfaces and objects
- **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols

OUR PARTNER

RB, maker of Lysol and Dettol

The program will feature **Lysol's** trusted cleaning products, solutions and training in North America. RB and Hilton are also exploring opportunities to expand the program into a global partnership.

WHY CLEANSTAY?

Travelers and our guests are expecting a higher standard of cleanliness and disinfection than ever before.

71% OF CONSUMERS GLOBALLY ARE ACTIVELY CLEANING MORE THEMSELVES

SOURCE: Global Data Syndicated Study, March 2020

3 OF THE TOP 4 ACTIONS A HOTEL CAN TAKE TO MAKE GUESTS FEEL SAFE ARE ABOUT **ADDITIONAL CLEANING**

SOURCE: Proprietary Hilton Research, March 2020

HOW IS CLEANSTAY UNIQUE?

While other hotel chains and other industries, like retail and restaurants, are making changes, Hilton is the first to **develop a truly holistic cleanliness and disinfection program** leveraging **trusted experts in health and hygiene**. In addition, this program is not limited to guest rooms, but **extends across the entire hotel experience** – from arrival to departure.

BUILDING ON AHLA STANDARDS

Hilton engaged early with the AHLA and helped play a role in crafting their guidelines. Hilton's CleanStay program meets all of the AHLA standards and will build on them to elevate and mandate the CleanStay program across all of our hotel brands and properties globally in order to meet the expectations of our guests.

TIMELINE

- **APRIL 27** — Public Announcement
- **APRIL 28 – MID-MAY** — Program Build-out
- **MID MAY** — Begin Publishing Resources & Standards for Hotels
- **Beginning in JUNE** — Global Roll-out

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