COVID-19 Response Plan
Waldorf Astoria Chicago’s Interactive Playbook for Reopening and Maintaining Operations in a Post-COVID-19 Environment

OUR COMMITMENT TO YOU
The health and safety of our guests and team members is our highest priority. As such, we have developed this guide to provide transparency into our procedures and practices as we adapt to the current and upcoming operational environments brought about by the COVID-19 pandemic.

These procedures and practices are based on the most current information available on sanitation and cleanliness for the hospitality industry. As we move forward, we will continue to monitor guidelines from Hilton Hotels, the Illinois Department of Public Health, Cook County Public Health, CDC and WHO, government policy and mandates, and other public health innovations to revise these procedures.
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Located in the Gold Coast neighborhood, Waldorf Astoria Chicago is a haven of exclusivity with Classic Parisian charm.

The following protocols and procedures have been developed to help ensure an incredible arrival experience while maintaining guest and team member safety.

**KEY PROTOCOLS**

- Face masks are required to be worn for the safety and well-being of our Guests and Team Members
- Steering wheel wraps and other protective covers to ensure team member and guest safety when utilizing valet parking
- Glove and sanitation service during all baggage handling
- All baggage pick-up and deliveries will be contactless from in front of the guestroom door
- Any team members delivering baggage inside the guestroom will wear masks and gloves.
- Proper social distancing at front desk and queuing for check-in / check-out lines
- Utilize digital check-in for a contactless arrival experience
THE GUESTROOM EXPERIENCE
Waldorf Astoria Chicago's already stringent and vigorous cleaning protocols have been enhanced to give guests additional certainty about the cleanliness of their guestroom. The following protocols are done in tandem with Hilton's CleanStay initiative.

KEY PROTOCOLS
- Minimizing the number of team member entries into guestrooms during guest stay
- All reusable collateral, such as magazines, in-room dining menus and compendiums, will be removed from guestrooms and shifted, where applicable, to digital versions
- Linens will only be changed upon departure, unless otherwise requested by the guest
- All bed linen and laundry will be washed in accordance with CDC guidelines
- Team members will wear masks and gloves while cleaning each guestroom and will change gloves between guestrooms
- Guestrooms will remain vacant for 24 hours after a guest departure and cleaning
- In the event of a presumptive case of COVID-19, the guestroom will be removed from service and quarantined. The guestroom will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the guestroom will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and in accordance with CDC guidelines
HILTON CLEANSTAY™

Waldorf Astoria Chicago

ABOUT HILTON CLEANSTAY™

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

Hilton CleanStay builds upon Hilton’s already high standards of housekeeping and hygiene, where commercial-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.

HIGH TOUCH AREAS

1. Lights, lamps, switches & electronic controls
2. Handles & knobs
3. Major bathroom surfaces
4. Climate control panels
5. Remote controls, telephones, & clocks
6. Bed & bedding
7. Bath amenities
8. Tables, desks & nightstands
9. Iron & safe
10. Food & Beverage amenities

KEY FEATURES

- Hilton CleanStay Room Seal to indicate that guest rooms have not been accessed since they were cleaned
- Increased focused disinfection of the 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
- Contactless check-in with Digital Check-In
- Evaluation of new technologies like ultraviolet light to sanitize surfaces and objects
- Enhanced Team Member safety and well-being with personal protective equipment and enhanced training and protocols

1. Lights, lamps, switches & electronic controls
2. Handles & knobs
3. Major bathroom surfaces
4. Climate control panels
5. Remote controls, telephones, & clocks
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FOOD & BEVERAGE

Waldorf Astoria Chicago

THE FOOD & BEVERAGE EXPERIENCE

Food & Beverage is a core complementary offering to the overall Waldorf Astoria Chicago experience and one of the areas that has received additional focus.

The following protocols and procedures have been developed to help ensure guest and team member safety while still delivering unmatched dining experiences.

KEY PROTOCOLS

- Face masks are mandatory
- Provide digital menus to guests and provide digital versions for review prior to dining
- Discontinuing pre-set of tables with napkins, glasses, silverware and plates
- Individual food service items, such as salt, pepper, sugar, ketchup, in place of shared presentation
- Pre-rolled, sanitized and stored utensil wraps presented upon seating
- Reusable guest items, such as utensils, plates, glasses, will be properly washed and sanitized per CDC guidelines and stored away from team member and guest flow until ready for use
- Hand sanitizer stations will be placed in all food outlets. Additional stations will be placed throughout public spaces
- Temporary discontinuation of tableside food preparation
- Continue following existing and established IDPH guidelines regarding cleaning and sanitizing food preparation areas
- Restaurant take-out available in Petit Margeaux. Contactless delivery not available
- Margeaux Brasserie is temporarily not available
- Implement measures to ensure 6-foot distancing between tables and team members
- Proper marking for guest queuing at arrival / host stand
- Face coverings and gloves to be worn by all team members
- Provide hand sanitizer for guests
SPA & FITNESS CENTER
Waldorf Astoria Chicago

THE SPA EXPERIENCE

Waldorf Astoria Chicago Spa is an indulgent haven offering signature spa and beauty services.

The following protocols and procedures have been developed to help ensure guest and team member safety while still delivering unmatched dining experiences.

KEY PROTOCOLS

- Face masks are mandatory
- Temperature checks taken upon entry
- Hand sanitizer stations will be placed throughout the spa and fitness center
- Adjustments made to layout to promote physical distancing
- Continue following existing and established IDPH guidelines regarding cleaning and sanitizing spa and fitness center areas and equipment
- Face coverings and gloves to be worn by all team members
- Staggered appointment times to limit contact and allow for additional cleaning between appointments
Waldorf Astoria Chicago understands the importance of live meetings and events and believes in the power of bringing great minds together. We have developed the following protocols to ensure that all attendees and team members have confidence in the safety of our meeting facilities and banquet functions.

KEY PROTOCOLS

• Adjusted our room configurations to ensure proper social distancing between attendees based on current guidelines
• Decreased the capacities for meeting rooms in order to provide at least 6 feet of physical distance between attendees
• Hand sanitizer stations are placed in all meeting rooms in use. Additional stations are placed throughout public spaces
• Attendees to be asked to practice social distancing and wear face masks when not eating or drinking
• All food will be served individually plated
• Beverages, including coffee, and break presentations will be served by an attendant
• Suspension of self-service buffet presentations and replaced with alternative service styles agreed upon by the hotel and the client
• Extended menu of pre-packaged meal and snack options for one-touch service
• Implemented PSAV program to offer extended streaming capabilities for general session overflow into additional meeting rooms and in-room viewing
TEAM MEMBERS

Waldorf Astoria Chicago

TEAM MEMBER TRAINING

Team Member training is an integral part of Waldorf Astoria Chicago operational plan in a post-COVID-19 world. These initiatives are in place to ensure the safety of both team members and guests while maintaining the True Waldorf Service and Chicago hospitality we are known for.

KEY TRAINING POINTS

- Information distributed on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus
- Instructed to perform self-screening at home, in addition to symptom checks using CDC guidelines on-site
- Reminded of the importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19
- Directed to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC’s webpage
- Reinforced the importance of frequent hand washing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or hand washing station, per CDC guidelines)
- The importance of physical distancing, both at work and off work time
- Information distributed on proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE)
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing
  - Employees should wash or sanitize hands before and after using or adjusting face coverings
  - Avoid touching eyes, nose, and mouth
  - Face coverings should be washed after each shift if using non-disposable face covering. Otherwise, face coverings should be disposed of after every use. Team Members that dispose of their face covering will receive a new one to be worn at all times on property.