



Hilton

SAFETY AND SECURITY

GLOBAL SAFETY & SECURITY Brochure



LXR

CONRAD



CURIO
COLLECTION



MOTTO



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At Hilton, we strive toward the highest standards, and we are often recognized as being one of the best and most proactive hospitality groups when it comes to safety and security.

While much of what we do as a department happens behind the scenes, we are able to protect and support properties during periods of quiet and those times when there is an escalated risk, at both an immediate level and on a global scale. Our expertise covers every facet of Hilton: from building resilience, security, fraud prevention, fire safety, food hygiene, occupational health and safety, and of course, pandemic preparedness. And through Business Continuity and Crisis Management, we can ensure the protection of Team Members, Guests, assets and our brand reputation as well as the continuation of mission critical operations anywhere we do business in the world.

We can do this by being critical thinkers, carefully crafting simple solutions to often complex problems, creatively implementing those strategies so that we build trust in our properties, Team Members, the brand, and in ourselves. But more importantly, and what most don't often realize, is that we are also business partners in every sense of the term, always protecting the Portfolio of Brands and maintaining Guest and stakeholder confidence. From our

PROTECTING Potential

proactive intelligence capabilities, our knowledge of varying food hygiene and fire safety legislation in specific geographic territories to localized safety management programs, our combined skills, and the potential we bring, help the business recover quickly from any difficulty it may face. Though we analyze, advise on and manage risk, our mandate through the administration of practices based on resilience is to protect the business' promise—a promise of safety and security made to our Guests, Team Members and stakeholders every day, as well as the promise of every one of our brands.

Always changing with the times, always staying true to our principles, Safety and Security is one of Hilton's most valuable assets, protecting potential, in all of its forms, so that the light and warmth of hospitality can continue to shine for everyone.

I hope this brochure provides helpful insight into our critical work.

John
Giacalone, Global VP Safety & Security, Crisis Management, Fraud & Investigations



What sets us apart is our ability to build resilience.

Everything we do is underpinned by strong foundations, which protect our business. Our aim is to help the enterprise grow powerful roots that can weather any storm. These roots consist of conventional disciplines and unique disciplines. Our conventional disciplines are our everyday services to the business, providing expertise and guidance in areas such as security, safety, fire safety, and food hygiene. Our unique disciplines are those which set us apart. These are our intelligence driven, technology based threat monitoring and crisis management programs. Both groups of disciplines are critical to ensure we help build a safe and resilient enterprise.



Through our proactive intelligence capabilities & connectivity to public sector partnering at all levels, we are able to better predict & prepare our hotels to be more resilient in the face of a crisis. We provide our team with the appropriate resources, tools, training, & support needed to ensure that operations see the least amount of impact during a crisis. Through our years of experience in various fields of safety & security, our team brings a wealth of knowledge to our enterprise. Our corporate team provides regular guidance to security professionals across the globe, ensuring our Team Members have the most current intelligence to date. Our systems & processes in assessing and mitigating risks and crisis reflect the highest quality of current best practices and regulations in the industry.

There are three stages to our risk management process.

Our approach to Risk Management



Predict

We connect properties globally with a world class intelligence function, using internal and external expertise to assess risks including natural disasters, major violent events, social/political unrest and health/travel alerts.



Prevent

We draw from a stellar team of in-house safety and security experts to mitigate risks utilizing multi-approach training and a wealth of tried and tested policies, processes and procedures.



React

We respond to issues with urgency and purpose, deploying an award winning Business Continuity Management Team alongside in-region expertise to lead on resolution and business resumption during crises and emergencies.



OUR SAFETY AND SECURITY TEAM UTILIZES A RISK-BASED APPROACH TO ALLOCATE APPROPRIATE RESOURCES AND INTELLIGENCE TO IDENTIFY AND MITIGATE THREATS PROACTIVELY.

Our Intelligence

VISUAL COMMAND CENTER



Hilton's Global Safety and Security Team utilizes an industry leading intelligence monitoring platform, the Visual Command Center (VCC) which has transformed the way we monitor, assess, and react to the ever evolving global security environment by helping to visualize and orchestrate critical event management. Our team regularly deals with numerous types of challenges, including, political and global flashpoints, weather incidents, natural disasters, disease outbreaks, terrorism, crime, travel disruptions, and civil unrest. With VCC in place, we are more easily able to achieve situational awareness, locate our key stakeholders, and drive a coordinated response to threats and crises.

THREAT MONITORING & SPECIAL EVENTS



The Hilton intelligence team provides 24/7 threat monitoring of publicly available, social media, law enforcement intelligence and vendor alerts to identify situations that could affect the security of our Team Members, Guests, and facilities. This includes special events such as when hotels host major events or play a part in large-scale city wide events which could increase risk. The intelligence team provides operational support to management, response, and recovery operations by capturing real-time information on the situation and facilitates seamless information sharing with the appropriate stakeholders.

OUR TRULY GLOBAL TEAM IS MOTIVATED BY A DESIRE TO PROTECT THE POTENTIAL OF OUR BRANDS, OFFERING A SUITE OF SERVICES TO HELP HOTELS MITIGATE A WIDE RANGE OF RISKS.

Our Services

HEALTH & HYGIENE



At Hilton, we understand anxieties our guests may have around infection control & hygiene standards. The COVID-19 pandemic had an unprecedented impact on global travel & hospitality. While the effects of the COVID-19 pandemic are far reaching, Hilton was prepared from the outset with existing comprehensive viral outbreak control procedures & robust supply chains for cleaning & disinfection products, and protective equipment. The Safety & Security team provide expert leadership & training to the entire enterprise on all areas of hygiene & outbreak control, and we bring together health intelligence data and crisis management protocols to ensure that we remain one step ahead of any future health pandemics.



SECURITY

We strive to implement the highest standards in safety and security. We have structured a global department to ensure properties are supported during normal times & times of elevated risk. The security of our Team Members & Guests remains a top priority, more so now than ever, as the world has become a more complex place in which to work and travel. Our security procedures ensure all hotels align & consistently provide the appropriate risk-based security posture to counter all threats with specific instructions to reduce that risk.



FIRE SAFETY

Fires are preventable. Building reviews ensure our hotels are safe and in compliance with local building and fire codes. Having the correct procedures and equipment in place and an engaged and competent team is a fundamental part of fire safety within our hotels. However, there are regional differences in fire safety legislation which are managed accordingly.



FOOD HYGIENE (EMEA / APAC)

Food safety involves all measures necessary to ensure the food served to our Guests is safe to eat and free from contamination. Food safety requirements and procedures can differ depending on the region. The Hilton HACCP Manual operates in countries within EMEA and APAC, and contains comprehensive training, guidance and procedures. We partner with the wider enterprise to provide food safety expertise on kitchen design, supplier approval and emerging culinary concepts.



OCCUPATIONAL HEALTH/WORKPLACE SAFETY

The health, safety, and welfare of our Guests and Team Members is critically important to us. We have comprehensive safety management systems and programs that ensure we maintain a safe environment. These systems also reduce the likelihood of accidents, potential criminal or civil litigation, and the costs associated with this. Good safety is good business. All training and procedures are shared globally to leverage best practices. Compliance with safety requirements in managed hotels is reviewed periodically by in-house auditors, and any issues identified are entered on an action plan for the hotel to implement.



BUSINESS CONTINUITY AND CRISIS MANAGEMENT (BCM)

The Business Continuity and Crisis Management team ensures the protection of Hilton Team Members, Guests, assets, brand reputation as well as the continuation of mission-critical operations around the globe. Our BCM team is proactive, analytical, and adaptable. We work closely with stakeholders across the enterprise to develop and improve processes, plans, and technological solutions so that Hilton can monitor, respond to, and resolve threats or crisis incidents.



FRAUD PREVENTION AND RESPONSE

Our dedicated Fraud Forensics and Investigations teams implement and maintain predictive systems to identify and prevent fraud. Fraud occurs, but we stay one step ahead of it with 24/7 reporting and machine learning fraud prediction systems. We provide our fraud expertise to a wide range of stakeholders to help minimize internal and external fraud while maximizing guest and Team Member experience. Our focuses include team member fraud reported through the Ethics Hotline and various Honors fraud related matters.

One Team



Kevin Jacobs, Chief Financial Officer & President, Global Development



Michael W. Duffy, SVP and Chief Accounting and Risk Officer



John Giacalone, Global VP Safety & Security, Crisis Management, Fraud & Investigations

REGIONAL SAFETY & SECURITY TEAMS

AMERICAS

Steve Zerang
Acting Senior Director, S&S

Dennis Cruz
Director, S&S CALA

James Reynolds, S&S Director,
Eastern USA & Canada

Glenn Taylor, Director, S&S
Pacific USA & Canada

Steve Zerang, Director, S&S
Central USA

Samantha Dixon, Area S&S
Director, Pacific North West

Francisco Nolasco, Area S&S
Director, Mexico

Juan Riveros, Area S&S Director,
Colombia, Panama, Peru

Anthony Spagnuolo, Area S&S
Director, NY, NJ, CT

Nicholas Vargo, Area S&S
Director, South East USA

EMEA

Alex Humphrey
Senior Director, S&S

Claire Green, Senior Analyst, Global Safety & Security

Sameh Haridy, Director, S&S
Africa & Indian Ocean

Richard Raeburn, Director, UK,
Ireland & Israel

James Spence, Director, S&S
Continental Europe

Mohamed Suliman, Director, S&S
Middle East & Africa

Attia AbouGabal, Regional S&S
Director Egypt

Faruk Guven, Director, S&S
Turkey, Azerbaijan & Georgia

Massimo Locatelli, Regional S&S
Manager, Italy

Emad Salah, Regional S&S
Manager Egypt

Karol Wolk, Regional S&S Mgr,
Poland, Germany, Sweden

APAC

Kash Singh
Senior Director, S&S

Gavin Bauld
Director, S&S SEA, & JKM

Vader Li, Senior Manager, S&S
North China

David Lou, Senior Manager, S&S
South China

Dickson Yao, Senior Manager,
S&S Central China

Abdel El-Ayoubi, Regional S&S
Manager, Australasia

Mohammad Hasni, Regional S&S
Mgr, Indonesia, Malaysia, Singapore

Norman Huang, Area S&S
Manager, South China

Lawrence Li, Area S&S Manager,
North China

Teerawat (Khun Champ), Area S&S
Manager, Thai, Viet., Phil., Myan.

Dean Zhu, Area S&S Manager,
Central China

CORE FUNCTION TEAMS

BUSINESS CONTINUITY MGMT

Justin Cartmill, Director, BCM

Zainab Kapadia, Senior Manager, BCM

INTELLIGENCE & SECURITY

Paul Betley, Director, Global Security

Gabriel Wairren, Director, Global
Intelligence

SAFETY & COMPLIANCE

Dewi Miles, Director, Global Safety &
Compliance

Keith Churchill, Senior Manager, Food
Safety Compliance

Damian Jennison, Regional Safety,
Security & Compliance Manager

FRAUD & INVESTIGATIONS

FORENSICS & INVESTIGATIONS

Matt Molchany, Director, F&I

Omar Khan, Director, Honors Fraud &
Investigations

FRAUD DATA, ANALYSIS & RESPONSE

Preston Hart, Director,
Data & Analytics

Jonathan Lawson, Senior Manager,
DART

Corporate Based Team
Member

Hotel Based Team
Member with part time
corporate duties

Contact Us

Internal:

[Click here to see our Team Contacts](#)

External to Hilton:

E-mail: safetyandsecurity@hilton.com