

Part Two: Property Details

1. PROPERTY FIRE, LIFE SAFETY, AND SECURITY INFORMATION

A. SECURITY SYSTEMS AND EQUIPMENT

- Hotel utilizes a CCTV surveillance system. Hotel CCTV surveillance system covers:
 - Entrances to Hotel (public and employee)
 - Public areas (lobby, meeting room foyers)
 - Guest room floors
 - Loading dock and service delivery area
- Hotel has video archiving system that retains surveillance video for minimum of 30 days.
- Hotel has not received a complaint nor found on its own a monitoring device (audio, visual, network) in a guest or conference room.
- Hotel has encrypted guest room keys to prevent 3rd party unauthorized duplication.
- Hotel car parks have entry and exit controls.
- Hotel has parking facilities adjoining or beneath the hotel.
- Hotel has self-parking.
- Hotel prohibits parking on the main-entry.
- Loading dock and service delivery areas have separate access that is controlled.
- Hotel has key-control protocol for daily accountability of assigned staff keys.
- Hotel regularly audits the key-control protocol for accountability of hotel master keys.
- Housekeeping keys are segmented to defined or assigned block of rooms.
- Access to guest rooms can be electronically audited.

B. SECURITY STAFF

- Hotel has onsite security staff 24 hours daily.
- Hotel conducts periodic security/safety patrols of hotel and premises on 24-hour basis.
- Public access entrances and exits are observed or supervised by hotel staff 24 hours daily.
- Hotel has a process for increasing security manpower for meetings or events upon request.
- Hotel has a staffed command center that actively monitors hotel access control systems, CCTV system, and fire/life safety systems.
- An internal emergency telephone number is available and is continually staffed.
- Hotel security staff has means to readily identify themselves to others as premises security.
- In the event of an emergency Hotel Security have a marked vest, armband, or other means to be readily identified.

C. HEALTH AND LIFE SAFETY

- Hotel conducts regular hygiene inspections.
- Hotel staff has received basic First Aid and CPR training. Hotel has First Aid Kits for emergencies.

D. GUEST ROOM SECURITY

Guest rooms have:

- Deadbolt locks
- Door chain or wishbone latch
- Door closure mechanism
- View ports

- Guest room connecting room doors have a deadbolt lock.
- Guest rooms are fitted with a convenience safe.
- Guest room appliances have instructions for use in English.
- Guest rooms have a compendium that contains guidance for guests to follow in case of fire and other emergencies.
- Guest rooms have Safety Exit maps on back of door.
- Guest room windows have restricted opening capability of no greater than 100mm (4 inch equivalent).
- Guest rooms have no gas-operated appliances or water heaters.

E. EMERGENCY PLANNING

- The Hotel has emergency response protocols and procedures for security and safety contingencies and safety-related incidents that may be reviewed at the office of the Hotel Manager or Hotel Security Director.

ALL BELOW:

(if not all, check those applicable to property)

- Active Shooter
- Bomb Threat/Suspicious Package
- Natural Disasters relevant to location Fire/Explosion

F. EMERGENCY RESPONSE/CRISIS MANAGEMENT

The Hotel has a crisis management protocol and procedures that enables response coordination and support for natural disasters and other contingencies listed below:

(if not all, check those applicable to property)

- Biological Threat
- Civil Unrest/Protest Group/Demonstration Criminal Activity
- HAZMAT Incident Hostage/Kidnapping/Extortion Hostile Conflict
- Pandemic
- Regulatory Action Earthquake
- Extreme Heat
- Heavy Snowstorm

2. REPORTING SECURITY OR SAFETY INCIDENTS

The security and safety of guests and staff is a top priority for the Hotel. If a health, safety, or security situation arises that should be brought to the Hotel's attention, please observe the following reporting protocol:

- Dial "66" from any hotel phone to immediately report emergency situations to the Security Department.
- Dial "67" for non-emergencies to speak to the Manager on Duty.

Emergency Fire/Evacuation Procedures

The following procedures are in regards to an emergency that would require evacuation, not limited to, but including fire, bomb threat, natural disaster, etc.

Upon notification, via alarm, PA system, or hotel staff directions, guests will calmly leave the building towards the nearest, unaffected exit. Evacuation routes may vary due to the scenario at the time. Follow the directions of hotel staff members. In the event that a guest is separated from the evacuation party, the primary meet up location is Orchestra Hall. The secondary meet up location is the Leamington Ramp.

Hotel staff will coordinate with event management to account for all staff and attendees and report back to security staff.

Social Disruptions

In today's atmosphere of social unrest, Hilton Minneapolis has taken the initiative to network with city officials, as well as local building security throughout the city to constantly monitor any civil unrest in the city.

In the event of civil unrest that has the potential to affect hotel guests, the Director of Security will notify proper management within the hotel to communicate any instructions necessary to event staff.

COVID-19

Hilton Minneapolis follows all CDC, Minnesota, and Minneapolis guidelines, rules, regulations, and mandates.