

GLOBAL SAFETY & SECURITY Services

Hilton

SAFETY AND
SECURITY

At Hilton, we strive toward the highest standards in safety and security, placing the utmost priority on predicting risks, preventing harm, and responding with urgency to crises.

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 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.

“What sets us apart at Hilton 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.



There are three stages to our risk management process.



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

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 and a range of other tools in place, we are more easily able to achieve situational awareness, locate our key stakeholders, and drive a coordinated response to threats and crises.

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

As a Hotel company with over a century of experience, we are well versed in the persistent and emerging threats to our guests and Team Members. We manage risk across the enterprise by bringing global leadership and regional expertise to bear in the following disciplines.



HEALTH AND HYGIENE



WORKPLACE SAFETY



SECURITY



FOOD HYGIENE (EMEA/APAC)



FIRE SAFETY



FRAUD PREVENTION



BUSINESS CONTINUITY / CRISIS MANAGEMENT

Our regional leaders are day-to-day experts in hotel safety and security, combining centuries worth of long service to Hilton. They are dedicated to supporting managed Hilton properties with all of the above issues, and constantly stay in touch with hotel operators to help them improve safety and security standards. Our team also understand anxieties guests may have around infection control and hygiene standards. 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.