

# Safety & Security

## MEETINGS & EVENTS INFO GUIDE

**Hilton**  
SAN FRANCISCO  
UNION SQUARE



We are delighted that you are considering the Hilton San Francisco Union Square and Parc 55 Hotels as host of your meeting/event.

While you will have many talented members of our Hotels team dedicated to assisting you throughout your stay, we have prepared this information guide for your review. It provides information on our safety and security department that may be helpful as you plan your meeting.

We look forward to working with you and your group. Together, we will ensure that your meeting/event at Hilton San Francisco Union Square and Parc 55 is a success.

Our Security Staff can assist you with medical and personal emergencies. Call 444 for Security In-House Emergencies on any guest room or house phone. Your items and materials at Hilton San Francisco Union Square and Parc 55 remain your responsibility. While Hilton San Francisco Union Square and Parc 55 Security is as effective as possible, we cannot guarantee the total protection of your property. Report any suspicious conditions to Hilton Union Square and Parc 55 Security.

Be Safe,

**Ernesto Lockhart**  
Director of Safety & Security  
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## **INTRODUCTION**

It is the policy of Hilton San Francisco Union Square and Parc 55 to provide for the safety and security of hotel guests, team members and assets. To implement the policy, we have a written proprietary plan that's been established outlining the hotel's measures to provide a safe and secure environment.

## **DESIGNATED SECURITY PERSONNEL**

Hilton San Francisco Union Square and Parc 55 provides dedicated security personnel 24 hours a day 7 days a week.

Security procedures are carried out by: In-House Hilton Security Officers Security provisions to include rationale for manned guarding at certain times: Security is posted in the lobby, garage entrance to the hotel, and Security Dispatch at all times.

## **PRACTICE AND PROCEDURE**

Every team member will strive to protect guest and hotel property by keeping doors locked when necessary, following key control procedures, and protecting property entrusted to their care.

- House telephones do not allow direct dialing to rooms, but instead allow access to the hotel switchboard and outside
- emergency services.
- The switchboard will never connect a call to a room without the caller identifying the person they are attempting to reach.
- No one will be issued a duplicate room key without proof of registration and positive identification
- General security information is available and posted in each guest room.
- Exterior areas of the hotel are appropriately illuminated and patrolled by Off-Duty Police Officer during hours of darkness.

## **OVERNIGHT SECURITY PROCEDURES**

- The hotel puts into place heightened security measures during night-time hours. Between the hours of 10PM – 6AM the Overnight Security Officers will carry out the following responsibilities, including but not limited to: Access Control, Patrol of Parking Areas, Patrol of the Hotel Guest floors, Patrol of all Public Areas, and Patrol of secured areas.
- All entrances other than the main Hotel entrance(s) will be locked at 10PM and remain so until 6AM each day. Signage informing the guests the times that doors will be locked are posted on the inside (exiting side) and outside (entering side) of each affected door. The door will be checked several times each night by the MOD or security patrol. Relevant security related information will be communicated to the General Manager and all other appropriate leaders. Follow up and resolutions efforts will be overseen by the General Manager and the Director of Safety and Security.

## **EMERGENCY PROCEDURES**

The hotel's Emergency Procedures are outlined in the hotel's proprietary Emergency Response Plan. Training is delivered to relevant leader and all team members in the following areas:

- Active Attack
- Lockdown Procedures
- Shelter in Place
- Natural Disaster Guidelines
- Fire and Evacuation
- Suspicious Activity
- Do Not Disturb Policy
- Anti-Human Trafficking

## **DO NOT DISTURB POLICY**

The hotel reserves the right to visually inspect all guest rooms every 24 hours to ensure the well-being of our guests and confirm the condition of the room. This hotel conducts welfare checks in line with Hilton's Do Not Disturb Policy. Suspicious activities or occurrences are addressed immediately by Senior Management.



## **ELECTRONIC SURVEILLANCE**

This hotel uses CCTV surveillance 24 hours-a-day purposed for crime prevention and public safety. All cameras are recorded and footage is maintained in accordance with company policy and local law.

## **WEAPONS POLICY**

Possession and use of weapons by anyone are prohibited, including without limitation, our Team Members, guests, visitors, contract security firm employees, other independent contractors, tenants, concessionaires and their respective employees and contractors while on hotel premises.

## **EXCLUSIONS/EXCEPTIONS**

A. Sworn federal, state or local law enforcement officers while on official business and, when off-duty, when required to carry weapons in the jurisdiction by statute, ordinance or rule.

B. Insured and/or bonded armored car service employees under contract to the hotel, hotel guests, when required by law or for insurance purposes to carry weapons while on premises.

## **HILTON SAN FRANCISCO UNION SQUARE SECURITY OFFICERS**

Ranges from 6-8 security officers per shift

## **PARC 55 SAN FRANCISCO SECURITY OFFICERS**

Ranges from 3-4 security officers per shift

## **OVERNIGHT EXTERIOR PATROLS**

Off Duty Police Officers assists with patrols from 10PM-6AM

## **HILTON PREFERRED CONTRACT SECURITY VENDORS**

Securitas and Allied Universal Security

## **UN-HOUSED/NON-GUEST LOITERING**

Security Officers, Off Duty Police Officers, and Union Square Alliance Staff patrols exterior of the hotel to keep them from loitering and sleeping on property.