<table>
<thead>
<tr>
<th>Step One</th>
<th>Step Two</th>
<th>Step Three</th>
<th>Step Four</th>
<th>Step Five</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify the Fire Department.</td>
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<tr>
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</tbody>
</table>
You may be cutting off important information. All departments must remember not to use radios, only one (1) can talk at a time and

<table>
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<tr>
<th>Ambulance</th>
<th>See equipment</th>
<th>Do not turn oil</th>
<th>Go to front of hotel</th>
<th>Make sure fire alarm is turned on</th>
<th>Update security</th>
<th>Answer guest</th>
<th>Prepare to evacuate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoke alarm</td>
<td>See equipment</td>
<td>Do not turn oil</td>
<td>Go to front of hotel</td>
<td>Make sure fire alarm is turned on</td>
<td>Update security</td>
<td>Answer guest</td>
<td>Prepare to evacuate</td>
</tr>
</tbody>
</table>

**Situation:**
- Non-fire
- Fire
- Fire

**Instructions:**
- Go to Step 1 if...
- Go to Step 2 if...
- Go to Step 3 if...

**Non-fire Symptoms:**
- False alarm
- Error alarm

**Fire Symptoms:**
- Real fire
- Fire alarm

**Fire Procedures:**
- Call 911
- Call GM from front location
- Contact security

**Fire Emergency Procedures Quick Reference Guide**

**HOLIDAY INN HURSTBOURNE**
SEVERE WEATHER

TORNADOS:

While some disasters such as hurricanes provide plenty of warning, a tornado warning may only be issued several minutes prior to a touch down. If a disaster is localized (bomb threat, fire, etc.) you can usually rely on the police, fire department, ambulance, etc. However, if you are a part of widespread disaster such as those often associated with tornados and affecting a large portion of your area, you may have to fend for yourself. When a disaster occurs employees should be knowledgeable of emergency procedures. Also, prompt communications with employees and guests will play a critical role in minimizing losses.

Know the difference between tornado watch and a tornado warning. A TORNADO WATCH simply means that conditions are favorable for the formation of a tornado. A TORNADO WARNING is issued when a tornado has actually been sighted or is indicated on radar.

Instructions for a Tornado Watch:

Each department should be on the alert for threatening weather conditions. One of the best methods to accomplish this is to purchase an automatic weather monitor radio. These small and inexpensive radio (available at Radio Shack) can be placed in the front desk work area work area and is automatically activated when deemed necessary by the National Weather Service.

Maintenance/Engineering should relocate or secure any outside equipment (pool furniture, temporary const. equip., etc.) that could be blown away by the storm.

When made aware of a tornado watch, the General Manager/Manager on Duty must alert all hotel employees and as many guests as possible. This would include the restaurant, lounge, meeting rooms, and guest rooms can listen to the radio or television broadcasts for further updates. An attempt should also be made to advise building occupants when the tornado watch has been lifted (during late evening hours you are not advised to wake sleeping guests to inform them that the watch has been lifted).

Instructions for a Tornado Warning:

Although a tornado warning may also be accompanied by the sound of local civil defense “air raid” sirens, all building occupants must be informed as quickly as possible.

Guest Rooms - Advise guests that a tornado warning has been issued. A safe area of refuge can be found in each guest bathroom with the door shut. Basically, staying clear of all glass panels, windows, etc., is of vital importance.
Instruct maintenance to obtain tools needed to disconnect gas and water supplies if necessary. Keep in mind that the two way radios, belt clip pagers, etc. should be used when available.

If practical and safe, post a “tornado spotter” at a location that gives him a view of the southwest, the direction from which tornados usually approach. If the spotter sights a tornado, it should notify the front desk and take cover. All employees and guests should seek shelter (ideally at ground level) in an area room with no windows.

The General Manager/Manager on Duty must ensure that all cash registers are secure.

Hotel employees should provide first aid as necessary for guests and employees in the tornado strikes. Guests should be made as comfortable as possible by providing blankets, pillows, etc.

Notify the Regional Director of Operations as well as the insurance contact of any damage to the hotel and/or guest-employee injuries.

If the tornado does not strike and the warning has been canceled by the weather service, all activities can return to normal. The telephone operator and designate employees should inform guests that danger has passed.
BOMB THREAT

AM. SHIFT EMERGENCY PROCEDURES

1. Search/evacuation orders
   - Report to Command Post
   - Close all doors

2. Search/evacuation orders
   - Report to Command Post
   - Close all doors

3. Search/evacuation orders
   - Report to Command Post
   - Close all doors

4. Search/evacuation orders
   - Report to Command Post
   - Close all doors
Look for cash drawers and registers

The above assume minimal damage.

<table>
<thead>
<tr>
<th>Chain of Command dependent on those present (a) any member of the Executive Committee or Front Office Supervisor</th>
<th>Report to Command</th>
<th>ENGR</th>
<th>MANAGER</th>
<th>KITCHEN</th>
<th>BELL STAFF</th>
<th>OFFICE</th>
<th>SECURITY</th>
<th>HOSTESS</th>
<th>HOSPITAL</th>
<th>SUPPLEMENTARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Execute Search/Extraction Order</td>
<td>Arm Search Order</td>
<td>Possible</td>
<td>Call 911, Post Chief, Post</td>
<td>Post in Main Post</td>
<td>Follow Search Order</td>
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**STEP 1**

- Assume command

**STEP 2**

- Contact OITLINE
- Designate a responsible person to deep an account
- Designate a responsible person to deep an account
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**STEP 3**

- Assume command

**STEP 4**

Search Office
Security Officers: During check, if a suspicious item is located, it is to be reported immediately to proper authorities.

<table>
<thead>
<tr>
<th>Security Officer</th>
<th>1. Evacuate areas and seal off and immediate areas evacuated. Any further action is to be taken by bomb squad.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. After police have completed investigation and hot zone a complete check must be conducted, notified incident.</td>
<td></td>
</tr>
<tr>
<td>3. Contact 911, front office as to when investigation is complete.</td>
<td></td>
</tr>
<tr>
<td>4. Return to work.</td>
<td></td>
</tr>
<tr>
<td>5. Bomb Threat</td>
<td></td>
</tr>
<tr>
<td>PM, 3rd Shift - Emergency Procedures</td>
<td></td>
</tr>
</tbody>
</table>

Security Officer: 
1. Assess/monitor situation. 
2. Assist/notify officials. 
3. Contact police. 
4. Ensure front door is locked. 
5. Notify incident. 
6. Return to work. 
8. PM, 3rd Shift - Emergency Procedures.