TORNADO PROCEDURES

DURING THE THREAT OF DANGEROUS WEATHER, PLEASE FOLLOW THESE SAFETY MEASURES TO INSURE EVERYONE'S SAFETY:

A. TUNE IN THE WEATHER RADIO/MONITOR MESSAGES (ALARM SOUNDS IN SEVERE WEATHER CONDITIONS)
B. GO TO NEAREST TV AND MONITOR WEATHER RADAR FOR OUR IMMEDIATE AREA. AS YOU KNOW, THESE ALERTS CHANGE MINUTE BY MINUTE. YOU MUST HAVE THE CORRECT FACTS BEFORE YOU CAN INFORM THE GUESTS.
C. FOR A TORNADO WATCH, NO ACTION IS REQUIRED EXCEPT TO MONITOR THE WEATHER RADIO FOR POSSIBLE UPGRADES TO A TORNADO WARNING.
D. FOR TORNADO WARNINGS, THAT HAVE BEEN ISSUED FOR JEFFERSON COUNTY, INDIANA OR JEFFERSON COUNTY KY, WE SHOULD ADVISE OUR GUESTS THAT "THE NATIONAL WEATHER SERVICE HAS ISSUED A TORNADO WARNING FOR OUR AREA." "FOR YOUR ADDITIONAL SAFETY YOU MAY COME DOWN TO THE FIRST FLOOR AND WE WILL DIRECT YOU TO THE SAFEST AREA." "PLEASE CLOSE YOUR DRAPES, AND KEEP AWAY FROM THE WINDOWS."
E. GUESTS SHOULD BE DIRECTED TO THE LAUNDRY AREA. SHOULD THAT AREA BECOME FULL, USE THE HEALTH CLUB AND THEN THE STAIRWELLS.
F. ALWAYS RUN YOUR EMERGENCY REPORTS (F10) DURING ANY WEATHER ALERTS.
G. FLASHLIGHTS ARE LOCATED BY TOOLBOX AT DESK. DO NOT MAKE STATEMENTS TO THE PRESS, REFER TO GM.
H. WAIT FOR ALL CLEAR SIGNAL FROM NATIONAL WEATHER SERVICE, BEFORE ADVISING GUESTS THEY MAY RETURN TO THEIR ROOMS.
I. PROPERTY SHOULD BE INSPECTED FOR ANY DAMAGE OR HAZARDOUS, SAFETY ISSUES AND REPORTED TO THE M.O.D.
TORNADO PROCEDURES

1. During tornado season (in most areas of the country, this season runs between February and June) the local area may be placed under either a "tornado watch" or a "tornado warning".

   A. A "tornado watch" means that weather conditions are suitable for a tornado to form.

   B. A "tornado warning" means that a tornado has been sighted, and all individuals should take cover immediately.

2. During periods of bad weather, the front desk staff and M.O.D. will monitor the radio for weather conditions.

3. If a "tornado warning" is issued, the front desk personnel and department heads will immediately begin calling guest rooms and advise guests to proceed without delay to a pre-determined "shelter area".

   The "shelter area" should be determined IN ADVANCE at each property based upon the following guidelines:

   A. In multi-story, interior-corridor hotels, shelter areas should be located in support areas such as storerooms, laundry areas, etc. that are at or below ground level. Basement locations are, of course, ideal.

   B. In exterior-corridor properties, guests should be instructed to close room drapes, go to the bathroom and wait until emergency personnel arrive or until the all clear is sounded.

   C. Shelter areas should have a minimum exposure to glass surfaced windows, skylights, etc.

4. Department heads will be responsible for evacuating public areas and employee break areas.

5. The M.O.D. will bring a radio to the shelter area to monitor weather conditions and wait for the "all clear".

6. Inspection of the property and evaluation of damage will occur only after the "all clear" has been given.
7. If a fire has been started, our standard fire procedures should immediately be initiated.

Up-to-date weather conditions may be obtained 24-hours a day from the local National Weather Service office.

TELEPHONE NUMBER:
NATIONAL WEATHER SERVICE

Hazardous road conditions/travel advisories may be obtained from the local State Highway Patrol office.

TELEPHONE NUMBER:
STATE HIGHWAY PATROL (9) 1-800-282-5855
EARTHQUAKE PROCEDURES

DURING THE QUAKE....

ALL PERSONNEL, immediately -

1. Get away from windows. Head for the center or core of the building.

2. Find shelter under a sturdy desk or table if possible. Kneel down and cover the head with the arms.

3. Stay away from temporary walls or partitions and free-standing objects such as files, supply cabinets, shelves, etc.

4. Stay put for a few minutes. An initial shock usually lasts less than a minute but other jolts may come soon after.

5. DO NOT PANIC or attempt to evacuate. Evacuation routes, if needed, will be inspected for safety before use. Elevators will be shut down until they are inspected.

AFTER THE QUAKE....

ALL STAFF -

1. Carefully inspect your area for injured personnel, damage and possibility of further damage or potential danger.

2. If fire has started, refer to section on FIRE/SMOKE.

3. Determine necessity for evacuation.

4. Notify hotel management and operator. Advise as to:
   A. Extent of injuries and damage, if any.
   B. Evacuation and to what point.

5. Begin evacuation, if called for (refer to section on EVACUATION).

6. Discourage the spreading of rumors.

7. Security of the building or area may be called for.
POWER FAILURE PROCEDURES

In the event of a power failure, take the following steps immediately:

- Notify maintenance personnel.
- Shut off all major equipment over 110 volts. Turn off all electronic or computer equipment subject to damage by power surges when power is restored.
- Notify the electric company and determine what caused the power failure and how long the power will be down. If the power failure is not the fault of the property, you should ask for the Department of Water and Power to issue you a credit because this will definitely increase your demand charges.
- Make sure your hotel has an emergency box set up at the front desk where you have flashlights, keys, etc.
- There will be absolutely no candles and you should not allow the guests to go to their rooms with candles.
- Set up a central communication center.
- Have enough employees available in the event that you have to escort guests to and from their rooms.
- Completely survey your property to make sure that all emergency lights are properly working and that you have enough emergency lights throughout the whole building for guest safety.
- When the power returns, make sure that you have the proper voltage coming in on the main before turning your equipment on.
- Be sure to test all equipment by starting each piece. YOU MUST INSURE THAT THE EQUIPMENT IS OPERATING PROPERLY. It can easily be burned out because of improper voltage when power is restored.
EVACUATION AND PANIC CONTROL

Panic: A sudden unreasonable terror often accompanied by mass flight.

The emergency movement of people is always best accomplished in a supervised manner. Personnel trained in proper evacuation methods will make relocation of any amount of people a safe operation.

Explanation of Evacuation Terms:

HORIZONTAL EVACUATION: The movement of people across floors to safe refuge areas - stairwells, fire escapes, etc.

VERTICAL EVACUATION: The movement of people either down or up stairwells, fire escapes, or on occasion, elevators (but, only upon fire department approval and under their direction for emergency use).

PARTIAL EVACUATION: The movement of a selected number of people, such as those immediately endangered or immediate floors above and below a fire.

If a fire is serious enough to evacuate one floor of the building, evacuate five; the fire floor, two above for safety and two below being utilized as a base of operations for the fire department. Once the fire floor and the floors closest to the fire have been evacuated, proceed to evacuate the remainder of the building.

While it is usually advisable to go downward in a building during a fire, there are occasions when it may be necessary or more desirable to go to an upper floor or the roof. If five floors are emptied, it may be better to have the uppermost of the five go upward due to the crowded stairwell. Also, certain unpressurized stairwells may have smoke entering, due to doors being open because of evacuation or firefighting. In this case, people in the stairwell may be driven upward towards clearer air.
PRECAUTIONS FOR GENERAL EVACUATION - Insist on the following:

1. Listen for and heed directions given by building staff and the fire department.

2. DO NOT USE ELEVATORS.

3. DO NOT RUN. Remove high heeled shoes if necessary.

4. Use stairwell handrails, moving to the righthand side if emergency crews are encountered.

5. Allow other people entering stairwell room, but do not unnecessarily hold up travel. It is advised that each person alternate individual entry into the flow of traffic.

6. DO NOT SMOKE.

7. Do not spread faulty information, rumors, etc.

8. Assist those who are slower moving or in any way handicapped.

A method of head count should be known and implemented as soon as possible.
SUGGESTED EVACUATION PLAN

An evacuation plan should be developed in advance with all personnel participating to work effectively. A practice evacuation should be held at least once every four (4) months, so that all personnel will be familiar with procedures that are necessary to effectively carry out the plan.

Each section/floor should have a fire warden appointed and it should be their job to see that all personnel are evacuated from their section/floor in the event of a fire or other emergency. The fire warden should be thoroughly familiar with location of all exits to the outside from each section/floor and they should assign the employees in their department an exit to use in the event of an evacuation. In other words, all employees in a department should not use the same exit, as this will tend to cause confusion and a congested situation at the exits. This can cause serious injury to some of the personnel by being pushed down in the excitement.

NOTE: All restrooms should be checked.

NOTE: Each individual should be assigned an alternate exit in the event the normal one is blocked by fire, etc.

Each section/floor supervisor should assign certain personnel to assist in evacuation of visitors unfamiliar with the building exits.

The greatest danger in fires is panic caused by the fear of fire and smoke. Each person should be adequately trained to "KEEP THEIR HEAD" in an emergency and calm the fears of others, should it become necessary. All persons in the building should be notified immediately in the event of fire or other emergency so they can move promptly to their assigned stations. They should be prepared to take whatever steps are thought best by those in charge.

The following procedures may serve as a guide for personnel in the event of a fire or other emergency:

1. Fire Emergency Procedure:

   A. Start immediately to evacuate guest and personnel.

   B. Notify the switchboard so the Fire Department can be called. Speak in a normal tone of voice and be sure to state the location of the fire.

   C. Try to control the fire by using the proper extinguisher, unless it places you in danger or blocks your ability to exit the building.
2. **General Instructions:**

   **A.** If fire starts, get anyone in immediate danger out of the building.

   **B.** Notify the switchboard operator of the exact location and extent of the fire; speak in a normal tone of voice.

   **C.** Obtain a fire extinguisher of the proper type and use on the fire.

   **D.** Every employee should know the location of fire extinguishers and how to use them. The fire warden in each section of the building should be responsible for seeing that each new employee is familiar with the location and the proper use of these extinguishers.

3. **Instructions for Supervisors and Management Personnel:**

   **A.** See that all fire doors or smoke barrier doors are closed in the event of a fire. Most of these doors are self-closing and should be checked to be sure they are closed. This would prevent fire and smoke from entering other parts of the building.

   **B.** Station someone at the telephone to relay instructions, if feasible.

   **C.** Keep list of employees in each section and see that they are accounted for.

   **D.** Exists should be checked to be sure there will be free access to the outside. This is a twofold precaution; evacuation of personnel and entrance for the Fire Department.

4. **Instructions for the Switchboard:**

   **A.** Upon receiving notice of fire, notify the Fire Department immediately. If there is no fire alarm box, call the Fire Department by telephone. The front desk personnel should know the location of and how to operate the fire alarm box, if any.

   **B.** Call the General Manager and Assistant General Manager and tell them the fire exists. If the fire is at night, call them at home.
C. If the switchboard current is affected, try a public telephone. If this is not possible, activate the nearest fire alarm box on the street, and stand by until the Fire Department arrives and direct them to the building and area where the fire is located.

5. Instructions for Office Personnel:

A. If fire or water threatens office part of building, the front desk should see that all cash, together with other valuables, are in the safe and ledgers and other important books, if not in the safe, are ready to be moved.

B. All other office employees should evacuate the building.

6. Instructions for the Management:

A. Make sure guests are being evacuated.

B. Make sure employees are being evacuated.

C. Make sure the Fire Department has been notified.

D. Confine the fire, if possible.

E. Have trained personnel use fire extinguishers.

F. Make sure all exits and stairways are free of obstructions.

The main purpose of a fire or evacuation drill is to provide as quickly as possible a planned way for all guests and personnel to get out in an orderly manner. Drills also provide an opportunity for trained personnel to practice using the proper extinguisher in order to control or extinguish a fire. The fire drill, no matter how detailed and well organized, is not a substitute for proper construction, protection and exit features and never should be so considered.