Emergency Response Handbook

Loss Prevention, Security, and Safety Department

April 2014
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Introduction

Emergencies occur when we least expect them. It is important to be as prepared as possible when an emergency arises at our hotel. A well thought out Emergency Response Planning is one of the cornerstones of an effective safety program—we owe this to every one of our guests and fellow associates.

In the event of a fire or other emergency, seconds count. The safe, orderly, and prompt evacuation of the hotel guests and associates is our number one priority. Emergency Response Planning can involve a number of incidents that require decisive and immediate action….fire, weather, chemical spills, mechanical issues within our complex, and criminal attacks. Knowing what to do and how to do it is critical.

Hotel emergencies are more complex than many other venues because:
- Potentially high occupancy levels
- Guests’ unfamiliarity with the building
- Guest’s being awoke from a sound sleep
- Panic and difficulty evacuating down stairwells
- Many guests may not speak English and may have difficulty understanding oral or written directions.
- Associate turn over

This guide covers four distinct emergency situations:
- Crisis Management Plan
- Fire, Weather and Evacuation Procedures
- Bomb Threats
- Suspicious Packages

The purpose of an Emergency Response Planning Guide is to facilitate and organize employer and associate actions during workplace emergencies. A well-developed emergency plan and proper training whereby all associates understand their roles and responsibilities within the plan can result in fewer and less severe guest and associate injuries and less structural damage to the facility during emergencies.

Emergency preparedness can be viewed as the ultimate customer service amenity that we can give our guests.

Your most important responsibility is to **STAY CALM!** Know your nearest exit points. Know the Companies procedures.
Crisis Management Plan

Policy

The Crisis Management Plan is designed to provide guidelines for a practical communications system that is adaptable for any crisis situation. It is a working document that emphasizes processes required to manage an incident.

The objective of this Crisis Management Plan is to create a coordinated and effective approach to a crisis situation, utilizing maximum resources and trained personnel, and allowing the normal business to continue with minimal interruption.

Proactive crisis management planning will ensure that the Al J. Schneider Company can survive whatever crisis may occur without long term or significant damage. With proactive preparation the company has the greatest chance to weather any crisis.

Scope

All AJS Downtown Campus associates. It is incumbent upon all departments within the AJS Downtown Campus to become familiar with this plan.

Procedures

“The best defense is a well-planned offense.”

Crisis Management Plan has been created to effectively and efficiently manage threats to the Al J. Schneider Company, the Company’s guests, tenants, and associates.

Typically a crisis is a set of external circumstances or events over which you have no control. Generally speaking, a crisis is characterized by its unexpected nature and by inflicting severe impact that disrupts business continuity or significantly damages the company’s reputation. Threats may include deaths and injuries, fires, weather related incidents, manmade incidents, terrorism or criminal occurrences.
Goal:
It is our policy in the event of a crisis incident to:
- Protect our guests and associates
- Protect the Company’s assets and limit potential property loss
- Restore the property to normal operations quickly and safely.

Objective:
A comprehensive Crisis Management Plan is based on the following key principles:
- Timely and accurate threat assessment to assist in a balanced judgment
- Coordinated Response
- Clearly defined roles and responsibilities.
- Reliable communications and reporting procedures.
- Preplanned administrative support.
- Managing a potential atmosphere of speculation and rumor.

Team Members:
The Crisis Management Team has been formed to provide leadership and a consistent response in dealing with activities related to the aforementioned crisis situations.

The Al J. Schneider Crisis Team consists of:

- Scott Shoenberger Primary Team Leader 502-472-6135
- Mary Moseley Ownership Oversight 502-594-2054
- Terry Jenks GH Coordinator 502-544-1425
- Bill Saffran Corp Business Coordinator 502-442-9036
- William S. Carcara Security Oversight 502-851-4494
- Frank Pribble Security Support 502-387-6091
- Kenny Franklin Chief Engineer 502-644-2429
- Rita Reedy Media Coordinator 502-442-1123
- Orson Oliver Legal Oversight 502-533-1464

Primary communication should occur through the Company’s portable radio system. Security will provide units for those individuals that are not issued radios.

General Responsibilities:
- Minimize loss of life and property
- Care for injured persons
- Gather, confirm, and evaluate incident information
- Implement response strategy
- Containment of the situation
- Manage resources to resolve the specific situation
- Ensure that individuals are assigned to support critical needs
- Coordinate with local, state, and federal emergency agencies
- Coordinate equipment and special installations
• Document situation status and track resource use
• Debrief and review outcomes for policy and procedural review
• Meet in the event of a possible impending emergency for proactive planning
• Run mock crisis to test the response plan and equipment

Specific Responsibilities:

Ms. Moseley, as President and CEO of the Al J. Schneider Company, is ultimately responsible for all decisions. All team members are responsible for providing relevant and timely data to Ms. Moseley so she can make informed decisions.

Additionally, Mr. Shoenberger will be responsible for all operational aspects of incident management. Inherent in this responsibility are the oversight of all incident response activities and the delegation of specific duties.

If the incident is located in one of the office towers, Mr. Saffran will assume all operational aspects of incident management. Due to the mechanical design of the AJS Downtown Campus, Mr. Saffran will also be included in Galt House incidents and will provide support.

Mr. Franklin will be responsible for all mechanical systems operations and recovery as well as structural decisions. Mr. Carcara will be responsible for all emergency evacuations, shelter-in place procedures, securing the facilities, emergency first aid, and coordinating with first responders.

Additionally, Mr. Saffran, Franklin, and Carcara will coordinate with respective vendors to provide whatever additional support that maybe required. (See appendix)

Ms. Reedy is the official media spokesperson and as such should be the only person giving information to the media (she may also arrange interviews with Ms. Moseley). Additionally, Ms. Reedy will be responsible for facilitating all record keeping, note taking, and maintaining time sensitive logs.

Mr. Oliver will provide legal representative to ensure that decisions made by the Crisis Management Team are consistent with relevant laws and ordinances.

All others will assist as needed by responding to specific needs, maintaining guest needs, and restore essential services, if necessary.

In the event that the crisis occurs during evening hours, the MOD, security supervisor, engineering supervisor will assume command control of the incident until the Crisis Team can be assembled.

Members of the Leadership team that are not designated as Crisis Team members will be requested to assist as needed.
Deferment:
If an incident of any magnitude occurs, local law enforcement will assume command of the incident, regardless of the location.

At that point, the Crisis Management Team will support the local authorities in whatever capacity possible and focus on guest and business continuity issues.

Command Center:
GH General Manager’s conference room will be utilized as the incident command center.

In the event that an incident occurs and Mr. Jenks conference room is unavailable, the 2nd floor boardroom will be utilized.

During a crisis incident, the Command Center should contain the following:
- Television with cable hookup: used to monitor local news.
- VCR
- One speaker phone
- Recorder for telephone
- One personal computer

Life Safety:
Protecting the health and safety of everyone in the hotel is the first priority before, during, and after an emergency.

Emergency Plans:
All members should be cognizant of the Fire, Weather, and Emergency Evacuation Plans. Each situation is different and every conceivable option cannot be accounted for, however, if the crisis situation warrants evacuation, the stated evacuation plans should be utilized.

If the situation warrants Shelter-In-Place strategies, those plans are also included in the Fire, Weather, and Emergency Evacuations plans.

Team members should also ensure that their respective managers, supervisors, and associates are familiar with the plans.

Also, managers should emphasize to all associates the importance of telling “someone” if the see something suspicious—person or object.

Procedures During a Crisis:
- Verify the threat
- Convene the Crisis Management Team and assume command control
- Determine response strategies/options
- Activate resources
• Begin logging communications and actions.
• Assess the crisis including possible outcomes
• Determine options and goals in responding to the crisis
• Delegate duties not in the Plan to be performed
• Notify local government officials and law enforcement agencies

Team Briefings:
Team briefings will occur at the designated command center every twenty minutes until the management of the incident is stabilized. Once that occurs, the Chief Operating Officer can use his discretion to increase or decrease the briefing schedule.

It is important that crisis team leaders attend personally or send the next in command to the briefings. Maintaining continuity among responders is critical and will assist in providing guests and public with accurate information.

Recovery and Restoration:
Business recovery and restoration, or business resumption involves the company’s profitability, keeping associates employed, and the hotel open.

Planning Considerations
Coordinate with AJS insurance carriers to discuss property and business resumption policies and claim processes. Progressive inventory control will provide time sensitive data to determine and document company assets.

Hotline
If the crisis incident is deemed to be a long term situation, The Call Center will provide a Crisis Hotline. The hotline will be utilized for inquiries from guests, guest’s families, future guests, meeting planners, vendors, and others that may have a legitimate inquiry into the company’s operation during a crisis.

A separate phone number will be established by the Human Resources Department to facilitate all associate related inquiries.

Continuity of Management
To ensure that recovery decisions can be made without undue delay, key associates must be readily available after an emergency.

Associate Support
Human Resources will provide a wide range of services that can be provided or arranged for associates, including cash advances; salary continuation; flexible work hours; reduced work hours; crisis counseling; care packages and day care.
Resuming Operations
Immediately after a crisis, take necessary steps to resume operations and assist guests.

Evaluation
As soon as possible after the event, assess the plan, how it was implemented, the outcomes, and make recommendations to revise the plan accordingly, if appropriate.

External Communications
Managing an emergency situation is a critical aspect of AJS proprieties operations; however also managing the perceptions of what the public thinks or believes happened is also is a vital consideration for the management team. In today’s world perception is reality.

Proactive perception planning will also protect AJS’s image, credibility, and its ability to recover after a crisis.

Media and Crisis Management
When a catastrophe occurs, the global reach of social media means that news and pictures can spread around the world in seconds. A sensational photo sent from an iPhone in Cairo can appear on television and websites in New York minutes later.

In the event that the media makes an inquiry into any emergency evacuation occurrence or they are on site covering an emergency situation, the Director of Marketing is the designated spokesperson for the Company. No other individuals, regardless of their position, should respond to media questions.

The Marketing Director will also coordinate any requests by the media to interview ownership.

Additionally, The Marketing Director will prepare and issue all press releases and coordinate and conduct press briefings.

Personal Injury/Death Communication Policy
All inquiries, regardless of their source, about the safety or condition of associates or guests after a crisis incident will be referred immediately to the Chief Operations Officer. Any statements issued will be in compliance with HIPAA privacy standards.

Social Media and Crisis Management
Crisis incidents cannot be predicted and occur at unexpected times. What crisis management and social media experts have learned from Boston Marathon hotels that endured the terrorist bombing incident (The Fairmont Copley Plaza, The Lenox Hotel, and the Mandarin Oriental, Boston) is that, in the wake of an unexpected disaster, real-time, responsive communication is essential. These hotels were cognizant of concerns and swiftly relayed them with direct and transparent messaging. Each property
addressed incoming questions received through various channels and worked diligently to broadcast the safety precautions they were employing.

Additionally, each hotel appropriately suspended any form of communication that was not relevant to the ongoing incident and avoided any form of promotional or unrelated posts that may have been originally scheduled.

**Contingency Planning for a Crisis Situation**
While no one wants to think about disasters, it fortuitous to be prepared and have a social media crisis plan in place. Clearly, each of the above noted hotels were prepared and reacted swiftly with effective communication.

In the event that an Al J. Schneider Company property is involved in a crisis incident, the Marketing Department will conform to the following contingency plan protocols:

**Social Media Crisis Policy**
In times of sudden crisis, having a social media policy in place can expedite our response time and mitigate any negative impact to any of our properties. The Marketing Communication Manager, Marketing Director, and those designated by the Marketing Director will respond and post information to social media accounts.

**Respond In Real-Time**
It will be the policy of The Al J. Schneider Company to immediately act on social media soon after the incidents occurs. Marketing Communication Manager will deviate from the normal social media planning process and will implement communication updates in real-time. To facilitate this goal, the media communicators must be involved to ensure that they maintain consistent messaging.

If warranted, the appropriate hotel websites should also provide information to the public. The updates will be consistent with the social media messaging.

**Official Response Follow-Up**
Once the primary crisis period has subsided, the Marketing Team will craft an official company response to the incident. This message should be shared across all social networks, media, guests and associates.

**Resume Planned Content Strategy In Time**
During a crisis incident all regularly scheduled promotional messaging and advertising will be suspended. After suspending this messaging, the Team will engage on social media in a responsive way until the crisis is resolved and business is returned to normal.
Stakeholder Notifications

Once the initial phase of the Crisis Management Plan has been implemented, notification of the company’s stakeholders is critical to business continuity.

The Director of Convention Services will take a proactive approach by contacting all current convention, meeting planners, or event leaders, and future event or meeting planners to advise them of the situation with time sensitive information, what action the company is taking, and what impact the incident will have on current guests (no impact or potential relocation) or future guests (no impact or cancellation of planned activities). The Director may also convey recovery timelines.

Responsibility for communication with key stakeholders does not end with the crisis. It may be necessary to update those audiences for days, weeks, even months after an incident, depending upon its severity. The Director should maintain contact with all future business stakeholders to advise them of their event status.
Loss Prevention, Security, and Safety Department  
Policies and Procedures

Fire, Weather, and Emergency Evacuation

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**Policy**

Fire is potentially one of the most devastating events that can happen at The Galt House Hotel. In addition to causing physical damage to the property and loss of public confidence, fire can take the lives of staff, guests, and their families.

Additionally, the hotel may require evacuations in cases of emergency weather conditions or other types of emergency situations, such as a chemical spills.

The purpose of this policy is to ensure associates throughout the hotel are aware of when and how a fire evacuation should occur.

**Scope**

This policy will affect associates working at the Galt House Hotel property. Each manager and supervisor will be responsible for ensuring subordinates understand their individual roles in a fire emergency. Training shall be conducted to ensure competency.

**Demeanor**

When executing any aspect of this policy and procedure, it is critically important that all associates remain calm and exercise a professional demeanor that will instill confidence among the guests.

**Procedures**

**Notifications:**

**Fire**
Automatic notification will be made by the fire system if smoke is detected, or if a sprinkler head is activated by heat.
If an actual fire is detected by an employee, and no alarm is sounding, it is that person’s responsibility to alert others by activating the nearest fire pull station. A pull station should only be activated if no alarm is sounding.

If no fire pull station is nearby, go to the nearest house phone and call the operator. Tell them your name, where you are located, and where the fire is located.

Activating a fire pull station maliciously, when no fire is present, is punishable as a crime of Wanton Endangerment in the first degree, a felony in the Commonwealth of Kentucky.

**Severe Weather**

Warnings and alerts will take place by several methods, depending on the time availability:

- **Local Radio and Television** - by government officials, emergency services directly, or through the "Emergency Alert System" (EAS). The Galt House and Crowne Plaza have emergency weather radios in the Security Entry area and at the Front Desk area.
- **National Weather Service** announces all emergency weather warnings and alerts through the neighborhood siren system. *Caution, due to the construction of the AJSCO buildings hearing the sirens may be difficult.*
- **Alert information** will be conveyed to the guests through the Simplex Panel (see Emergency Panels)
- **When the hotel is under a severe weather warning**, the call center will anticipate guests calling about the warnings and television broadcast information. Call takers should remember that guests are probably unfamiliar with the county location of warning and the path the storms maybe traveling. Call takers will provide the following information to guests:
  - When receiving inquires about weather warnings, please let them know that we are in Jefferson County and advise them that if there is a tornado warning posted for Jefferson County, that we advise them to go to areas away from windows--- preferably their guestroom bathroom or in the guestroom hallway. Reassure them that the hotel is well-constructed and that we recommend that they stay in the hotel during these warnings.

**Fire Suppression:**

*Fire suppression is the primary responsibility of the fire department.*

Fire extinguishers should be used only on very small fires or if needed to facilitate evacuations.

Associates should activate the alarm system before attempting to extinguish an active fire. If an extinguisher is insufficient to suppress the fire; attempt to contain the fire by closing any access doors where the event is occurring.

Fire extinguishers are located throughout the hotel; associates should become aware of their location in their respective work areas.
Associates should only use a fire suppressant if they have received prior training.

Please note that the Galt House Hotel is a "sprinkled" facility; the sprinklers will automatically deploy and will contain most active fires. Additionally much of the infrastructure is concrete; a non-flammable substance.

**Evacuation Determination & Responsibility:**
At any time a fire alarm is activated, persons within that area should start evacuating. No hotel associate has the authority to cancel an evacuation during an actual alarm. Evacuations may be cancelled only after inspection and approved by a fire department official.

*With advance notice, alarms caused by personnel testing systems should be treated as such and silenced as soon as possible without evacuation. Maintenance, Loss Prevention, Safety, & Security Department, Front Desk, and switchboard PBX personnel should all be informed whenever system testing is scheduled.*

It is the joint, or individual, responsibility of the operator, Loss Prevention, Safety, & Security Department officer, or maintenance person who first acknowledges the fire alarm to call a "Code Red, at (location)" twice over all radio channels.

**Radio channel #3 is the primary emergency and evacuation communications channel. No radio traffic should be permitted, other than emergency communication regarding the fire emergency, until an all clear is announced.**

Since some associates may not be aware of an emergency situation due to their work station, a Loss Prevention, Safety, & Security Department officer will make two general announcements of the emergency on all other channels alerting team members to switch to channel #3.

All departments requiring updates during the emergency should monitor channel #1.

**Chain of Command:**
The Hotel General Manager is ultimately responsible for the safe evacuation of the hotel, and will assume the role of the Incident Commander.

Since evacuation situations can occur at any given moment, the following chain of command will determine managing responsibility when the GM is not on-site;

- Chief Engineer
- Director of Loss Prevention, Safety, and Security.

If none of the above is on-site, the Front Desk Manager on Duty will have managing responsibility for the event. All other supervisors or managers will assist the Front Desk MOD discharge their duties. These positions will assume the role of Incident Commander in the absence of the Hotel General Manager.
Evacuation Procedures:
Should an alarm sound, remain calm. Do not wait for confirmation that the alarm is "real" or "false". All guests and hotel personnel not actively involved in the evacuation process should calmly evacuate the area.

As a general rule, evacuations should occur two floors above and one floor below the incident site. (Example; an alarm is activated on the 16 floor of the Suites Tower, the 15, 16, 17 and 18 floors should be evacuated. Once the fire department arrives they may order additional evacuations.

In selecting an evacuation route, you should proceed to the nearest marked fire exit, or in a direction away from fire and/or smoke, and then to the nearest exit. Do not wait until an emergency happens, you must familiarize yourself with nearby fire exits for all areas you work beforehand. Egress for each floor of the hotel is listed beginning on the following page.

Please note: The elevators will continue to operate unless there is an elevator lobby smoke alarm. Elevators may be used for evacuations for special needs, all others should use fire stairwells.

Follow a route that takes you completely outside the facility. Locate and remain at a rally point with guests, reassuring them that the situation will be resolved as quickly as possible. Stay there until informed it is safe to return by fire department, hotel management, security, or maintenance personnel. Rally points are identified in subsequent chapters within this policy.

During weather related evacuations the same general policies should be followed, except for the high rise evacuation policy.

During a weather related evacuation, guests should be immediately evacuated from Al J's Conservatory, the Rivue Restaurant, Fountain Room, and meeting rooms that have exterior windows. Guests in hotel rooms should be instructed to remain in their rooms away from the windows until the incident has been declared "clear" (see below).

Guests with Special Needs:
Upon check-in, guests with special needs should be identified and a log generated that includes their room number and particular need. This log will be utilized for calling the guest in an emergency situation, providing direction for in-house evacuations, and to provide responding emergency personnel with appropriate information.

In the event of an emergency the special needs guest should be contacted by the front desk to advise the guest of the emergency and what appropriate measures that may be required.
Unless a fire is in the guest room, the safest place in the hotel for the guest is their room.

**Shelter-in-Place**

If the event is within the evacuation perimeters (two floors above and one floor below the incident location) the guest should be told to remain in their room until further notice is given.

Since all Galt House guest’s rooms are “sprinkled” and are equipped with a “B” graded fire door (that rating will withstand heat for 2 hours) the guest room is the safe place for the special needs guest. Guest should be instructed to place a wet towel between the exterior door and floor to inhibit smoke from seeping into their room.

**Evacuations**

In the event a special needs guest requires immediate evacuation, the front desk will advise the Bell Captain of the guests location and all other pertinent information. The Bell Captain and Bell staff will be responsible for assisting with evacuations.

If the Bell Captain cannot execute the evacuation safely, a bell person should remain with the guest, shelter in place until the fire department personnel arrive and can assist with evacuations.

**All Clear Notification:**

*Only the fire department can issue an “All Clear” status alert.* Once the responding fire commander has issued an “All Clear”, LPSS will convey that decision through the Simplex system and on channel 3 of the radio system. At NO point should any associate or guest reenter the hotel until the “All Clear” is given.

**Emergency Panels:**

In an emergency situation it’s crucial to get timely and correct information to our guests, visitors, and associates. Whether a situation is unfolding inside a guest room, kitchen area, or in a public space, our goal is to communicate a clear and concise message that directs people where to go and what to do. The SimplexGrinnell systems that are in place at Al J. Schneider Company properties provides the means of getting critical response messages out to individuals within our buildings.

The Simplex systems located within our property provides an advanced emergency voice/alarm communications option that serves as a multi-function voice control panel for emergency communications or mass notifications. Voice commands will be predetermined by the Director of Engineering with assistance from Al J. Schneider insurance underwriters.

The Simplex systems will also provide first responders with critical information concerning the location of the emergency event. Only the Engineering Department is authorized to set or reset the panels. After an event, the fire department will assist with resetting the panel.
Galt House Hotel—Rivue and Suite Towers Emergency Weather Announcement Scripting:

In the event Jefferson County/Louisville is elevated to a Tornado Warning, guests will be alerted through the public address system.

**Scripting as follows for the SUITE Tower:**

SUITE Tower – Tornado Warning Announcement:
Attention - The Galt House and the City of Louisville have been placed under a Tornado Warning. Please remain in your room, move away from windows, enter the interior of your room to the bathroom and/or living room and close the bedroom door. Please stay in your bathroom and/or living room until you receive further notice that the Tornado Warning has been lifted.

*Repeat message once.*

SUITE Tower – Tornado Warning has been lifted announcement:
The Tornado Warning for the Galt House and the City of Louisville has been lifted. Please feel free to exit your bathroom and/or living room and return to normal activities.

*Repeat message once.*

**Scripting as follows for the RIVUE Tower:**

RIVUE Tower – Tornado Warning Announcement:
Attention - The Galt House and the City of Louisville have been placed under a Tornado Warning. Please remain in your room, move away from windows, enter your bathroom and close the bathroom door. Please stay in your bathroom until you receive further notice that the Tornado Warning has been lifted.

*Repeat message once.*

RIVUE Tower – Tornado Warning has been lifted announcement:
The Tornado Warning for the Galt House and the City of Louisville has been lifted. Please feel free to exit your bathroom and return to normal activities.

*Repeat message once.*

In the event that the message requires broadcasting is not weather related, the person providing the information should follow the same protocol as above, but insert the appropriate information.

If the fire department is on-site, the Officer in Charge will determine if additional information needs to be broadcast.

**Using the Public Address System**

**Suite Tower**

1. Open the cabinet using the attached key
2. Press the “All Speaker Talk” button
3. Press and hold the talk-button on the handheld microphone (do not use the telephone attachment)
4. While holding the talk-button, you should hear an audible bell from the speaker system and then all speaker location lights should brighten.
5. Still holding the talk-button, deliver your message
6. When finished, release the talk-button and clip the microphone back into its housing
7. Lock the cabinet using the attached key

**Rivue Tower**
1. Open the cabinet using the attached key (temporary key placed on top of cabinet)
2. Flip the switch for “All Speaker Talk” to the “up” position
3. Press and hold the talk-button on the handheld microphone (do not use the telephone attachment)
4. While holding the talk-button, you should hear an audible bell from the speaker system and then the “ready to talk” light will brighten on the microphone housing
5. Still holding the talk-button, deliver your message
6. When finished, release the talk-button, flip the “All Speaker Talk” switch “down” to turn off speaker locations and clip the microphone back into its housing
7. Lock the cabinet using the attached key

**Fire Exits:**
The design of the Galt House Hotel includes numerous exit points throughout the layout of the facility. It is incumbent upon each associate to be familiar with the closest exit point to their work station and be able to direct guests to these exits in case of an evacuation.

Emergency exits throughout the Hotel are clearly marked with illuminated signs that are supported by the emergency power system and continue to function even during periods of power outage.

**Rally Points:**
- Galt House
  - North Belvedere deck overlooking Ohio River
  - South Belvedere deck outside American Home Life building
  - C level of Riverfront Plaza Parking Garage
  - Galt House East lobby (inclement weather)
- Galt House Suites
  - C Level East parking garage
  - Van Lot
  - 3rd St Sidewalk between River Rd. and Main St.
  - Bus Lot
  - Galt House Rivue lobby & 2nd floor (inclement weather)

Additionally, the Galt House Hotel has reciprocal evacuation agreements with the YUM Center and Kentucky Exposition Center whereby the affected property can use the other locations as gathering points.
General Associate Responsibilities:
The Hotel General Manager is ultimately responsible for the management and supervision of emergency response and readiness. In his absence, the Manager on Duty is considered the “person in charge”.

The Engineering Department and Loss Prevention, Safety, and Security Department share the primary responsibility of overseeing the orderly evacuation process, mechanical and electronic alarm coordination, and collaborating with first responders.

Hotel Departments
Please remember that all associates are responsible for the safety of guests and fellow associates. The incident commander shall coordinate all incident operations.

Call Center Operators
- Notify the Fire Department by calling 911
- Only if you are initiating an alarm, call a “Code Red” over radio channels 1 and 2; also notify the front desk and info desk.
- Notify food and beverage over the radio or phone.
- Keep radio channel #3 clear for emergency traffic
- Notify senior management

Front Desk
- Night shift staff should acknowledge the alarm at their panel and call a “Code Red” with alarm location over radio channels 1 and 2.
- Immediately run an in-house guest list, by room number
- Monitor radio channel 1 for updates on the situation.
- Give list of handicap, elderly, or those that require special consideration guestrooms during an emergency evacuation (this information should be flagged upon guest check in) to bell staff, maintenance, or housekeeping. If unavailable, call the security supervisor over the radio with the room numbers of guests needing assistance
- Instruct guests to follow the instructions broadcast during the alarm, if in doubt – evacuate
- Secure cash drawers and banks
- During a confirmed fire, check-ins should be suspended with clerks phoning occupied rooms beginning on the involved floor. Inform guest of the urgency to evacuate. Calls should continue until two floors above and one below the involved floor have been contacted
- Make all clear announcements from fire panel if requested by security or the fire department.

Bell staff
- Keep lobby clear for incoming fire personnel
- Keep guests from entering lobby and attempting to board elevators
- Assist with evacuation of handicap guests
- After all clear, assist with guests reentering hotel
Loss Prevention, Safety, & Security Department
- Respond to the alarm panel along with maintenance for alarm type, attempted to identify cause of alarm, and its location
- Respond to alarm location along with maintenance to assist with evacuation of guests from alarm area
- Direct First Responders to incident area or to appropriate Simplex panel when they arrive on property
- Ensure that any gates or doors necessary for guest evacuation are accessible
- Assist with the movement of fire personnel to the alarm area
- Keep guests from re-entering hotel until an all clear is given
- Make all clear announcement from fire panel (*with fire department authorization*)
- After all clear, assist with guests re-entering hotel
- Reopen smoke doors if closed at Galt House West
- If no maintenance is on duty, perform any duties prescribed to that department
- If no bell staff is on duty, perform any duties prescribed to that department
- Complete comprehensive report of incident

Engineering
- Respond to the alarm panel along with security for alarm type and location
- One staff member to stay with alarm panel
- One staff member should respond to alarm location along with security to identify cause of alarm and reset or replace detection devices, if necessary. Additional staff should respond only as necessary for locating an activated device
- Recall elevators manually to first floor if necessary
- Extra staff reports to front desk for assistance with handicap evacuation
- After all clear, assist fire department with resetting fire panel
- After fire panel reset, reset recalled elevators if necessary

Housekeeping
- If the alarm is sounding on your floor and asking that you evacuate, direct guests on the floor to the closest fire exit
- Ask guests to bring their keys and close their guestroom doors
- Ensure all personnel is out of linen and service areas
- Evacuate and remain with guests until an all clear is received
- If the alarm is sounding on your floor but asking that you please stand by, assure the guests that they are okay but to stay alert for any changes in the alarm message.
- After all clear, assist with guests re-entering hotel

Office Personnel
- Only evacuate if your area is affected
- West office evacuates to the Belvedere, East offices evacuate to C-level of the east garage
- Remain outside until an all clear is received
Health Club
• If the alarm is sounding on your floor, direct guests down the center fire stairwell door just east of the elevator bank
• Secure the cash drawer
• Ensure that all guests have evacuated both locker rooms and the tanning beds
• Circle the exercise floor just prior to evacuating down the center stairwell
• Remain outside until an all clear is received
• Assist guests in their return to normal activity

Food and Beverage Departments
• During a fire emergency, monitor channel #1 for updates regarding the emergency. Do not use radio unless it directly relates to the emergency situation.
• Turn off all ovens, grills, or other equipment that would present a danger if left unattended.
• Secure cash and receipts if safe to do so.

Banquets/Coffee Breaks/Set-ups
• Assist guests in finding the nearest fire exit
• Check all meeting rooms for guests or staff whether in use or not
• Remain with attendees until an all clear is received
• Assist the attendees in an orderly return and continuation of their functions

Restaurant and Kitchen Employees
• Evacuate guests via the closest fire exit
• Turn off ovens, grills, and electrical appliances.
• Secure cash and receipts
• Evacuate and remain with guests until an all clear is received
• Assist guests in their return

Thelma’s Deli (24 Hour Operation)
• Turn off ovens, grills, and electrical appliances.
• Secure cash and receipts
• Evacuate from rear door making sure storeroom is locked on the way out
• Assist guests in their return

Beverage Employees & Outlets
• Evacuate guests via the closest fire exit
• Secure cash and receipts
• In Al J’s Conservatory, secure any open beer and liquor
• In Jockey Silks, lock all access doors and gates
• If in SE, ensure all associates are out of that level
• Evacuate and remain with guests until an all clear is received
• Assist guests in their return
Catering / Sales / Accounting
- Only evacuate if your area is affected
- Remain outside until an all clear is received

Team Work—Intra-Hotel Cooperation:
It is essential that all units of the hotel work seamlessly to ensure the safe and expeditious evaluation or emergency response. No single work unit of the hotel is large enough to manage and control an evacuation.

Full support and cooperation of all units is the only viable way that a facility the size of The Galt House Hotel can successfully manage emergency situations.

Departmental Procedures:
All managers are responsible for making sure that each employee in their department is familiar with the procedure through initial training and subsequent yearly reviews. Check-off sheets are recommended as documentation that an employee has read and understands this policy as well as their role in a fire emergency.

Staff Development Guidelines
- A copy of these procedures should be maintained in an area easily accessible to all departmental associates.
- Every associate should be given clear and specific instructions on what their responsibility is, before an emergency occurs. Contingencies should be included for minimum staffing situations.
- Associates should be able to locate two means of egress, and one rally point for all areas where they may be assigned.
- Associates should be able to locate fire pull stations for all areas where they may be assigned.
- All associates evacuating from a common area should meet at one common rally point.
- A means for communicating with and accounting for all associates following an evacuation should be established.
- The importance of minimizing the disruption by returning to normal operations as soon as possible cannot be overstated. This needs to be impressed upon all associates.

Accounting for all persons after emergency evacuation
- Supervisors are responsible for accounting for all their associates.
- Convention Services is responsible for coordinating with meeting planners or event leaders to ensure that all their participants are accounted for.

Media Inquiries:
In the event that the media makes an inquiry into any emergency evacuation occurrence or they are on site covering an emergency situation, the Director of Marketing is the designated spokesperson for the Company. No other individuals, regardless of their position, should respond to media questions.
Loss Prevention, Security, and Safety Department
Policies and Procedures

**Bomb Threat**

<table>
<thead>
<tr>
<th>Policy Number</th>
<th>Title</th>
<th>Effective Date</th>
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<tbody>
<tr>
<td></td>
<td>Bomb Threat</td>
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</table>

**Policy**

Hotels, in general, are susceptible to bomb threats. If the Galt House receives a bomb threat, the primary concern is the safety of the guests and associates. A threat is never to be taken lightly in any situation. Additionally, no threat should be discredited without an investigation.

**Scope**

All Associates.

**Procedures**

Most bomb threats are made over the phone and the overwhelming majority are hoaxes, often the work of malicious pranksters intending to cause alarm and disrupt business. Any hoax is a crime and, no matter how ridiculous or unconvincing, must be taken seriously.

If the hotel receives a bomb threat, the Loss Prevention, Safety, and Security Department must be notified immediately. They will assess the situation (creditability of the threat) and notify the Louisville Metro Police Department.

Once the Louisville Metro Police Department arrives on the scene, they will be considered the incident commander and the LPSS Department will assist them as directed.

A decision will be made weather to search the Hotel without evacuation or search the hotel after the hotel has been evacuated. If they decide evacuate the hotel, the evacuation plan contained in the Galt House Hotel Emergency Response Plan should be followed. If the Police Department does not believe evacuation is necessary, the General Manager or Manager On Duty may order an evacuation. Once again, the Galt House Hotel Emergency Response Plan evacuation guidelines should be adhered to.
In the event of a bomb threat and an evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises.

If a suspicious package is located;

- Do not touch
- Keep areas clear
- Please refer to suspicious package policy and procedures

General Associate Responsibilities:

**Call Center**

A high frequency of bomb threats are often received by phone, as such, the person receiving the call should be prepared to obtain the below information: (A checklist with the following points is attached to this policy and it should be kept in an area which is easily accessible by Call Center associates during such emergency)

*It is most important to stay calm and attempt to solicit as much information as possible. Accurate and detailed information are critical for first responders.*

1. The time the call was received and on which telephone number or extension
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information
4. Callers telephone number. (If displayed in caller identification feature)
5. The **exact words** of the person making the threat.
6. Listen to any background noises such as traffic, music, railway station, or loud music
7. Note the gender of the caller and also the approximate age.
8. Any particular accent or familiar voice.

The Person who receives the threatening call should be prepared to ask the following questions if the caller did not mention the same.

1. Where is the bomb located?
2. When is it going to explode?
3. What does the bomb look like?
4. Why did you place the bomb?
5. What is your name?

The caller may provide specific information by answering these questions. It would be helpful to the police and officials if any additional information is obtained. The employee receiving the call should notify their manager immediately and provide a completed Bomb threat checklist.
Threat Received by Other Means

Handwritten Note
If a bomb threat is received by handwritten note: the person receiving the note should call the Loss Prevention, Safety, and Security Department as soon as possible. 
*Handle the note as minimally as possible.*

Email Message
If a bomb threat is received by email, person receiving the email should call the Loss Prevention, Safety, and Security Department as soon as possible. 
*Do not delete the message.*

Leadership Team or MOD
1. Notify LPSS as soon as possible
2. If not on property, notify the hotel leadership team.
3. LPSS will quickly assess the situation and notify LMPD concerning the threats.
4. Assist LMPD with directions and layout of the hotel to initiate the search.
5. Initiate the evacuation procedures once the decision has been received from the Police.
6. The person who received the threat should be available to give a detailed explanation about the call upon request from Police.

Actions to be taken after a suspicious object has been found:
When an unidentified object or package is found, the person discovering the suspicious package must not attempt to move or handle it.
Notify LPSS immediately and they will provide LMPD with the following information:
1. Location of the object.
2. Reason why they consider it as a suspicious object.
3. Description of the object.
4. Any other useful information about the object.
5. Remove persons at risk.
6. Establish access control of the area and ensure no one approaches or attempts to move the object.
7. Endeavor to establish ownership of the object. There are been issues like legitimate property has been left behind in error by innocent persons prior to the bomb threat being received.
8. Continue the search procedure, until all areas have reported to the designated emergency response room as there will be more than one unidentified objects.
9. If an unidentified object is found, a quiet and systematic evacuation from the area should be initiated.
Searching the Property
It is well-known that most bomb threats are hoaxes. In most cases, a caller will simply state that he has placed a bomb in the hotel and hang up. However, all threats should be taken seriously until proved otherwise. A search should be initiated immediately. Normally, law enforcement will not conduct the search. This is not because they aren't cooperative; rather it is because they are not as familiar with the property as associates working there. Therefore, it will be incumbent upon AJS associates to conduct the search. This is best accomplished by assembling an emergency response team and training them in search procedures.

Bomb Search Techniques:
Searchers should be in teams of two and should not bunch up. Any suspicious package or object should not be disturbed. The search team should notify the LPSS representative of the location. If police are not immediately available, evacuate and cordon off the immediate area. All two-way radios, pagers that transmit as well as receive and cell phones should be turned off. The radio transmission energy can cause premature detonation of a blasting cap. Instead, communication should be done through telephones.

When the searchers first enter a room, they should first move to various parts of the room, standing quietly with their eyes closed, and listen for a clock work device. Noisy equipment and computers should be turned off.
1. Divide the room and select a search height.
2. Start from the bottom and work up
3. Go around the walls and then into the center of the room
4. Pay special attention to air ducts, suspended ceilings, etc.

Reentering the Hotel
All hotel guests and staff should not be allowed to reenter the building and resume normal activities until a search has been conducted. An “All Clear” decision must be made by senior management in consultation with the police. If the evacuation was made without a search, the premises should be searched before re-occupying the facility.

Media Inquiries:
In the event that the media makes an inquiry into any emergency evacuation occurrence or they are on site covering an emergency situation, the Director of Marketing is the designated spokesperson for the Company. No other individuals, regardless of their position, should respond to media questions.
BOMB THREAT CALL CHECKLIST

Questions to Ask:
1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact wording of the threat:
__________________________________________
__________________________________________
_________________________

Sex of caller _______ Age ___ Race _______ Length of call ____________

------------------------------------------

BOMB THREAT QUESTIONNAIRE:

CALLER’S VOICE:

Calm _______ Angry _______ Excited _______ Slow _______ Rapid _______ Soft _______ Loud _______ Laughing _______ Crying _______

Normal _______ Distinct _______ Slurred _______ Nasal _______ Stutter _______ Lisp _______ Raspy _______ Deep _______ Ragged

Calm _______ Angry _______ Excited _______ Slow _______ Rapid _______ Soft _______ Loud _______ Laughing _______ Crying _______

Normal _______ Distinct _______ Slurred _______ Nasal _______ Stutter _______ Lisp _______ Raspy _______ Deep _______ Ragged

CLEARING THROAT _______ DEEP BREATHING _______ CRACKING VOICE _______ DISGUISED _______ ACCENT _______ FAMILIAR

BACKGROUND SOUNDS:

Street noises _______ Office machinery _______ Static _______ Clear _______

Crockery _______ PA system _______ Local _______ Animal noises _______

Voices booth _______ Factory _______ Long distance _______ Music _______

House noises _______ Machinery _______ Animal noises _______ Music _______

Motor _______ Clear _______ Long distance _______ Animal noises _______

THREAT LANGUAGE:

Well spoken _______ Foul _______ Taped _______ Irrational _______ Incoherent

(educated) _______ Read by threat-maker _______

Remarks______________________________________________

Fill out completely, immediately after bomb threat

Report call immediately to ___________ Phone number ___________

Date: / /

Phone number: ____________________________

Name: ____________________________ Position ____________

Phone number: ____________________________
Loss Prevention, Security, and Safety Department
Policies and Procedures

Suspicious Packages

<table>
<thead>
<tr>
<th>Policy Number</th>
<th>Title</th>
<th>Effective Date</th>
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<tbody>
<tr>
<td></td>
<td>Suspicious Packages</td>
<td></td>
</tr>
</tbody>
</table>

**Policy**

Hotels, in general, are susceptible to unattended packages. When an unattended package is considered suspicious, the following protocol should be adhered to. If an associate at the Galt House becomes aware of a suspicious package, the primary concern is the safety of the guests and associates. A threat is never to be taken lightly in any situation. Additionally, no threat should be discredited without an investigation.

The information in this guide has been obtained from the Centers for Disease Control (CDC), the Federal Bureau of Investigation (FBI), the Department of Homeland Security and the United States Postal Service.

**Scope**

All Associates.

**Procedures**

Suspicious packages can come in all shapes and sizes. Simply put, a suspicious package is any backpack, bag, box, package, or other item left unattended or that otherwise seems out of place. For example, packages on a mailroom counter is not necessarily suspicious, but place that same unattended package on a train station platform, it becomes suspicious.

A suspicious item may be found on the premises and by its appearance, location and circumstances present a possible threat. Within a hotel environment, unattended packages are everyday occurrences. All suspicious packages should be considered a threat until proven otherwise.
**Indicators:**

The Department of Homeland Security (DHS) cites the following activities as potential indicators of attack planning:

- Unusual or prolonged interest in or attempts to gain sensitive information about security measures of personnel, entry points, peak days and hours of operation and access controls such as alarms or locks.
- Observation of security reaction drills or procedures.
- Multiple false alarms or fictitious emergency calls to same locations.
- Discreet use of cameras or video recorders, sketching, or note-taking consistent with pre-operational surveillance.
- Interest in speaking with building maintenance personnel.
- Observation of or questions about property security measures, to include barriers, restricted areas, cameras and intrusion detection systems.
- Observation of or questions about property air conditioning, heating, and ventilation systems.
- Suspicious purchases of items that could be used to construct an explosive device.

The likelihood of receiving a life-threatening package is remote. Unfortunately, however, a small number of life threatening packages have been discovered over the years, and they can result in death, injury, destruction of property, and disruption of services. **An unattended item or package does not necessarily rise to the level of ‘suspicious package’ merely because it is unattended.** An unattended package is an item that does not have the indicators of a suspicious package, but is left in a location that no one claims or is not associated with its surroundings.

A package is considered suspicious when the associate finding the package can articulate reasons they believe the item is suspicious or represents a potential threat.

**Characteristics of Suspicious Packages:**

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
• Visual distractions
• Ticking sound
• Excessive security material such as masking tape, string, etc.
• Marked with restrictive endorsements, such as "Personal" or "Confidential"
• Shows a city or state in the postmark that does not match the return address

**Course of Action:**

If a suspicious package is located, notify the Loss Prevention Safety and Security Department immediately. LPSS will assess the situation and call the Louisville Metro Police Department.

After alerting LPSS, the associate finding the package should be prepared to answer questions regarding the suspicious package to include:

• Where is the exact location of the package?
• What makes the package suspicious?
• What is the exact description of the package?
• When was it first noticed?
• Who has physically touched the package?
• Is there a return address on the package?
• Has the package been opened?
• Are there any foreign substances inside or leaking outside the package?
• Has there been any correspondence that is either threatening or suspicious to include notes or phone calls?

Once the Louisville Metro Police Department arrives on the scene, they will be considered the incident commander and the LPSS Department will assist them as directed.

The police department will determine if additional resources are required and they will decide if evacuation is necessary. If evacuation is necessary follow the protocols in the evacuation procedures.

Any associate who encounters a suspicious package or letter should proceed with caution and follow these FBI guidelines:

• Remain calm
• Do not to touch the suspected package
• Attempt to identify the owner of the package or bag by asking those nearby
• Isolate the item by cordoning off the area where the package was found
• Do not move, alter, open, examine or disturb the package
### Emergency Vendor Contact List

<table>
<thead>
<tr>
<th>ISSUES</th>
<th>VENDOR NAME</th>
<th>CONTACT</th>
<th>CONTACT NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Officers and Police Officers</td>
<td>Frederick Asset Protection</td>
<td>Ben Shaw</td>
<td>502-216-0709</td>
</tr>
<tr>
<td>Radios</td>
<td>Davis Electronics</td>
<td>Mark Meadows</td>
<td>502-893-3333</td>
</tr>
<tr>
<td>Traffic Cones/Barriers</td>
<td>Saf-ti-co</td>
<td>On Call</td>
<td>502-772-2511</td>
</tr>
<tr>
<td>HVAC</td>
<td>Alpha Mechanical</td>
<td>Lee Chesser</td>
<td>502-664-1491</td>
</tr>
<tr>
<td>Boiler Repair</td>
<td>Alpha Mechanical</td>
<td>Lee Chesser</td>
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<tr>
<td>Refrigeration Systems</td>
<td>Alpha Mechanical</td>
<td>Lee Chesser</td>
<td>502-664-1491</td>
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<tr>
<td>Electrical</td>
<td>Muench Electrical</td>
<td>Mark Winstead</td>
<td>502-664-5135</td>
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<tr>
<td>Electrical Building Outage</td>
<td>LG&amp;E</td>
<td>Answering Service</td>
<td>502-589-3500</td>
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<td>Natural Gas Emergency</td>
<td>LG&amp;E</td>
<td>Answering Service</td>
<td>502-589-5511</td>
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<td>Water Building Outage</td>
<td>Louisville Water Company</td>
<td>Answering Service</td>
<td>502-583-6610</td>
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<td>Plumbing</td>
<td>Intertech Mechanical</td>
<td>George McFall</td>
<td>502-641-8877</td>
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<td>Building Automation System</td>
<td>Comfort Systems USA</td>
<td>Answering Service</td>
<td>502-363-2654</td>
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<td>Roofs</td>
<td>Spray-Tech</td>
<td>Roger Jordan (cell)</td>
<td>502-489-4067</td>
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<td></td>
<td>Spray-Tech</td>
<td>Office</td>
<td>800-621-4239</td>
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<tr>
<td>Elevators &amp; Escalators</td>
<td>Schindler Elevator</td>
<td>24 hour</td>
<td>800-225-3123</td>
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<tr>
<td></td>
<td>Sales Representative</td>
<td>Nicole Frankforter (cell)</td>
<td>502-991-9005</td>
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<tr>
<td></td>
<td>Service Manager</td>
<td>Joe Keeling (cell)</td>
<td>502-855-9551</td>
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<tr>
<td>Back up Emergency Generators</td>
<td>Whayne Supply</td>
<td>Dan Klem</td>
<td>502-774-4441</td>
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<td>Back up Emergency Generators</td>
<td>Nixon Power Services</td>
<td>Julie Reilly</td>
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<tr>
<td>Service Categories</td>
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<td>Sprinkler system and fire pump</td>
<td>Landmark Sprinkler</td>
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<td>Norman Spaulding (cell)</td>
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<td>Fire alarm system</td>
<td>Simplex / Grinnell</td>
<td>502-318-0500</td>
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<td>Fire alarm monitoring (24 hour)</td>
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<td>Fire alarm monitoring (24 hour)</td>
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<td>888-746-7539</td>
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<td>Galt Rivue acct.# 1151428</td>
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<td>Flood damage and water reclamation</td>
<td>Serv-Pro Inc. (24 hour)</td>
<td>502-897-3608</td>
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<td></td>
<td>Local Service Tech</td>
<td>502-994-9666</td>
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<td></td>
<td>Tim Quinn (cell)</td>
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