

Hotel Emergency Response Plan

HYATT REGENCY GRAND CYPRESS



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Table of Contents

Section 1: Introduction, Policy, and Emergency Response Plan Development	1
Introduction.....	2
Policy.....	2
How to Use This Plan Template.....	2
Plan Owner.....	2
Plan Review Process.....	3
Review and Maintenance Schedule.....	3
Section 2: Emergency Response Team	4
Members of the Emergency Response Team	5
Emergency Response Team Contact Information.....	5
Emergency Decision-Making Process.....	6
ERT Activation Process	6
Emergency Response Center	7
Section 3: Emergency Response Planning	8
Mutual Aid Agreements.....	9
Building Plans/Facility/Operations Layout Diagrams	9
Security and CCTV System.....	10
First Aid and Medical Triage Center.....	10
Emergency Equipment and Supplies	11
Communications Equipment.....	12
Section 4: Internal/External Communications and Media Relations	13
Media Relations.....	14
Internal Communications and Emergency Codes.....	14
Emergency Announcements, Public Address, and Alarm Communications.....	15
External Communications	15
Section 5: Property Evacuation and Shelter Plans	16
Evacuation Leader and SSM Activation	17
ERT and Colleague Evacuation Protocols	17
Evacuation Scripts.....	17
Assembly/Gathering Points	17
Accounting for People	18
Evacuations – General.....	18
Evacuations – Community.....	19
Shelter-in-Place/Taking Immediate Refuge.....	20
Section 6: Training and Plan Review	21
Colleague & ERT Training	22
Exercises.....	22
Designing an Exercise	22
Review and Updating of Emergency Plans	22
Section 7: Response Guidelines	24
Active Shooter (CODE 3).....	25
Bomb Threat/Suspicious Package (CODE 3).....	27
Engineering (CODE 4).....	29
Fire/Explosion (CODE 1).....	29
Food-Related Illness.....	31
Human Trafficking.....	33

Medical (CODE 2).....	35
Biological Threat.....	37
Civil Unrest/Protest Groups/Demonstrations	39
Criminal Activity (CODE 3).....	41
Information Technology/Data Breach/Technology & Equipment Theft.....	
Pandemic	43
Regulatory Action (Local Authority).....	44
Extreme Heat (CODE 5).....	45
Hurricane/Tropical Storm/Typhoon (CODE 5).....	47
Tornado/ Severe Weather/Thunderstorm (CODE 5).....	49
Section 8: Return to Normal Operations	50
Return to Normal Operations Tasks	
ERT Deactivation	51
Post-Incident Review	52
Resources	53
Hotel Security and Event Planning Guide.....	54
Emergency Announcements and Manual Public Address Scripts	55
PBX Code and Alarm Action Guide.....	56
Team Plan Sign Off.....	57
Next-of-Kin Notification.....	58
External Agencies Contact List.....	58
Emergency Response Team Contact Information	59
Food Related Illness Incident Handling and Crisis Response Guide	60
Human Trafficking Training/Polaris Project.....	61
Injury Treatment Register	62
Emergency Log Sheet.....	63
Bomb Threat Record Form.....	64

Section 1: Introduction, Policy, and Emergency Response Plan Development

Introduction

Policy

How to Use This Plan Template

Plan Owner

Plan Review Process

Review and Maintenance Schedule

Introduction

This HYATT REGENCY GRAND CYPRESS Emergency Response Plan is intended to provide guidance and supporting materials for staff to follow in preparing for and responding to emergencies that affect the property. The Plan establishes the procedures, defines colleagues and responsibilities, and provides for orientation and training of teams and staff that are responsible for its implementation. The Plan also provides for escalation of an incident or situation to coordinate with Level 2/Region and Level 3/Corporate Special Situations Teams.

The Objectives of the HYATT REGENCY GRAND CYPRESS Emergency Response Plan are:

- Protection of our guests' life and health
- Protection of life and health of all other people
- Protection of critical facilities and supporting operations
- Protection of HYATT REGENCY GRAND CYPRESS building/campus operations
- Protection of the HYATT REGENCY GRAND CYPRESS credibility

Policy

Hyatt Corporation has long recognized the importance of emergency preparedness and planning for safe operations. Protecting our guests, colleagues, the public, and the environment are the highest priorities of Hyatt Corporation. This philosophy will guide our daily activities.

Hyatt Will:

- Comply with all applicable safety, health, and environmental laws and regulations, and apply responsible standards where laws or regulations do not exist.
- Continuously strive to provide an accident-free workplace by anticipating, evaluating, and managing risks through prevention of, preparedness for, and response to potential hazards.
- Train colleagues to perform their jobs in a safe and environmentally responsible manner.
- Provide the necessary resources to support safety and health programs.
- Evaluate operations, facilities, and programs to promote a safe and healthful workplace.
- Assign responsibility and accountability to all colleagues for safety performance.

How to Use This Plan Template

This Plan is developed and formatted to be used during a response. All of the information is intended to be as concise as possible and action oriented. Additional program background and supporting information can be found in the SSM Roadmap, the Hotel SSM Plan, and the Introduction to Special Situations.

Plan Owner

Primary Plan Owner	Contact Info	Date Completed
Hector Ortiz Director of Operations	(407) 239-3905	08/15/22

Please see Resources: [Team Plan Sign Off](#) for a form to record the plan sign off of Emergency Response Colleagues.

Plan Review Process

Planning is a continuous cycle. Plans should be evaluated, revised, and updated to ensure they accurately reflect current risks and capabilities. This section should address how the plan will be maintained and who has this responsibility.

REVIEW OPPORTUNITIES

- As a result of the post incident review process
- Lessons learned from drills and exercises
- Personnel turnover in key response positions
- Recognition of new hazards or vulnerabilities not previously addressed
- Significant changes in policies or procedures
- Changes to notification lists

The review and maintenance section must specify requirements for an annual review and the distribution of resulting changes. Provisions must also be made for implementing immediate changes necessitated by circumstances of such fundamental urgency that waiting for the annual review period is clearly not appropriate.

Review and Maintenance Schedule

Insert review and maintenance schedule here:

Action	Date	Notes
Quarterly Team Review/Contact Info Review	January, April, July, and October	
Annual Process Review	Month of December	
Post-Exercise Review	2 weeks Post-Exercise Completion	
Post-Incident Review	1 month Post-Incident	

Section 2: Emergency Response Team

Members of the Emergency Response Team

Emergency Decision-Making Process

Emergency Response Team Activation Process

Emergency Response Center

Members of the Emergency Response Team

Information in this section should focus on the specific composition of the Emergency Response Team (ERT) for the Hotel. The composition of the team should reflect the ability to respond to the full range of hazards and a flexibility to adapt to varying degrees of severity.

Emergency Response Team Contact Information

Instructions: Use this sheet to record the contact information for the Emergency Response Team. This information should be updated regularly.

Colleague Role/Responsibilities	Primary	Alternate
Team Leader <input type="checkbox"/> Strategy & Coordination <input type="checkbox"/> Corporate Notification	Title General Manager Name Paul Joseph Office/Extension 3390	Title Director of Operations Name Hector Ortiz Office/Extension 3905
Deputy Leader <input type="checkbox"/> Strategy & Coordination <input type="checkbox"/> Corporate Notification	Title Assistant Director of Ops Name Kelsey Ischinger Office/Extension 3902	Title Assistant Director of Ops Name Lindsey Rogers Office/Extension 3962
Rooms Support <input type="checkbox"/> Response Support <input type="checkbox"/> Transportation Coordination	Title Front Office Manager Name Habibata Drame Office/Extension 4132	Title Hotel Assistant Manager Name Oreste Pinera Office/Extension 4132
Rooms Support Continued <input type="checkbox"/> Decision Authority <input type="checkbox"/> Accommodations Coordination	Title Hotel Assistant Manager Name N/A Office/Extension 4131	Title Hotel Assistant Manager Name N/A Office/Extension 4131
Security <input type="checkbox"/> Response Support <input type="checkbox"/> EMT/FIRE/POLICE Response Coordination	Title Assistant Director of Ops Name Nick Abaza Office/Extension 3887	Title Director of Operations Name Hector Otiz Office/Extension 3905
Engineering <input type="checkbox"/> Response Support <input type="checkbox"/> EMT/FIRE/POLICE Response Facilitation	Title Director of Engineering Name Mike Cardwell Office/Extension 3845	Title Assistant Director of Engr Name Enrique Forero Office/Extension 4015
Engineering Continued <input type="checkbox"/> Facilities Management <input type="checkbox"/>	Title Maintenance Manager Name Alex Kuhn Office/Extension 3838	Title Maintenance Manager Name Johnson Kho Office/Extension 4013
Additional Responding Support <input type="checkbox"/> Response Support <input type="checkbox"/>	- Leadership Committee - Security Staff	- Engineering Staff - Available Management Staff

Emergency Decision-Making Process

In an emergency, communications and decision-making processes must be streamlined to efficiently execute the protective and response actions to reduce the potential impact of the emergency. The people on duty at all stations should have access to information and methods of initiating the actions necessary to alert, notify, and communicate with decision makers with the authority to take protective actions described in this plan. Methods and information should come from a single source.

Once an emergency is acted on, members of the ERT are to gather in person at the Emergency Response Center (ERC) or via telephone to coordinate actions.

In this section address the decision-making process to be followed by the Hotel in the event of a required emergency response. The focus should be on a clear hierarchy, especially for off-hours time when the GM is not immediately available.

- Decision Making Authority Flow
General Manager > Leadership Committee > Front Office Manager > Hotel Assistant Manager
- Situation Command Flow
General Manager > Leadership Committee > Front Office Manager > Hotel Assistant Manager > Security > Engineering
- Overnight Command Flow
Hotel Assistant Manager > Security > Engineering
- All communication about the emergency gets communicated via the Engineering/Security radio channel or channel 7. Regular updates get sent out via notification texts from Operator/Dispatcher.

ERT Activation Process

Once an emergency has been identified and the response process must begin, members of the ERT must be notified and activated.

In this section address the cycle of notification and activation for the ERT. Address how the initial decision will be made about simultaneous or following activation of the Special Situations Management Team.

- ☐ Call gets placed into hotels emergency extension "55" located at Security- Operator/Dispatcher
- ☐ Operator/Dispatcher relays information collected from caller to Resort via radio.
- ☐ Operator/Dispatcher calls appropriate emergency code over radio to Engineering and Operations managers and begins response to scene.
- ☐ Operator/Dispatcher sends out emergency notification text with emergency information.
- ☐ If necessary, Operator/Dispatcher contacts emergency services. Call backs transferred to Manager on Scene phone.
- ☐ Upon completion of emergency, Operator/Dispatcher notifies clears the code notifying everyone by radio and sending out final notification text alert and closing loop.

Emergency Response Center

An Emergency Response Center (ERC) is the central location for emergency operations that facilitates decision making, coordination, and control of resources in an emergency situation.

The list of facility requirements for the designated ERCs are listed below with notations for minimum expectations for temporary Emergency Response.

Requirement	Description	For Temporary ERC
Gathering Point	ERC should focus as the location of coordination between the property management and external responders (firefighters, etc.). This location needs to be visible and as safe as possible given the circumstances.	YES – physical alert system and inform any arriving responders.
Documentation	ERC should be the location where ERT members track the incident, including completion of tasks (evacuation, accountability, etc.). There need to be methods of documenting assignments, completion of those tasks, and identification of any problems that arise; colleagues, etc.	YES – physical and electronic means of documenting and communicating are optimum. At a minimum, the ERT will need paper or wall charts to document.
Communications	ERC should have communications capabilities to allow coordination with the outside responders (police, etc.), as well as with others including property management and Hyatt Local SSM Team.	YES – ERC should have methods of communicating, optimally secure and redundant through phones, radios, and e-mail capable laptops. At a minimum, cell phones and local radios. ¹

Section 3: Emergency Response Planning

Mutual Aid Agreements

Building Plans/Facility/Operations Layout Diagrams

Alarm System

Security and CCTV System

Fire Suppression System

Weather Equipment

First Aid and Medical Triage Center

Emergency Equipment and Supplies

Communications Equipment

Mutual Aid Agreements

The HYATT REGENCY GRAND CYPRESS has a mutual aid agreement with the HYATT REGENCY ORLANDO (407 284-1234) at 9801 International Dr., Orlando, FL 32819 and HYATT REGENCY ORLANDO INTERNATIONAL AIRPORT (407 825-1234) at 9300 Jeff Fuqua Blvd., Orlando, FL 32827.

Building Plans/Facility/Operations Layout Diagrams

Diagrams of each facility should be maintained in this section. A common practice is to have copies of a floor-by-floor layout of the Hotel, layout of recreational areas, and layouts of surrounding areas.

An alternate approach is to maintain diagrams and layouts electronically and then access them via flash drive or central storage location. Use the table below to commemorate locations for all diagrams, plans, and layouts. Create a hyperlink that will directly open the specific plan.

Name	Type	Location
CCTV Operational Schematic	Excel File	Shared Drive
Ground Level Diagram	Floor Plan	Shared Drive/Engineering
Tower Floor Plans	Floor Plan	Shared Drive/Engineering

Security and CCTV System

CCTV System is modeled after corporate specifications for CCTV monitoring. Equipment runs on an island network and is operated using Milestone Video Management System. All licensing, video storage and monthly software upgrades are handled by Virtual Software Equipment & Consulting Inc. per Hyatt Corporate Security Spec.

CCTV DATA PRIVACY & RELEASE OF CCTV IMAGERY

To protect the privacy of our guests and work colleagues, the general viewing or release of hotel CCTV data information is not permitted. The release of CCTV imagery is only permissible in pursuant of information data privacy legislation for the country or where the viewing or release of CCTV imagery has been requested by government or law enforcement agencies and, upon receipt of an official information disclosure request or judicial instruction. The disclosure of information data from hotel CCTV surveillance systems must be controlled.

The viewing of or the release of CCTV imagery to guests or a company or third party acting on behalf of a company is not permitted unless the request is permitted under information data privacy legislation and approved in advance by Hyatt Legal and/or Hyatt Global Security. Hotels are required to keep a record of all information data request disclosures.

CCTV information data shall be retained for a period of not more than 30 days or in accordance with information data privacy legislation for the country where the requirement for data retention is greater or lesser.

Additionally, appropriate CCTV signage must be clearly displayed at all hotels advising that a CCTV surveillance system is in use at the property.

First Aid and Medical Triage Center

Property does not maintain an onsite Medical Triage Center.

First aid kits are located throughout the hotel and supplies are checked and restocked by Hotel Security.

Hotel does maintain 2 Mass Trauma kits onsite, stocked per Hyatt Corporate Security specifications.

Emergency Equipment and Supplies

EMERGENCY EQUIPMENT

Insert details of the type and location of emergency equipment, including identification of who is responsible for maintaining these lists and ensuring all of the contents are readily accessible.

RECOMMENDED EMERGENCY SUPPLIES

The following basic list of emergency supplies should be on hand and accessible. All supplies should be checked periodically and restocked as necessary. Add to this list as necessary and suitable for your Hotel.

1	LEATHER GLOVES	10	For use in removing broken glass, sharp metal, etc.
2	AIR-HOODS	5	To wear while exiting the building in case of smoke, etc.
3	GLOW STICKS	3,000	Used during power failures to make a path. Are stored by Engineering.
4	FIRST AID KITS	7	Medium-sized, portable, hand-held. Should have a bio-hazard component with gloves and plastic tongs. To be used until first responders arrive.
5	KEYS (E & Hard Keys)	3	These keys are needed to be able to unlock any door on the property. Use and store following all control measures to protect guest privacy.
6	RUBBER MALLETS	3	Used to knock on doors when going room-to-room to check that all occupants have cleared during an evacuation.
7	CHALK	50	Used to mark the doors of any room, closet, office, etc. to indicate they have been checked and cleared of occupants.
8	SECURITY MESH VESTS	10	Used to easily identify emergency staff to first responders, guests, etc.
9	WHISTLES	2	Used to alert others of your location if your egress is stopped.

Communications Equipment

Communications for the hotel are overseen by Operator/Dispatcher.

The property uses a variety of communication tools such as telephones, cellphones, radios, and Public Address via our Life Safety System.

Use the table below, or complete your own diagram or process tool.

Device Type	Use/Details
SendWordNow	Mass notification system.
Radios	<p>In addition, the emergency and Facilities personnel have access to radios that will be used during emergency response operations. Additional radios may be available at the department level to supplement other methods of communications. WARNING: Radios transmit information over the open airways. Media professionals and others have scanners and are able to listen in on conversations on the radio. For ERT members that choose to use radios in any manner, ensure they are not used in a way that provides details to outside parties listening in.</p> <p>All radios intended for use in emergency operations will be registered with Engineering.</p>
Public Address Via Life Safety System	The Public Address system throughout the property can be used to deliver messages with details of the incident and the appropriate emergency response.
Hyatt Regency Website	The HYATT REGENCY GRAND CYPRESS emergency website offers the ability to post information regarding any pending emergencies or to share post emergency information.

Section 4: Internal/External Communications and Media Relations

Communications are critical to effective management of response and recovery efforts. The communications section should detail how information will be exchanged between staff members during an incident and how information will be exchanged elsewhere within Hyatt Corporation and to external groups.

Media Relations

Internal Communications and Emergency Codes

Emergency Announcements, Public Address, and Alarm Communications

External Communications

Media Relations

In an emergency, communications with the public through the media may become necessary immediately, before the company can gather accurate data and/or verify the facts surrounding the incident.

The media can become involved in a variety of situations, including sexual harassment suits, discrimination cases, incidents involving minors, etc. In all cases, a single spokesperson should be designated to articulate available facts and generally speak for both local management and Hyatt Corporation.

Paul Joseph, General Manager, will act as the hotels representative.

Internal Communications and Emergency Codes

When an emergency code is called, all other radio traffic is to cease immediately. ONLY essential radio traffic is permitted during a CODE event. Transmit ONLY communications related to the event until the ALL CLEAR has been given. Do not use the radio to inform someone of call waiting, a guest lock out, a package delivery, etc.

CODE ONE (1)	Fire Panel Alarm	Possible fire or smoke report that might require the evacuation of the Hotel and/or building.
CODE TWO (2)	Medical Emergency	Report of a serious injury or medical emergency regarding a guest, vendor, or Hotel colleague that might require an ambulance.
CODE THREE (3)	Security Assistance	Request for the assistance of Security.
CODE FOUR (4)	Engineering Assistance	Request for the assistance of Engineering.
CODE FIVE (5)	Weather Emergency	Local or National weather alert/warning.
CODE SIX (6)	Media Alert	Report that media is on the property inquiring into a situation or incident regarding the Hotel.
The following code is used ONLY for Hotel Properties with on-site air transport.		
CODE SEVEN (7)	Air Emergency	Report of an air disaster on Hotel property

Emergency Announcements, Public Address, and Alarm Communications

Scripted alarm responses are posted next to the Fire Control Panel. Any scripted alarm responses or emergency communications other than those posted need to be planned and approved by the General Manager or a Leadership Committee member, whichever is available.

Please note that Hyatt has developed emergency and public address scripts for use by Hotels.

For more information on announcement scripts, please see [Emergency Announcements and Manual Public Address Scripts](#) in the Resources section and on the Security page at Hyattconnect.

For an action guide for PBX personnel, please see [PBX Code and Alarm Action Guide](#) in the Resources section and on the Security page at Hyattconnect.

External Communications

External communications are to be handled by ERT members. External communications with local law enforcement are to be coordinated through Director of Security.

ERT Team Leader or Deputy Leader are responsible for making final determinations about type of communication, content of message, and who will receive the message.

Note: In the event of an emergency in the Hotel, all questions from the media or guests relating to the emergency will be directed to the General Manager or the Public Relations Office.

At no time will any other colleague give information to the media concerning an emergency or any incident in the Hotel.

Section 5: Property Evacuation and Shelter Plans

Hotels can be affected by two types of evacuations – building evacuation due to internal hazards or evacuation of the property as part of a community-wide disaster. Evacuations present complex coordination and logistical challenges to emergency teams. Management must ensure that any necessary evacuations can be implemented promptly and effectively, minimizing the risks to colleagues and guests.

Evacuation Leader and SSM Activation

ERT and Colleague Evacuation Protocols

Evacuation Scripts

Transportation of Guests and Staff

Key Contacts to Assist in Immediate Relocation

Shelter Points

Assembly/Gathering Points

Evacuation Routes to Assembly Points

Accounting for People

Evacuations – General

Evacuations – Community

Shelter in Place/Taking Immediate Refuge

Evacuation Leader and SSM Activation

The order for an evacuation will come from the ERT Team Leader or Deputy Team Leader. The order may be influenced if advised per the Life Safety System or local law enforcement.

Designation of those to stay on property during evacuation period will be made by ERT Team leader based on the nature of the evacuation.

ERT and Colleague Evacuation Protocols

EVACUATION TRAINING

Evacuation training occurs annually per the required compliance trainings along with Fire Safety. All training records and materials are maintained by Human Resources.

All colleagues go through a mini orientation as part of the new hire process which contains a security orientation. This also includes introduction to evacuation procedures as well as tour of meeting point for colleagues.

COLLEAGUE EVACUATION DUTIES

All colleagues in non-management positions report to the Wilderness area in the event of a full evacuation.

Key colleagues in the event of a fire will be called over the radio and assigned an exit stairwell or other responsibilities. Guests are evacuated down the emergency exit stairwells located at the end of the halls. Key Colleagues posted at the exits of the stairwells will guide guests away from the building. Key Colleagues will then coordinate with guests when all clear has been given to re-enter the building.

PROVIDING SPECIAL ASSISTANCE

A daily list is run with for all guests who need assistance and those a reviewed in the process of evacuation to provide assistance. Limited number of wheel chairs are available to assist guests once they have exited the building. Human Resources retains a list of all colleagues and languages spoken to assist with language barriers.

GUEST RELOCATION AND REIMBURSEMENT

In the event the building cannot be reoccupied, Hyatt Regency Grand Cypress retains an agreement with the Hyatt Regency Orlando to provide rooming assistance if need be. The Hyatt Regency Orlando International Airport is also located with-in the city which can be approached for assistance.

SYSTEM AND FACILITIES SHUT DOWN

Engineering department have checklists of areas to check in the event of an evacuation. Many systems have safety features built in to shut down or modify operation if certain conditions are met.

Evacuation Scripts

Evacuation scripts are printed and mounted at the fire control panel next to the public address system.

Assembly/Gathering Points

The assembly point for all colleagues in the event of an evacuation is Wilderness located on the north east end of the property. In the event of a hurricane the internal assembly point is Regency Hall located on the ground level across from the Jacaranda meeting room.

Accounting for People

During regular business hours a Human Resources representative will respond to the assembly point to gather a head count. During off business hours a department head or assistant manager will respond to the assembly point and gather a head count.

Evacuations – General

The following checklists identify key actions that should be considered by Emergency Response Teams in implementing evacuations. Use this checklist as a basis for the development of your own version.

Plans and procedures should describe the conditions under which an evacuation would be ordered and what procedures will be used in conducting an evacuation. Plans should describe how colleagues, guests, and visitors will be informed of an evacuation – who will inform them, by what means, and to where they will evacuate.

General Evacuation Action List	
1	<input type="checkbox"/> Ensure SSM Notifications are made and that evacuation is being considered or has been authorized/announced.
2	<input type="checkbox"/> Assemble the Emergency Response Team.
3	<input type="checkbox"/> Provide alert and warning using public address systems or other communication methods. Make direct communications, if possible, with groups holding functions at the Hotel.
4	<input type="checkbox"/> Obtain a list of all guests who may require special assistance and go to their rooms to assist in evacuation, if required.
5	<input type="checkbox"/> Ensure that hallways, corridors, etc. are clear of obstructions.
6	<input type="checkbox"/> Colleagues direct guests on each floor to the nearest exits.
7	<input type="checkbox"/> Direct evacuees to a predetermined offsite location. Ensure all evacuees understand where they are to go.
8	<input type="checkbox"/> Begin guest and colleague accountability procedures.
9	<input type="checkbox"/> Arrange for search and rescue of those unaccounted for with local response agencies.
10	<input type="checkbox"/> Turn off critical systems, such as power and gas, as required. Coordinate with responding fire or police agencies.
11	<input type="checkbox"/> Evacuate vital records and secure computer files and backup records.
12	<input type="checkbox"/> Secure cash registers and other valuables not being evacuated, as required.
13	<input type="checkbox"/> Refer all media requests to Public Relations or the General Manager.
14	<input type="checkbox"/> Arrange for transportation of guests and colleagues, as necessary.
15	<input type="checkbox"/> Secure all doors to minimize chances for looting. Security to deploy a monitoring force.
16	<input type="checkbox"/> Transfer or forward incoming telephone calls.

Evacuations – Community

Community evacuation plans, where they exist, differ from location to location. Coordination with a local emergency-planning agency will be required. Response plans should define roles and responsibilities in a community-wide evacuation, in coordination with local authorities. An explanation as to how the colleagues will communicate with local agencies should also be defined. Consideration of liability and business loss issues should also be addressed.

If a Hyatt property has been designated an evacuation site, access to community evacuation plans is necessary. Although basic information for setting up an evacuation site may be found in the shelter-in-place checklist, additional coordination with the community will be necessary.

Local emergency services may also produce public information on designated evacuation routes for hurricanes, snow emergencies, or special technological hazards, like nuclear power plants. This information should be made known to colleagues and guests during emergencies.

Use this checklist as a basis for the development of your own version.

Community Evacuation Action List	
1	<input type="checkbox"/> Ensure SSM Notifications are made and that evacuation is being considered or has been authorized/announced.
2	<input type="checkbox"/> Assemble the ERT.
3	<input type="checkbox"/> Print out two lists of guests and colleagues. Have Human Resources and Security secure the copies and keep them for use once the Community Evacuation holding areas are set up and where additional accountability of personnel can be established.
4	<input type="checkbox"/> Provide alert and warning using public address systems or other methods. Make direct communications, if possible, with groups holding functions at the Hotel.
5	<input type="checkbox"/> Identify any guests or visitors requiring special security or medical support. Coordinate with embassies, law enforcement, and health authorities to provide maximum available support.
6	<input type="checkbox"/> Direct guests and colleagues to pre-designated assembly areas. Distribute community emergency brochures to guests, when available.
7	<input type="checkbox"/> Ensure all guests and colleagues are accounted for. Establish groups of guests, colleagues and others, when appropriate, to maintain contact and accountability. Document groups if time allows.
8	<input type="checkbox"/> Secure the building upon completion of the evacuation. Plan for issues related to personal valuables, critical records, and high-value assets.
9	<input type="checkbox"/> Post emergency contact information at the main entrance of the Hotel. Provide information on where the secure areas are and how communications can be established with Corporate/Region SSM Teams.
10	<input type="checkbox"/> Monitor emergency radio and television broadcasts to determine emergency status and when it will be safe to reopen.

Shelter-in-Place/Taking Immediate Refuge

Taking immediate refuge is an alternative to general evacuation that is used when it is not practical to evacuate or when there is no time to evacuate safely. An example might be a tornado sighting in the area or a nearby chemical release that would require personnel to quickly minimize exposure by remaining indoors until the hazard has passed. This section will contain sufficient guidance to allow for sheltering of guests and colleagues within the Hotel.

Taking immediate refuge involves moving to a pre-designated area within the building but away from the possible effects of the hazard. Taking refuge may also require emergency food, water, linens, blankets, pillows, etc. A graphic of the room(s) set-up is often useful for the personnel setting up the room and the individuals who will be occupying it.

For severe storms like tornadoes and hurricanes, refuge areas should be interior rooms away from windows, skylights, and exterior doors. For chemical emergencies, sheltering instructions should be received from local emergency services and they generally include recommendations to close windows and doors and minimize intake of outside air.

Use this checklist as a basis for the development of your own version.

Shelter in Place/Taking Immediate Refuge Action List	
1	<input type="checkbox"/> Ensure SSM Notifications are made and that evacuation is being considered or has been authorized/announced.
2	<input type="checkbox"/> Assemble the Emergency Response Team.
3	<input type="checkbox"/> Provide alert and warning using public address systems or other communication methods. Make direct communications, if possible, with groups holding functions at the Hotel.
4	<input type="checkbox"/> Direct guests and colleagues to shelter locations.
5	<input type="checkbox"/> Assign corridor, floor, and building guides to assist guest and colleague movement.
6	<input type="checkbox"/> Ensure all guests and colleagues are accounted for. Establish groups of guests, colleagues and others, where appropriate, to maintain contact and accountability. Document groups if time allows.
7	<input type="checkbox"/> Provide emergency food, water, medical supplies, bedding, etc. to the on-site shelters.
8	<input type="checkbox"/> Designate shelter managers and support colleagues.
9	<input type="checkbox"/> Activate the SSM Team to address communications planning needs. Identify and prepare spokesperson. Provide an information brief and updates to guests and colleagues.
10	<input type="checkbox"/> Determine special needs of guests and special capabilities among guests (medical, etc.)
11	<input type="checkbox"/> Set up communications capabilities, such as a phone bank, for use by guests and colleagues.
12	<input type="checkbox"/> Monitor emergency radio and television broadcasts to determine emergency status and receive additional instructions.
13	<input type="checkbox"/> Use a sign-in/-out sheet for anyone staying in the shelter to maintain accountability.

Section 6: Training and Plan Review

Training of personnel in assigned emergency responsibilities is critical to developing and maintaining necessary skills and ensures a common understanding of the emergency response plan. More specifically, training ensures that all staff understand their respective roles and responsibilities, as well as expectations during an emergency.

Training is also used as a vehicle for implementing program adjustments. Lessons learned, improved performance standards, additional resources, and other changes or additions to the plan can be introduced through training.

A training program for emergency response should periodically achieve the following:

- Reassess needs and modify training as appropriate
- Ensure compliance with regulatory requirements
- Schedule training activities
- Document individual participation in training

Colleague Training

ERT Training

Exercises

Designing an Exercise

Review and Updating of Emergency Plans

Colleague & ERT Training

Training of colleagues is coordinated and tracked through Human Resources. All colleagues participate in First Aid/CPR Training, along with all annual compliance trainings requested by Hyatt corporate.

Exercises

Exercises are activities in which individuals and teams role play or simulate responses to hypothetical emergency scenarios. Exercising provides opportunities to validate skills and response capabilities without actually going through real-life incidents. The lessons learned from these activities improve the performance of participants and generate improvements in plans, procedures, facilities, and equipment. Exercises also serve as benchmarks for measuring progress toward improved response capability.

Exercises can generally be grouped into three categories:

1. **Tabletop exercises:** These are discussion-based activities that use a hypothetical scenario to engage the response team in a discussion of how they would respond to an emergency.
2. **Drills:** These are focused exercise activities that require performance of a specific function. Examples include fire drills and notification drills.
3. **Exercises:** These are structured activities that require performance, integration, and coordination of response activities by the entire Emergency Response Team.

Tabletop exercises are conducted annually in partnership with the FEI Notification Center. Tabletop exercises will be organized by the Director of Security to include all on the SSM response list. A representative from the FEI Notification Center will conduct and record the exercise.

Drills and Exercises are organized by the Director of Security. Frequency of drills is dependent on corporate compliance recommendations and the needs of Leadership Committee. A list of current drills are listed below:

- Fire Drill
- Active Shooter Drill

After completion of all tabletop exercises, drills, or exercises participants will be surveyed for feedback on how to make any improvements to procedures, policies or plans. Director of Security and Leadership Committee is responsible for reviewing the outcomes and making those changes.

Designing an Exercise

Options available to conduct exercises include structured PowerPoint presentations and a more open-ended presentation that can be customized to the Hotel. There are also resources for security professionals who will help design and conduct exercises for your Hotel.

Review and Updating of Emergency Plans

Emergency response planning is a continuous cycle. Just as situations, strategies, and risks change over time, emergency plans must be updated periodically. Emergency plans should be evaluated and revised to ensure they accurately reflect current capabilities. This section should address how the plan will be maintained and who has this responsibility.

The hotels Director of Security is responsible maintaining of the Emergency Plan. The emergency plan will be reviewed annually. Furthermore, the emergency plan will be amended after any of the following activities:

- As a result of the post incident review process
- Lessons learned from drills and exercises
- Personnel turnover in key response positions
- Recognition of new hazards or vulnerabilities not previously addressed
- Significant changes in policies or procedures
- Changes to notification lists

Section 7: Response Guidelines

These detailed Plans break response down into two critical parts: Mandatory Plans and Optional Plans. The Optional Natural Disaster Plans are all weather-related, and those weather events that do not occur in your region can be deleted.

Active Shooter

Bomb Threat/Suspicious Package

Fire/Explosion

Foodborne Illness

Human Trafficking

Medical

Biological Threat

Civil Unrest/Protest Group/Demonstrations

Criminal Activity

Pandemic

Regulatory Action (Local Authority)

Extreme Heat

Hurricane/Tropical Storm/Typhoon

Tornado/Severe Weather/Thunderstorm

Active Shooter (CODE 3)

BACKGROUND AND SPECIAL CONSIDERATIONS

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined space or other populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. Any type of violent intruder can be considered an active shooter in the right circumstances. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Active shooters usually will continue to move throughout the building or area until stopped by law enforcement, suicide, or other intervention.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

Decision making as follows: General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ No Specialized equipment or resources
- ☐ Post incident local law enforcement and hotel management will conduct search and inspection of hotel
- ☐ Local authorities should be notified via 911

General Response Actions	
1	Notification of Active Shooter <ul style="list-style-type: none"> <input type="checkbox"/> “Shelter in place” notification to be made over radio and if possible over the PA system See Section 3 Communications Equipment for system details <input type="checkbox"/> At the safest moment possible, local law enforcement should be reached via 911 <input type="checkbox"/> Emergency notification message to “Shelter in Place” to be sent by PBX via text See Section 2 Emergency Response Team for activation protocols
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed, or conditions for surpassing are imminent.	
2	Actions if Active Shooter Is OUTSIDE of the Hotel <ul style="list-style-type: none"> <input type="checkbox"/> Building to be locked out by Security <input type="checkbox"/> Guests and colleagues to be moved to safety via back of house
3	Actions if Active Shooter Is INSIDE of the Hotel <ul style="list-style-type: none"> <input type="checkbox"/> Guests in public spaces, if possible, will be moved back of house <input type="checkbox"/> “Shelter in Place” message to be made via PA system from at fire control panel.
4	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> Emergency contact information for colleagues and Security Camera information to be provided to First Responders

5	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital See Section 3 for details of First Aid and Medical Triage Center
6	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location. See Section 5 Property Evacuation for detailed plans
7	Witness and Evidence Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to delegate management colleagues to oversee collection of witness statements <input type="checkbox"/> All witness statements, photos and evidence to be filtered through Security for recording and storage <input type="checkbox"/> Security Director to preserve relevant CCTV data and any digital records such as guest folios, photos, etc. See Section 3 for Security Footage Policy
8	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Bomb Threat/Suspicious Package (CODE 3)

BACKGROUND AND SPECIAL CONSIDERATIONS

A bomb threat is a verbal or written threat to detonate an explosive device to cause damage to property and/or individuals. A suspicious package can be an item for which the owner cannot be located or identified, or the circumstances surrounding it are uncertain.

If assisting with a search effort and a suspicious device or package is located, do not handle it. Notify the authorities and let them do their job. Access to the area of the threat should be controlled to prevent others from entering until the threat is resolved.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Director of Operations > Director of Engineering > Assistant Director of Operations > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ No special equipment or tools
- ☐ Hotel security and engineering staff to conduct search of building and property beginning with area threatened
- ☐ Local authorities should be notified via 911

General Response Actions	
1	Procedures for Handling a Bomb Threat <ul style="list-style-type: none"> <input type="checkbox"/> Operator Dispatcher to grab Bomb Threat Record form and begin to follow steps and script <input type="checkbox"/> Manager on Duty is made aware of threat.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
2	Notification of Bomb Threat – Factors to Assess in Determining Evacuation Plan <ul style="list-style-type: none"> <input type="checkbox"/> Is the threat external or internal <input type="checkbox"/> Type of device – package, luggage, vehicle, or other type? <input type="checkbox"/> Location and stand-off distance <input type="checkbox"/> Method of delivery (received directly by the Hotel, via phone, message, letter, security center, external agency, etc.) <input type="checkbox"/> Security posture – Hotel, city, country, etc. (engagement of local fire department) <input type="checkbox"/> Increased risk profile (special events, VIP guests, adjacent to embassy or government buildings)?
3	Activation of Search Teams <ul style="list-style-type: none"> <input type="checkbox"/> Managers and guest request engineers to conduct search of the interior of the building including guest floors, event space, lobby and garage <input type="checkbox"/> Pool Services and pool engineers to conduct search of exterior grounds including pool, parking lot, pitch and putt, and the presidents house
4	Actions for Discovery of Suspicious Object <ul style="list-style-type: none"> <input type="checkbox"/> If suspicious object located, hotel security and engineering to be notified along with Leadership Committee

5	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location. <input type="checkbox"/> See Section 5 Property Evacuation for detailed plans
6	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> Emergency contact information for colleagues and Security Camera information to be provided to First Responders
7	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital
8	Witness and Evidence Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to delegate management colleagues to oversee collection of witness statements <input type="checkbox"/> All witness statements, photos and evidence to be filtered through Security for recording and storage <input type="checkbox"/> Security Director to preserve relevant CCTV data and any digital records such as guest folios, photos, etc.
9	Post Incident and Recovery <ul style="list-style-type: none"> <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans

Fire/Explosion (CODE 1)

BACKGROUND AND SPECIAL CONSIDERATIONS

Fire

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Fire cabinet located in the fire control room contains axes, fire helmets, etc.
- ☐ Local authorities should be notified via 911

FIRE ALARM DETECTION SYSTEM

- ☐ Fire Control Panel located behind the front desk in the fire control room. Secondary panel located in Security
- ☐ Diagrams of layout and wiring of Fire system located next to Fire Control Panel in Fire Control Room

General Response Actions	
1	Activation of Fire Alarm <ul style="list-style-type: none"> <input type="checkbox"/> At the activation of a fire alarm, Security will initiate a code 1 over the radio <input type="checkbox"/> Engineering team responds to the reported alarm site. Engineering Lead responds the control panel
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed, or conditions for surpassing are imminent.	
2	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location. See Section 5 Property Evacuation for detailed plans
3	Search and Clearing Process <ul style="list-style-type: none"> <input type="checkbox"/> Orange County Fire Department will conduct a sweep of all affected areas. <input type="checkbox"/> ERT will stand by to assist O.C.F.D. with any requests at Fire Command
4	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> Emergency contact information for colleagues and Security Camera information to be provided to First Responders <input type="checkbox"/> Security to delegate management colleagues to oversee collection of witness statements

5	Deployment of Security Team and Rules of Engagement <ul style="list-style-type: none"> <input type="checkbox"/> Security is responsible for coordinating with local law enforcement <input type="checkbox"/> Security Director to preserve relevant CCTV data and any digital records such as guest folios, photos, etc.
6	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital <input type="checkbox"/> Any deceased individuals will be removed via the loading dock and the back halls
7	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Food-Related Illness

BACKGROUND AND SPECIAL CONSIDERATIONS

Food-related illness outbreaks can be related to contamination that is physical, biological, or chemical. Outbreaks must be proactively managed and prevented by following HACCP standards.

For related information, please see [Regulatory Action](#).

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Director of Operations > Executive Chef > Assistant Director of Operations > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Executive Chef is responsible for reaching out and coordinating with guest alleging
- ☐ Local authorities can be notified via 911
- ☐ Any food related management documentation can be sourced from the Executive Chef

General Response Actions	
1	Notification of Food Related Illness Outbreak (Suspected or Confirmed) <ul style="list-style-type: none"> <input type="checkbox"/> General Manager will be responsible for informing regional or corporate office <input type="checkbox"/> Local authorities can be notified via 911 <input type="checkbox"/> Chain of notification is as follows: GM > Leadership Committee > Security <input type="checkbox"/> Colleagues notified via phone calls and emails <input type="checkbox"/> In the event ERT is needed, Operator/Dispatcher will call for a Code 2 <input type="checkbox"/> Front Office will manage all communications with guests
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
2	Medical Services and Illness Records <ul style="list-style-type: none"> <input type="checkbox"/> Security is responsible for contacting emergency services and coordinating with emergency services to get help to those affected. <input type="checkbox"/> Guests will be quarantined in their rooms. A designated meeting room or guest room will be assigned for any colleagues that need to be quarantined. <input type="checkbox"/> The front desk will keep in communication with any affected guests. Human Resources will keep in communication with any affected colleagues.
3	Food Safety Activation <ul style="list-style-type: none"> <input type="checkbox"/> Culinary Leadership Team is responsible for the investigation of any reported claims and securing any food products potentially responsible <input type="checkbox"/> Housekeeping is responsible for the coordination of deep cleaning of any rooms or areas where affected parties have been held <input type="checkbox"/> Executive chef is responsible for securing any food that may be deemed as evidence. Any not perishable items will be secured by Security.

4	Post Incident and Recovery - General <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans
5	Post Incident and Recovery – Food Safety <input type="checkbox"/> Review Food Safety Management System in place. (Ref: Food Safety Management System Minimum Requirement (Hyatt Connect)) <input type="checkbox"/> Review hygiene monitoring system in place (microbiological testing, internal and external audits for outstanding action, etc.) <input type="checkbox"/> Review supplier assurance, cleaning procedures, maintenance programs, and pest control system in place. <input type="checkbox"/> Review Hazard Analysis Critical Control Point (HACCP) plans when appropriate. <input type="checkbox"/> Assess if existing food safety and hygiene training is sufficient and identify training needs. <input type="checkbox"/> External vendors – review food safety and hygiene standards and training provided by vendors that may provide supplementary support to the Hotel (special events, large weddings, conferences, etc.)

Human Trafficking

BACKGROUND AND SPECIAL CONSIDERATIONS

- There are an estimated 2.5 million trafficking victims at any given time
- The majority of trafficking victims are between 18 and 24 years of age
- An estimated 1.2 million children are trafficked each year
- Human Trafficking is the third most profitable criminal activity, following only drugs and arms trafficking
- In 2006 for every 800 people trafficked, only one person was convicted.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

In the event of a potential of human trafficking is suspected, the hotel's General Manager is to be notified. If the General Manager is unavailable, any hotel Leadership Committee member needs to be notified.

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Local law enforcement should be consulted at (407) 836-4357 Non-Emergency Orange County
- ☐ Greater Orlando Human Trafficking Task Force can also be consulted for victim aid and support (888) 373-7888

General Response Actions	
1	Managers <ul style="list-style-type: none"> <input type="checkbox"/> Recognizing a trafficking situation or victim is difficult. <input type="checkbox"/> <i>No single</i> indicator necessarily implies that trafficking is occurring or that an individual is a victim. <input type="checkbox"/> If you see any of indicators or believe that you have encountered a potential trafficking situation or victim, take the following steps: <ul style="list-style-type: none"> <input type="checkbox"/> Prioritize the safety of the victim, but <u>never</u> interfere yourself. <input type="checkbox"/> Contact your Director of Security or General Manager immediately. <input type="checkbox"/> <u>Never</u> contact the authorities yourself. Your Director of Security or General Manager will take the appropriate next steps
2	Front of House (Front Desk, Concierge, Bellman, Doorman) <ul style="list-style-type: none"> <input type="checkbox"/> Guest appears with a minor that he did not originally come with. <input type="checkbox"/> Guest is with different minors on the same stay or on multiple stays. <input type="checkbox"/> A long-term stay guest or their companion has few personal possessions. Items are often carried in plastic bags or other inadequate luggage. <input type="checkbox"/> Guest or their companion is evasive about presenting identification or stating full name, home address or vehicle information upon check-in. <input type="checkbox"/> One or more persons checking into room shows signs of obvious emotional distress or coercion. <input type="checkbox"/> Attempts made to rent room for less than a day, or for long-term stay that does not appear normal. <input type="checkbox"/> Physical or verbal altercations happening within view or in the room
3	Indicators Housekeeping/Room Service <ul style="list-style-type: none"> <input type="checkbox"/> Guest is on an extended stay with minimal or no personal possessions. <input type="checkbox"/> Guest appears with a minor that he did not originally come with. <input type="checkbox"/> Guest is with different minors on the same or multiple stays. <input type="checkbox"/> Frequent visitors (especially men) to a particular room day or night. <input type="checkbox"/> Individuals hanging out in hallways or who are monitoring an area. <input type="checkbox"/> Excessive amounts of cash or sex paraphernalia in the room. <input type="checkbox"/> Multiple computers, pagers, cell phones, credit card swipes, etc. <input type="checkbox"/> Evidence of excessive alcohol consumption or drug use.

4	Confirmation of Human Trafficking <ul style="list-style-type: none"> <input type="checkbox"/> Local Law Enforcement should be consulted in the process of determining Human Trafficking. <input type="checkbox"/> Hotels General Manager, Leadership Committee and hotels Director of Security can all make the call on consulting local law enforcement when multiple indicators of human trafficking have been verified.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
5	Victim Support and Engagement <ul style="list-style-type: none"> <input type="checkbox"/> Prior to taking victim into custody local law enforcement should already be notified to expedite support. Hotel management or a team of Security members can make the initial approach. <input type="checkbox"/> Holding location of victim will be decided on a case by case basis based on the circumstances surrounding the case. Back of house offices, meeting or guest rooms can all be used.
6	Deployment of Security Team and Rules of Engagement <ul style="list-style-type: none"> <input type="checkbox"/> Security when making initial response should be conducted in teams of a minimum of 2. <input type="checkbox"/> The call to involve the support of Security shall come from the Hotel Assistant Manager, Leadership Committee or General Manager. <input type="checkbox"/> Security dispatch will record times, locations and areas impacted for post incident review and preservation.
7	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Security is responsible for contacting local law enforcement and coordinating a meeting spot for their arrival. <input type="checkbox"/> Security shall gather any related items pertaining to the case, and lock out any rooms involved until law enforcement is complete with the area. <input type="checkbox"/> Security shall provide witness statements and gather after the fact for storage. <input type="checkbox"/> Security shall oversee any evidence until such time it is handed over to local law enforcement.
8	Post Incident and Recovery <ul style="list-style-type: none"> <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans

Medical (CODE 2)

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

Director of Security > Hotel Assistant Manager > Leadership Committee

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ AED's, First Aid Bags
- ☐ PPE is stored in First Aid Bags. Additional supplies are kept with Security
- ☐ Local authorities can be notified via 911

General Response Actions	
1	Notification of Death/Accident/Injury <ul style="list-style-type: none"> <input type="checkbox"/> Operator/Dispatcher to contact HAM > Security > ERT via text message and Radio <input type="checkbox"/> Operator/Dispatcher is responsible for contacting local authorities <input type="checkbox"/> In the event of a death, all communications will occur via text or phone to minimize exposure
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed, or conditions for surpassing are imminent.	
2	Deployment of Security Team and Rules of Engagement <ul style="list-style-type: none"> <input type="checkbox"/> Security will coordinate with local authorities <input type="checkbox"/> Security will respond to all medical incidents, preferably with AED and First Aid Bag <input type="checkbox"/> Director of Security to oversee storage and control of any or all items marked as evidence
3	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> ERT to gather contact information for those involved. Security to collect any evidence materials <input type="checkbox"/> Security to provide and collect witness statements from all parties involved
4	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital <input type="checkbox"/> Any deceased individuals will be removed via the loading dock and the back halls
5	Next-of-Kin, Family Care <ul style="list-style-type: none"> <input type="checkbox"/> Human Resources is responsible for notifying next-of-kin in the event of colleague death or serious accident <input type="checkbox"/> Director of Security or Leadership Committee is responsible for contacting next-of-kin in the event of serious accident. In the event of death, local authorities will contact next-of-kin <input type="checkbox"/> Security is responsible for collecting and storing guest personal items until guest retrieves items, or local authorities request items

6	Regulatory Action <input type="checkbox"/> Leadership Committee is responsible for coordinating with any governmental agencies and any related regulatory actions
7	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Biological Threat

BACKGROUND AND SPECIAL CONSIDERATIONS

The aim of the plan should be to limit the exposure and contamination of guests, staff, and other persons to a potential biological incident (suspicious substance delivered in the mail, etc.).

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

Director of Security > Hotel Assistant Manager > Leadership Committee

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ The Centers for Disease Control can be reached at 800-CDC-INFO
- ☐ Human Resources will be responsible for coordinating with any and all affected colleagues
- ☐ Front Office Manager will be responsible for coordinating with any and all affected guests

General Response Actions	
1	Notification/Discovery of a HAZMAT Incident <ul style="list-style-type: none"> <input type="checkbox"/> Indicators that a biological or chemical attack has occurred or is underway could include: vapor clouds or mists, unscheduled spraying, materials or equipment that are unusual for the area, unusual odors or tastes, out of place and unattended packages, or packages that are leaking. <input type="checkbox"/> In the event of a confirmed biological incident, security to contain the area until local authorities and CDC have been contacted. <input type="checkbox"/> Operations team to develop handout for guest distribution with hotel statement, CDC recommendations and adjustments in amenities or services <input type="checkbox"/> Engineering to manage air management and building automation systems to ensure any threats are contained.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
2	Access Control Measures, Containment/Isolation, Decontamination <ul style="list-style-type: none"> <input type="checkbox"/> PPE to be selected based on CDC guidelines for incident at hand <input type="checkbox"/> Security to close off access to the area ensuring to re-route any exit paths while using appropriate PPE with access granted to local or federal officials <input type="checkbox"/> Following CDC guidelines, if isolation and decontamination of colleagues required, CDC to be consulted on best course of action
3	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> In the event of a relocation hotels shuttles can be used to transport guests to hotel with mutual aid agreement. <input type="checkbox"/> Security to coordinate with local law enforcement to arrange for the best rally point based on the circumstances of the incident <input type="checkbox"/> See Section 5 Property Evacuation for detailed plans

4	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital <input type="checkbox"/> Any deceased individuals will be removed via the loading dock and the back halls
5	Information and Communication <ul style="list-style-type: none"> <input type="checkbox"/> Hotels Public Relations retainer will monitor local and national media sources for information regarding incident <input type="checkbox"/> General Manager and Leadership Committee to handle all public statements
6	Post Incident and Recovery <ul style="list-style-type: none"> <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans

Civil Unrest/Protest Groups/Demonstrations

BACKGROUND AND SPECIAL CONSIDERATIONS

Civil Unrest (or Civil Disturbance) is categorized as any demonstration, protest, or riot that may directly or indirectly affect the property. These types of threats are often carried out by political, religious, industrial, and special interest groups.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Director of Ops > Assistant Director of Ops > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ OCSO Non-emergency number is (407) 836-4357
- ☐ Hotel sits on private property so any and all demonstrations must be off property just past the guard gate

General Response Actions	
1	Notification of a Planned Event in the Vicinity <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to meet and discuss whether planned event with impact any scheduled events on site <input type="checkbox"/> Orange County Sheriff's Office can be consulted on best course of action or hired for crowd control
2	Notification of a Planned Event Aimed at Hyatt or at the Hotel Property (Note: This includes actions such as labor disputes and strikes> <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to meet and discuss whether planned event with impact any scheduled events on site <input type="checkbox"/> Leadership Committee to be notified immediately of event aimed at Hyatt and any details provided <input type="checkbox"/> Event Managers to meet with event planner and Director of Security to discuss details of any planned events of a function being held onsite. Director of Security to report to Director of Ops to discuss next steps <input type="checkbox"/> SSM to be contacted if demonstration causes any condition that would normally trigger a SSM call
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
3	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> ERT to gather contact information for those involved. Security to collect any evidence materials <input type="checkbox"/> Security to provide and collect witness statements from all parties involved
4	Suspension of Operations, Deliveries, and Transportation <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to make decision on respective divisions if non-essential staff needs to be sent home or called off in the event of suspension of hotel operations <input type="checkbox"/> Operations and Receiving departments to work in tandem to follow pre-determined steps for cancelation of deliveries due to disruption

6	Protection of Property and Perimeter <ul style="list-style-type: none"> <input type="checkbox"/> Security in possession of cones and caution tape that can be used to controlling access and crowd control <input type="checkbox"/> Villas of Grand Cypress Security has additional cones and caution tape that can be used at guard gate
7	Protection of Guests and Colleagues <ul style="list-style-type: none"> <input type="checkbox"/> In the event a shelter in place order needs to be given the PA system through the fire panel can be used located behind the front desk at Fire Command <input type="checkbox"/> If necessary, Operations can compile special instructions and safety tips for navigating surrounding area with special consideration to the planned event
8	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> No deviations from normal evacuation plan <input type="checkbox"/> See Section 5 Property Evacuation for detailed plans
9	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital <input type="checkbox"/> Any deceased individuals will be removed via the loading dock and the back halls
10	Witness and Evidence Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to delegate management colleagues to oversee collection of witness statements <input type="checkbox"/> All witness statements, photos and evidence to be filtered through Security for recording and storage <input type="checkbox"/> Security Director to preserve relevant CCTV data and any digital records such as guest folios, photos, etc.
11	Post Incident and Recovery <ul style="list-style-type: none"> <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans

Criminal Activity (CODE 3)

BACKGROUND AND SPECIAL CONSIDERATIONS

Criminal Activity includes:

- Armed Robbery (see also “Active Shooter”)
- Hostage-Taking
- Assault
- Burglary
- Theft
- Human Trafficking (see also “Human Trafficking”)
- Workplace Violence
- Other crimes punishable by law

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Front Office Manager

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ In the event of an emergency dial 911
- ☐ For non-emergencies contact Orange County Sheriff’s Office at (407) 836-4357 for assistance

General Response Actions	
1	Notification of Criminal Activity <ul style="list-style-type: none"> <input type="checkbox"/> In the event of criminal activity, code 3 will be called out over the radio on channel 7 <input type="checkbox"/> In the event of an emergency dial 911 <input type="checkbox"/> In the event a shelter in place order is needed, appropriate announcement to be made through PA system
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
3	Deployment of Security Team and Rules of Engagement <ul style="list-style-type: none"> <input type="checkbox"/> Security will coordinate with local authorities <input type="checkbox"/> Security will respond to all medical incidents, preferably with AED and First Aid Bag <input type="checkbox"/> Director of Security to oversee storage and control of any or all items marked as evidence
4	Detention of Suspects <ul style="list-style-type: none"> <input type="checkbox"/> Hotel colleagues are not allowed to detain suspects. Any suspects to be handled by Orange County Sheriff’s Office

5	Witness and Evidence Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to delegate management colleagues to oversee collection of witness statements <input type="checkbox"/> All witness statements, photos and evidence to be filtered through Security for recording and storage <input type="checkbox"/> Security Director to preserve relevant CCTV data and any digital records such as guest folios, photos, etc.
6	Work With First Responders <ul style="list-style-type: none"> <input type="checkbox"/> Director of Security is responsible for coordinating with local law enforcement and first responders <input type="checkbox"/> First responders, if possible, will meet with Security in the Fire Control Room <input type="checkbox"/> ERT to gather contact information for those involved. Security to collect any evidence materials <input type="checkbox"/> Security to provide and collect witness statements from all parties involved
7	Injury and Casualty Management <ul style="list-style-type: none"> <input type="checkbox"/> Security to handle first aid and triage until EMT arrive <input type="checkbox"/> Human Resources to keep track of any colleagues transported to hospital. Front Desk to keep track of any guests transported to the hospital <input type="checkbox"/> Any deceased individuals will be removed via the loading dock and the back halls
8	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location <input type="checkbox"/> See Section 5 Property Evacuation for detailed plans
9	Post Incident and Recovery <ul style="list-style-type: none"> <input type="checkbox"/> See Section 8 Post Incident and Recovery for detailed plans

Pandemic

BACKGROUND AND SPECIAL CONSIDERATIONS

Pandemic events involve the rapid spread of illness. The most common type of pandemic is driven by influenza outbreaks. Influenza is a respiratory illness that is highly contagious and may result in a variety of symptoms, including: sore throat, coughing, sneezing, runny nose, headache, muscle ache, and fever. Some people may also suffer from stomach ailments such as diarrhea, muscle cramps, and vomiting. The most severe cases may result in death. Pandemic events can have a large impact in the hospitality industry. Hyatt's Risk Management Department is the source for detailed information about particular pandemic events as they occur.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

General Response Actions	
1	General Advice for Pandemic Events <ul style="list-style-type: none"> <input type="checkbox"/> Plan proactively for supplies and communication at the first news of an expected pandemic event. <input type="checkbox"/> Establish a response plan at the first sign a pandemic event is occurring regionally in your area.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
2	Establish and Communicate Public Health Communications <ul style="list-style-type: none"> <input type="checkbox"/> Any public health announcements are to be summarized and incorporated into the hotels social media and website along with handouts via check in <input type="checkbox"/> Any public health announcements are to be summarized and shared with hotel colleagues including any necessary translation to ensure colleagues are in compliance
3	Establish IT Protocols for Remote Access and Information Transfer <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to reach out to corporate and shared services about transfer of systems for remote access based on impact of pandemic event
4	Establish and Distribute Hygiene Supplies <ul style="list-style-type: none"> <input type="checkbox"/> Purchasing to contact Avendra and Avendra suppliers to secure hygiene and sanitation supplies <input type="checkbox"/> Hygiene supplies to be purchased based on CDC guidelines for sanitation <input type="checkbox"/> Colleagues can secure supplies from departments and any supplies being made available to guests can be secured from Housekeeping or the front desk
5	Coordination with Local Authorities, SSM Team, Levels 2 and 3 <ul style="list-style-type: none"> <input type="checkbox"/> Security to coordinate with local authorities <input type="checkbox"/> Leadership Committee will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate
6	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Regulatory Action (Local Authority)

BACKGROUND AND SPECIAL CONSIDERATIONS

Regulation visits can be from independent agencies ensuring your Hotel is safe and legally compliant as a working environment, or they can be in response to an incident.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ For non-emergencies contact Orange County Sheriff's Office at (407) 836-4357 for assistance

General Response Actions	
1	General Advice for Regulatory Visits <ul style="list-style-type: none"> <input type="checkbox"/> Be polite, cooperative, and prompt. Establish this tone in all interaction and communications. <input type="checkbox"/> Do not speak with a regulatory official over the phone unless you have already met in person. <input type="checkbox"/> A manager should accompany the official at all times. Do not allow an official to walk the Hotel alone.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
2	Prior to the Visit <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to meet and discuss announced visit and what steps to take to prepare
3	During the Visit <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee and any relevant department heads to participate during visit, accompanying official at all times <input type="checkbox"/> Ensure to get any clarification on questions asked that you are unsure of before answering, same goes for allowing access to restricted areas
4	After the Visit <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to meet and discuss completed visit and prepare response for any needed action <input type="checkbox"/> Remind colleagues while visit is complete, there is a possibility of a return visit and should continue monitor hotel
5	Coordination with Local Authorities, SSM Team, Levels 2 and 3 <ul style="list-style-type: none"> <input type="checkbox"/> Security to coordinate with local authorities <input type="checkbox"/> Leadership Committee will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate
6	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Extreme Heat (CODE 5)

BACKGROUND AND SPECIAL CONSIDERATIONS

Extreme heat is indicated as a threat when heat indexes are above 100 degrees for more than two consecutive days. Dangers include utility disruptions, heat-related medical issues, and higher demand for water and energy.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Orange County Fire Rescue and EMS can be reached via 911

General Response Actions	
1	Advance Resource Planning for Extreme Heat <ul style="list-style-type: none"> <input type="checkbox"/> In the event of a medical emergency please reference Medical (CODE 2) response actions <input type="checkbox"/> Security maintains ice packs that can be used to assist in lowering body temperature.
2	Notification of Extreme Heat Activity <ul style="list-style-type: none"> <input type="checkbox"/> First trigger – Heightened tensions. Information gathering and assessment of the situation. Monitor local environment and mobilize crisis team and commence planning preparations. <input type="checkbox"/> Second trigger – Situation has deteriorated and will deteriorate further, putting guests and staff at risk. This is the time to mobilize and commence planning for the health and safety needs of guests and colleagues. <input type="checkbox"/> Third trigger – Situation has deteriorated to an extent that there is a real risk to the safety of guests and colleagues.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	
3	Monitoring Information and Communication <ul style="list-style-type: none"> <input type="checkbox"/> Hotels Sales Director will monitor local and national media sources for information regarding incident <input type="checkbox"/> General Manager/Director of Operations to handle all public statements <input type="checkbox"/> Security/Engineering will be responsible for monitoring local weather patterns <input type="checkbox"/> In the event a Shelter in Place order is needed, announcement can be made via PA system in Fire Command
4	Coordination with Local Authorities, SSM Team, Levels 2 and 3 <ul style="list-style-type: none"> <input type="checkbox"/> Security to coordinate with local authorities and any embassies relevant to guests stay in house <input type="checkbox"/> Leadership Committee will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate

5	Protection of Property and Perimeter (Note: Equipment used should be outlined in the “Equipment” section of this guide) <input type="checkbox"/> In the event a fire sparks, Orange County Fire Rescue to be contacted by dialing 911 <input type="checkbox"/> Trained colleagues confident in the PASS method of fighting a fire with a fire extinguisher may do so
6	Suspension of Operations, Deliveries, and Transportation <input type="checkbox"/> Leadership Committee to make decision on respective divisions if non-essential staff needs to be sent home or called off in the event of suspension of hotel operations <input type="checkbox"/> Operations and Receiving departments to work in tandem to follow pre-determined steps for cancelation of deliveries due to disruption
7	Protection of Guests and Colleagues <input type="checkbox"/> Ensure water is available around the property for guests to access and keep hydrated, including the addition of pop up water stations <input type="checkbox"/> Ensure colleagues have access to refreshments and shade as well as hats, water bottles, towels, etc.
8	Evacuation/Assembly/Guest Relocation <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location See Section 5 Property Evacuation for detailed plans
9	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Hurricane/Tropical Storm/Typhoon (CODE 5)

BACKGROUND AND SPECIAL CONSIDERATIONS

A hurricane watch means that hurricane conditions (sustained winds of 74 mph or higher) are possible within the specified area. A hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds in an area.

Hurricane warnings indicate that hurricane conditions (sustained winds of 74 mph or higher) are expected somewhere within the specified area. Because hurricane preparedness activities become difficult once winds reach tropical storm force (sustained winds of 39 to 73 mph), the hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds to allow for important preparation. Think proactively.

Notification of Hurricane/Tropical Storm/Typhoon Activity

- ☐ **First trigger** – Heightened awareness. Information gathering and assessment of the situation. Monitor local environment and mobilize crisis team and commence planning preparations.
- ☐ **Second trigger** – Situation has deteriorated and will deteriorate further, putting guests and staff at risk. This is the time for final mobilization planning, completion of city/country evacuation including guests, and releasing of non-essential staff.
- ☐ **Third trigger** – Situation has deteriorated to an extent that there is a real risk to the safety of guests and staff. Complete any city/country evacuations. Any remaining staff and guests are to shelter-in-place.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Director of Security

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Hurricane supplies are located in lost & found cage, lock up 1 in the garage and the engineering warehouses
- ☐ In the event of an emergency seek assistance by dialing 911

General Response Actions	
1	<p>Advance Resource Planning for Hurricane/Tropical Storm/Typhoon</p> <ul style="list-style-type: none"> <input type="checkbox"/> Based on storm arriving within a 5-day window, Operations and Culinary to ensure water and food provisions are at appropriate levels based on past needs. <input type="checkbox"/> Emergency Command Center to be set up in Engineering Office with all supplies for Hurricanes per our hurricane procedures. <input type="checkbox"/> Engineering to pre-emptively check pumps, drains, sewers etc. to ensure that they are in good working order and free from obstruction <input type="checkbox"/> Engineering to secure building and ensure all sand bags have been placed in areas of possible water intrusion. <input type="checkbox"/> Operations and Pool Services team to begin clearing or securing all outdoor materials and equipment. Storage in garage or in designated locations.
<p>Activation of SSM Team:</p> <p>Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.</p>	

2	Monitoring Information and Communication <ul style="list-style-type: none"> <input type="checkbox"/> General Manager and Leadership Committee to handle all public statements <input type="checkbox"/> Security/Engineering will be responsible for monitoring local weather patterns <input type="checkbox"/> In the event a Shelter in Place order is needed, announcement can be made via PA system in Fire Command
3	Coordination with Local Authorities, SSM Team, Levels 2 and 3 <ul style="list-style-type: none"> <input type="checkbox"/> Security to coordinate with local authorities and any embassies relevant to guests stay in house <input type="checkbox"/> Leadership Committee will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate
4	Protection of Property and Perimeter (Note: Equipment used should be outlined in the “Equipment” section of this guide> <ul style="list-style-type: none"> <input type="checkbox"/> All non-fixed furniture outside and on balconies to be relocated to a secure area from wind <input type="checkbox"/> Pool Deck to be cleared of any debris that can become a danger in high winds <input type="checkbox"/> Engineering to pre place pumps in areas known to flood <input type="checkbox"/> Engineering and Security to coordinate with Operations for any additional preparations needed for expected storm
5	Suspension of Operations, Deliveries, and Transportation <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to make decision on respective divisions if non-essential staff needs to be sent home or called off in the event of suspension of hotel operations <input type="checkbox"/> Operations and Receiving departments to work in tandem to follow pre-determined steps for cancelation of deliveries due to disruption
6	Protection of Guests and Colleagues <ul style="list-style-type: none"> <input type="checkbox"/> Taking into account expected storm, Shelter in Place locations should be reviewed to ensure they will work such as interior hallways and meeting space <input type="checkbox"/> 24 hours prior to expected impact Operations to share via newsletter information regarding shelter locations, modifications in service hours and amenities and general and specific safety tips <input type="checkbox"/> Divisions to plan essential staff schedules for the storm beginning from the time of expected curfews through expected end of curfew, not landfall time of storm to ensure staff is in house before curfew in place <input type="checkbox"/> Divisions to plan on clean up schedule allowing for essential staff to go home and clean up staff to come in and provide relief and help return hotel to normal operations See Section 5 Property Evacuation “Shelter in Place”
7	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location See Section 5 Property Evacuation for detailed plans
8	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

Tornado/ Severe Weather/Thunderstorm (CODE 5)

BACKGROUND AND SPECIAL CONSIDERATIONS

A severe thunderstorm **watch** means that the potential exists for the development of thunderstorms which may produce large hail or damaging winds. When a watch is issued, you should go about your normal activities, but keep an eye to the sky and an ear to the National Weather Service's (NWS) weather radio or local radio and television stations for further updates and possible warnings. The NWS tracks storms by direction.

A severe thunderstorm **warning**, on the other hand, means that a severe thunderstorm is occurring or is imminent based on Doppler radar information. You should move indoors to a place of safety. Schools should think about delaying departure of buses, and should take quick action to delay outdoor sports activities, etc.

DESIGNATED PRIMARY AND ALTERNATE RESPONSE LEADERS

General Manager > Leadership Committee > Assistant Leadership Committee > Front Office Manager

SPECIALIZED EQUIPMENT AND RESOURCES

- ☐ Storm supplies are located in lost & found cage, lock up 1 in the garage and the engineering warehouses
- ☐ In the event of an emergency seek assistance by dialing 911

General Response Actions	
1	Advance Resource Planning for Tornado and Severe Weather <ul style="list-style-type: none"> <input type="checkbox"/> Engineering to work with local authorities to bring any utilities back on line as quickly as possible if lost due to storm. <input type="checkbox"/> Based on amount of notice engineering to lock down as many areas of the resort as possible. <input type="checkbox"/> Engineering to ensure lock down of water, gas and electricity services to minimize damage <input type="checkbox"/> For Tornadoes, colleagues should shelter in lower level of resort in area with no windows i.e. Kitchens, Housekeeping yard, Lounge and Cafeteria. Guest will be instructed to shelter in their bathrooms or if in public space in Ballroom.
2	Notification of Tornado and Severe Weather Activity <ul style="list-style-type: none"> <input type="checkbox"/> First trigger – Heightened tensions. Information gathering and assessment of the situation. Monitor local environment and mobilize crisis team and commence planning preparations. <input type="checkbox"/> Second trigger – Situation has deteriorated and will deteriorate further, putting guests and staff at risk. This is the time to mobilize and commence planning for city/country evacuation and to release non-essential staff. Guests should be advised to depart the Hotel. <input type="checkbox"/> Third trigger – Situation has deteriorated to an extent that there is a real risk to the safety of guests and staff. Commence city/country evacuation. All remaining staff and guests to depart.
Activation of SSM Team: Assess incident against SSM Initial Response Guide activation protocols. Continue to assess throughout emergency response. Activate SSM Team if thresholds are surpassed or conditions for surpassing are imminent.	

3	Monitoring Information and Communication <ul style="list-style-type: none"> <input type="checkbox"/> General Manager and Leadership Committee to handle all public statements <input type="checkbox"/> Security/Engineering will be responsible for monitoring local weather patterns <input type="checkbox"/> In the event a Shelter in Place order is needed, announcement can be made via PA system in Fire Command
4	Coordination with Local Authorities, SSM Team, Levels 2 and 3 <ul style="list-style-type: none"> <input type="checkbox"/> Security to coordinate with local authorities and any embassies relevant to guests stay in house <input type="checkbox"/> Leadership Committee will be responsible for situational overview and coordination with the SSM Team and Level 2/Region, Level 3/Corporate
5	Protection of Property and Perimeter (Note: Equipment used should be outlined in the “Equipment” section of this guide> <ul style="list-style-type: none"> <input type="checkbox"/> Engineering to secure all automatic doors to off position and secure other doors as needed.
6	Suspension of Operations, Deliveries, and Transportation <ul style="list-style-type: none"> <input type="checkbox"/> Leadership Committee to make decision on respective divisions if non-essential staff needs to be sent home or called off in the event of suspension of hotel operations <input type="checkbox"/> Operations and Receiving departments to work in tandem to follow pre-determined steps for cancelation of deliveries due to disruption
7	Protection of Guests and Colleagues <ul style="list-style-type: none"> <input type="checkbox"/> In case of tornado warning, it will be announced over the PA system and instructions on shelter will be given. <input type="checkbox"/> Shelter locations for Guest - Guest Room Rest Rooms, Ballroom; for Colleagues - Kitchens, Housekeeping yard, Lounge and Cafeteria See Section 5 Property Evacuation “Shelter in Place”
8	Evacuation/Assembly/Guest Relocation <ul style="list-style-type: none"> <input type="checkbox"/> Mears Transportation to be consulted for transportation needs <input type="checkbox"/> Depending on factors of the incident, assembly point to be decided post incident for safest possible location See Section 5 Property Evacuation for detailed plans
9	Post Incident and Recovery See Section 8 Post Incident and Recovery for detailed plans

ERT Deactivation

The General Manager should be responsible for issuing deactivation tasks. The GM, after consulting with key staff and local emergency services, when applicable, should also determine when emergency conditions have ceased. Factors to be considered include whether or not the hazard has been eliminated, whether the situation is under control, whether or not emergency duties have been completed, and whether sufficient staff is available to resume normal business operations.

(In this section describe how emergency operations will be terminated and how personnel and facilities will return to normal operations)

Team Leader or Deputy Team Leader will make the decision to deactivate the ERT after considerations below have been considered

Decision List of Considerations	
1	<input type="checkbox"/> Hazard has been contained and eliminated.
2	<input type="checkbox"/> Area at the property and in the surrounding area is under control.
3	<input type="checkbox"/> Emergency Duties have been completed.
4	<input type="checkbox"/> Decision is Coordinated with SSM Team Leader – the people involved in the activities serving guests or others may be transferred to the SSM Team if SSM operations are expected to continue beyond the point of ERT deactivation.
5	<input type="checkbox"/> Colleagues and Facilities are in position to resume normal business operations. If not, then Business Continuity operations should be coordinated through established teams and lines of communication.

Post-Incident Review

Post incident reviews of emergency responses are an important step in the continuing process of evaluating and improving response capabilities because they provide feedback on lessons learned and areas that require improvement. Such reviews have become a standard part of many emergency management programs but often deal largely with the causes of an emergency and subsequent deaths or injuries.

Hyatt highly encourages conducting post incident assessments in the aftermath of significant emergencies involving evacuations and property damage, although not necessarily for isolated personal injury emergencies. The assessment should focus on how effective the response to the incident was and how it might be improved.

The post incident review section should describe the process for conducting post incident reviews, including review of documentation from the incident and interviews or meetings with key responders. The section should also identify who has responsibility for the review and describe how the findings will be distributed and utilized.

For incidents involving deaths, injuries, or significant property damage, the post incident assessment process should also include appropriate legal considerations.

A cross-functional team should be assigned to perform the post incident assessment. The team should include representatives from the Emergency Response Team and objective third party participation by other Hyatt colleagues not directly involved in the incident. A legal representative should also be assigned to this team whenever possible.

A written report should be prepared that addresses the cause of the emergency and assesses the adequacy of response operations. The report should also make recommendations for corrective actions that would help prevent such incidents in the future, and make recommendations for improvement of the Emergency Response Plan. These recommendations should be reviewed and appropriately acted on by management.

EXAMPLE – Post-Incident Review	
1	<input type="checkbox"/> Assignment of After Action Incident Review Leader.
2	<input type="checkbox"/> Assignment of After Action Incident Review Team. <input type="checkbox"/> Legal Representative: <input type="checkbox"/> Outside/Independent Representative:
3	<input type="checkbox"/> AA Incident Review charter/scope defined.
4	<input type="checkbox"/> Schedule of meetings and assignments.
5	<input type="checkbox"/> Schedule of output addressing of Incident Review, Observations, Findings, and Recommendations.
6	<input type="checkbox"/> Schedule of Review by senior staff and SSM Colleagues.
7	<input type="checkbox"/> Notification of Region and Corporate that Report has been completed (w/in 60 days of deactivation of SSM Team providing oversight for the emergency response).

Resources

Hotel Security and Event Planning Guide

Emergency Announcements and Manual Public Address Scripts

PBX Code and Alarm Action Guide

Team Plan Sign Off

Next-of-Kin Notification

External Agency Contact List

Emergency Response Team Contact Information

Food Related Illness Incident Handling and Crisis Response Guide

Human Trafficking Training/Polaris Project

Injury Treatment Register

Emergency Log Sheet

Bomb Threat Record Form



Hotel Security and Event Planning Guide

Instructions: This Guide is released annually as a tool for Hotels to use in communicating with event planners and meeting organizers, as well as corporate, group, and /or wholesale customers and their external health, safety, and security auditors.

These requests may arise during the annual Request for Proposal (“RFP”) season. You may also be asked by local government officials to answer health, safety, and security questions when those government officials are protecting a foreign official visiting a country and staying at a Hyatt-branded Hotel.

It is important for you to be able to respond to these requests in a timely, accurate, and customer-friendly manner. While we certainly understand the concerns of our Customers and wish to cooperate with them as much as possible, there are also important restrictions on what may be provided to them. Therefore, in 2008 we developed and rolled-out an efficient enterprise-wide protocol to help you rapidly respond to these important customer requests, but which also addressed the company’s enterprise-wide interests. This new protocol included a template, based on the questions most often asked by Customers, completed by each Hotel, entitled, *The Hotel Security and Event Planning Guide* (the “**Guide**”), which you were encouraged to provide to Customers seeking Hotel-specific health, safety, and security information.

You will receive an updated “Guide” each year. Complete the updated *Guide* for your property, and send a copy to the Vice President of Corporate Security by December 30th. Once you have updated your *Guide*, do not distribute prior versions to Customers.

*The **Hotel Security and Event Planning Guide** can be downloaded from the Security page on Hyattconnect.*

Insert Hotel Logo Here (Upper Left Corner)

Hotel Security and Event Planning Guide

Hotel is to remove all yellow-highlighted areas and drafter's notes in red before finalizing and submitting.
Updated for 2013.

Hotel Contact Information	
<small>(complete with appropriate information for the property)</small>	
Hotel Name:	General Manager:
Hotel Street Address:	Telephone Number:
Hotel City / Country:	Director of Rooms:
Hotel Main Tele #:	Telephone Number:
Hotel Fax Number:	Security Manager:
Hotel E-mail Address:	Telephone Number:
Property Description Information	
<small>(Drafter's note: Insert a description of the Hotel – which can from the most recent Hyatt.com posting. This section is intended to provide the reader only with sufficient information to understand the general layout of the property, general location, and general services of the property). <Insert Here></small>	
Facility Attributes	
Total number of floors in main building:	Total number of guest rooms for property:
Number of floors above ground:	Number of floors below ground:
Number of stairways for use in an emergency in main building:	
Hotel has an emergency generator to support basic infrastructure (lighting, lifts, etc.) <input type="checkbox"/> YES <input type="checkbox"/> NO	
Local Contact Information:	
Law Enforcement	Fire Brigade
Authority Name:	Authority Name:
Authority Address:	Authority Address:
Authority Tele #:	Authority Tele #:
Approximate Distance to Hotel and Travel Time:	Approximate Distance to Hotel and Travel Time:
Ambulance Service	Hospital
Service Name:	Name:
Service Address:	Address:
Service Tele #:	Telephone #:
Approximate Distance to Hotel and Travel Time:	Approximate Distance From Hotel and Travel Time:



Emergency Announcements and Manual Public Address Scripts

Instructions: Scripts for each common type of emergency announcement or public address are available as a printable/large size form for use in a response situation.

TYPE OF SCRIPTS INCLUDED:

- Complete Building Evacuation Message
- Partial Building Evacuation Message
- Shelter-in-Place Message
- All Clear Message
- Test Message
- Fire Drill Message
- Emergency Outside the Hotel Message

Emergency Announcement and Manual Public Address Scripts can be downloaded from the Security page on Hyattconnect.

Emergency Announcements and Manual Public Address Scripts

Print these scripts and post them in a place where they can be easily accessed in the event of an emergency or need to use the PA system. All Associates who may be required to read the scripts should be familiar with them and have practiced delivering the scripts during training exercises.

It is also critically important that a speaker of the host language is available to deliver the scripts.

Complete Building Evacuation Message


Your Attention Please, This is an Emergency Announcement, Your Attention Please. A building emergency requires the immediate evacuation of all guests, visitors and employees of the hotel. Please immediately proceed to the nearest emergency exit and leave the hotel. Gather at the designated Assembly Area and await further instructions.

Hotel employees should commence emergency shutdown procedures for their areas.

Hotel Emergency Response Team Members should respond to their assigned positions.

Your Attention Please

(repeat the announcement three times, alternating between English and the Host Language)



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PBX Code and Alarm Action Guide

Instructions: Action lists for PBX personnel covering procedural steps for each of the six main types of codes are available for use in training and in a response situation.

PBX Code and Alarm Action Guide

This Guide should be printed and posted for the use of PBX personnel. PBX personnel should be familiar with the use of codes for emergency communication and should be fully trained in a drill or exercise situation so that in the event of an actual emergency the communication system can be quickly deployed.

Emergency Codes

When an emergency code is called all other radio traffic is to cease immediately. ONLY essential radio traffic is permitted during a CODE event. Transmit ONLY communications related to the event until the ALL CLEAR has been given. Do not use the radio to inform someone of call waiting, a guest look out, a package delivery, etc.

CODE ONE (1)	Fire Panel Alarm	Possible fire or smoke report that might require the evacuation of the Hotel and/or building.
CODE TWO (2)	Medical Emergency	Report of a serious injury or medical emergency regarding a Guest, vendor or Hotel Associate that might require an ambulance.
CODE THREE (3)	Security Assistance	Request for the assistance of Security.
CODE FOUR (4)	Engineering Assistance	Request for the assistance of Engineering.
CODE FIVE (5)	Weather Emergency	Local or National weather alert/warning.
CODE SIX (6)	Media Alert	Report that media is on the property inquiring into a situation or incident regarding the Hotel.
The following code is used ONLY for Hotel Properties with on-site air transport.		
CODE SEVEN (7)	Air Emergency	Report of an air disaster on Hotel property or involving a Hotel-owned helicopter.



Team Plan Sign Off

Instructions: Use this sheet to record Emergency Response Colleague sign off on the Emergency Response Plan. Each member of the ERT should have fully reviewed the plan and contributed their feedback and changes for their particular role. This record should be used each time the plan is reviewed and changed.

Colleague	Role	Signature/Date
Paul Joseph	Team Leader	
Hector Ortiz	Deputy Leader	
Nick Abaza	Security	
Mike Cardwell	Engineering	
Maria Pastrana	Human Resources	
Josephine Baltar	Finance	
Kelsey Ischinger	Communications	
Lindsey Rogers	Food & Beverage	
Rafael Aparicio Gonzalez	Information Technology	



Next-of-Kin Notification

External Agencies Contact List

This List can be found in the SSM Plan.



Emergency Response Team Contact Information

Instructions: Use this sheet to record the contact information for the Emergency Response Team. This information should be updated regularly.

Colleague Role/Responsibilities	Primary	Alternate
Team Leader <input type="checkbox"/> Strategy & Coordination <input type="checkbox"/> Corporate Notification	Title General Manager Name Paul Joseph Office/Extension 3390	Title Director of Operations Name Hector Ortiz Office/Extension 3905
Deputy Leader <input type="checkbox"/> Strategy & Coordination <input type="checkbox"/> Corporate Notification	Title Assistant Director of Ops Name Kelsey Ischinger Office/Extension 3902	Title Assistant Director of Ops Name Lindsey Rogers Office/Extension 3962
Rooms Support <input type="checkbox"/> Response Support <input type="checkbox"/> Transportation Coordination	Title Front Office Manager Name Habibata Drame Office/Extension 4132	Title Hotel Assistant Manager Name Oreste Pinera Office/Extension 4132
Rooms Support Continued <input type="checkbox"/> Decision Authority <input type="checkbox"/> Accommodations Coordination	Title Hotel Assistant Manager Name N/A Office/Extension 4131	Title Hotel Assistant Manager Name N/A Office/Extension 4131
Security <input type="checkbox"/> Response Support <input type="checkbox"/> EMT/FIRE/POLICE Response Coordination	Title Assistant Director of Ops Name Nick Abaza Office/Extension 3887	Title Director of Ops Name Hector Otiz Office/Extension 3905
Engineering <input type="checkbox"/> Response Support <input type="checkbox"/> EMT/FIRE/POLICE Response Facilitation	Title Director of Engineering Name Mike Cardwell Office/Extension 3845	Title Assistant Director of Engr Name Enrique Forero Office/Extension 4015
Engineering Continued <input type="checkbox"/> Facilities Management <input type="checkbox"/>	Title Maintenance Manager Name Alex Kuhn Office/Extension 3838	Title Maintenance Manager Name Johnson Kho Office/Extension 4013
Additional Responding Support <input type="checkbox"/> Response Support <input type="checkbox"/>	- Leadership Committee - Security Staff	- Engineering Staff - Available Management Staff



Instructions: Action steps and reporting forms are available to assist in handling a food related illness incident.

Food Related Illness Incident Handling and Crisis Response Guide

Section 1: Setting Up a System for Handling Food Related Illness Incidents	2
Provide the Correct Documentation	2
Select Employees to Handle Guests and Employees Reporting a Food Related Illness	2
Train Employees How to Handle Food Related Illness Incidents	2
Section 2: Handling a Food Related Illness Incident	3
Procedure for Initial Handling	3
Deciding Whether This is a Potential Crisis or an Isolated Incident	3
Internal Food Related Incident Investigation for an Isolated Incident	4
Section 3: Handling a Food Related Illness Crisis Situation	5
Contacting the Concerned Guests	5
Informing Concerned Parties within Hyatt	6
Forming and Mobilizing the Crisis Committee	6
Creating and Executing the Internal and External Communication Plan	7
Internal Food Related Incident Investigation for a Crisis Situation	8
Taking Corrective Actions	9
Claim Settlement Process	9
What did we learn from the incident?	9
Appendix A: Food Related Incident Report	10
Appendix B: Collecting the Facts for a Holding Statement	12
Appendix C: Preparing a Holding Statement	13
Appendix D: Food Handler Fitness to Work Questionnaire	13

Page 3

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Human Trafficking Training/Polaris Project

Instructions: Training decks are available for the identification and handling of human trafficking incidents. Separate presentations are available for the following positions:

- Managers
- Front of House Colleagues
- Housekeeping Colleagues


Human Trafficking Training can be downloaded from the Security page on Hyattconnect.



DRAFT

Human Trafficking Training: Identifying and Reporting Potential Situations

Manager Training



POLARIS PROJECT
FOR A WORLD WITHOUT SLAVERY



Injury Treatment Register

Instructions: Use this sheet to record injuries and transports.

[illegible]

Emergency Log Sheet

Instructions: Use the Emergency Log Sheet to create record of all events involving the alarm or the use of a coded radio alert. This sheet should be completed by PBX personnel and will be used by Security to create a detailed report of the incident.

Date:	Time Alarm Activated:	Emergency Code Number
Who Called in the Emergency?	Exact Location of Caller:	Was an Emergency All Page Used?
Time All Page Was Sent	Was 9-1-1 Called?	Response time for 9-1-1:
Exact Location of Emergency:		
Description of Emergency:		
Time "All Clear" Was Given	Who Gave the "All Clear"	
Was an "All Clear" Page Sent?	Time of "All Clear" Page	
Any Guest Complaints? Please Describe/Explain		
Any Additional Information		

Your name (Please Print) _____

Your Signature _____ Date: _____

Manager's Review _____



Bomb Threat Record Form

Instructions: Print this form back to front and fold to use as a booklet. Use the form to record information in the event of a bomb threat. This, or a tool like it, should be available to all PBX personnel as a printed form.





Bomb Threat Record

Printed copies of this form are to be kept available
for all Operator/Dispatcher

Call Date and Exact Time:	Call Taker: (name of PBX personnel or individual who took the call)
Name of Caller:	
Is the caller requesting to speak to anyone specific? If so, who?	
Is the caller stating that they represent anyone? If so, who? (group, organization, faction, etc.)	
Exact words of the caller: (use the back of the booklet if you need more room)	
When will the bomb explode?	
Where have you placed it?	
What does it look like?	
Why have you done this?	

Time call was Terminated:	Call: Local or Long Distance:
Caller: Approximate Age	Caller: Male or Female
Caller's Voice: (circle those that apply and make notes) Fast Stutter Distinct Disguised Muffled Educated Slow Loud Soft Local Accent Dialect Foreign Accent	
Caller's Manner: Calm Angry Emotional Laughing Deliberate	
Caller's Voice Was OR Was Not Familiar to Me	
I Can OR Cannot Imitate The Characteristics Of The Caller's Voice	
Background noises:	
Management Notified: Time:	
Police Notified: Time:	

Signed _____

Date: _____ Time: _____