

Procedure in the case of Riot or Civil Unrest

In light of these very uncertain times, we need to take extra precautions to keep ourselves and our guests safe. In order to do that we will need to tighten up some of our procedures in order to be more secure.

If a riot or a public disturbance is suspected nearby:

1. Make sure that all exits are locked and secured from the outside. They should only function as an exit.. During this time of unrest all but the main entrance should be locked at all times. Everyone should enter and exit through the front doors of the hotel. If you receive word that any public disturbance is occurring near the hotel or if you see a crowd gathering lock that main entrance immediately. Front office doors should be locked at all times for now, with employees having a key for access.
2. Contact the police via 911 and alert them to the situation.
3. All guests in the public spaces should be told to immediately shelter in their rooms, (if there isn't time to get upstairs bring them to the front office with you)
4. Front desk and restaurant staff should shelter in the front office. Any housekeeping staff should immediately shelter on the front office as well or if they in housekeeping remain there and shelter in the back of the house areas
5. Front office staff or managers should make an announcement to the guests or call guests where there is no PA system available and let them know what is happening and that the authorities have been called. They should be told to shelter in their rooms until further instructions are available.
6. While sheltering stay away from windows and close window coverings (ie. drapes, blinds, etc,) if any are available
7. The team member in charge (MOD or front desk when no manager available) will coordinate with law enforcement and keep staff and guests informed of any action to be taken
8. If participants of the unrest enter the building be courteous and do not provoke an incident. Leave the area and building if necessary and call police again. Your safety and the safety of our guests are most important.

Procedures to be altered during the threat of public unrest:

1. Keep all entrances locked except the front or main entrance of the hotel. All employees and guests enter and exit through this door for the time being.
2. The number of banks at the desk to be reduced to only one and any cash payments should be dropped immediately
3. Front office doors need to be locked and employees who need access should be issued keys.
4. Have the cameras open at a front desk computer at all times. Make sure the cameras being watched are facing the street, parking lot and all entrances

5. Ensure that all first aid kits are fully stocked.

General Precautions

1. Remain calm
2. Do not become a spectator or a participant
3. Close all window coverings and stay away from windows and glass doors
4. Do not argue or enter into debate with participants

Remember that your safety and the safety of our guests is the absolute top priority. Property can be repaired, money can be replaced but people can not! Do not put yourself in harm's way over objects, it is not worth it.