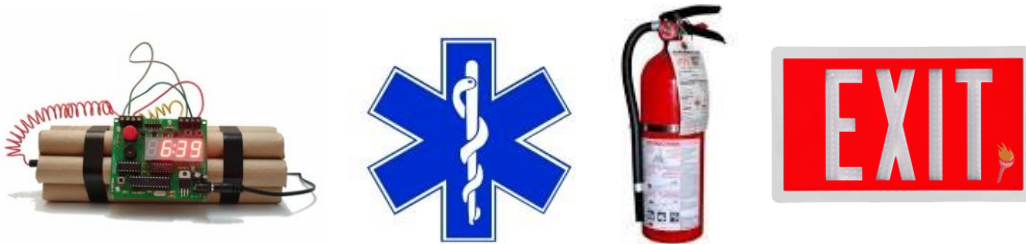


Portland Marriott Downtown Waterfront

EMERGENCY PROCEDURES



PHONE NUMBERS FOR ALL EMERGENCIES

| | |
|------------------------------|------------|
| At Your Service (AYS) | 0 |
| POLICE | 911 |
| FIRE | 911 |
| AMBULANCE | 911 |

READ AND UNDERSTAND ALL INSTRUCTIONS THOROUGHLY THE LIFE YOU SAVE MAY BE YOUR OWN

Emergencies and Disasters are unpredictable and occur without warning. It is for this reason, that the Portland Marriott Downtown Waterfront has implemented multiple safety measures throughout the hotel for effective emergency response.

This guide is intended as a quick reference which contains checklists and procedures on how to report and respond to various emergency situations while at the Portland Marriott Downtown Waterfront.

GUEST or EMPLOYEE INCIDENT

In the event that an accident or illness of a guest, visitor, or employee occurs in your area, you should immediately:

1. **Dial “0” and have the At Your Service (AYS) notify Loss Prevention**
2. Give the At Your Service agent:
 - a. Your name
 - b. Location of the emergency
 - c. Any details available of the accident or illness.
3. **Do Not** move injured or ill persons. Try to make them comfortable.
4. If possible, have someone meet the emergency responders at the door or entrance.

What will happen next?

1. Loss Prevention will confirm that a First Responder will respond to the area.
2. A Loss Prevention Officer and the City of Portland Fire Department (if needed) will attend to you shortly and administer any necessary medical assistance needed.
3. If necessary, a City of Portland Fire Dept. ambulance will arrive and transport the injured/ill person to the hospital.
In the event that the person is transported to the hospital, more than likely they will be transported to one of the following two locations:

OHSU
3181 SW Sam Jackson Park Road
Portland, OR
(503) 494-7551

Legacy Good Samaritan Hospital
1015 Northwest 22nd Avenue
Portland, OR
(503) 225-6397

Pharmacy Information:

CVS (located inside Target)
939 SW Morrison St
Portland, OR
(503) 290-5362

Safeway
1010 SW Jefferson
Portland, OR
(503) 205-1860

FIRE PROCEDURE

Upon Discovering a Fire

1. **Immediately Call AYS “0”** with fire location.
 - a. Close doors around the fire to contain it.
 - b. Evacuate, using stairways only. Elevators will not be operating during emergencies.
 - c. Activate the nearest fire alarm. Fire alarms are located throughout the building at each elevator landing and at most fire exit doors.

2. **Do’s & Don’ts:**
 - a. **DO** use an ABC fire extinguisher to fight the fire only if the fire is small.
Extinguishers should only be used if you feel safe and are confident that you can operate the extinguisher correctly.
 - b. **DO** use stairwell exits when evacuating your room, meeting space or office areas.
 - c. **DO NOT** use elevators. Elevators will become automatically removed from service during a fire alarm.
 - d. **DO** attempt to wet a cloth, towel, etc. if caught in heavy smoke. Place it over your mouth and nose, taking short breaths. Breathe through your nose as you crawl to escape. Remember that air is better as you get closer to the floor.
 - e. **DO** get clear of the building if there is indeed a fire. **Guests will meet across the street and Tom McCall Waterfront Park for a head count.** Hosts will meet behind the hotel at the flat lot parking lot for a head count.

What will happen next?

1. Pre-recorded or live announcements will be provided over the emergency public address system for the areas affected by the alarm.

2. Loss Prevention and Hotel personnel will clear the appropriate areas for the Portland Fire Dept.

3. The hotel’s Emergency Response Team (ERT) is put into effect.

BOMB THREAT

In the event a bomb threat is received

1. **Immediately call AYS “0”.**
 - a. State – “I have received a bomb threat.”
 - b. Give the At Your Service (AYS) agent your name.

2. **After** you have notified At Your Service, please notify the following:
 - a. Your Group Contact
 - b. Hotel Contact or Sales Manager working with your group

3. Examine your area to determine if any strange objects are present.
DO NOT TOUCH ANY SUSPICIOUS OBJECTS IF FOUND.

4. Report the results of your search to Loss Prevention Personnel on the scene.

** Attached on the next page is a guide for handling a bomb threat call, information to record and have available in helping authorities with their investigation process.

What will happen next?

1. Police Department is notified by Loss Prevention.
2. Building search is made by Loss Prevention and other designated employees.
3. Tenant space areas will be searched by designated employee/manager.
4. Police and/or Bomb Squad will contact and questions the person who received the bomb threat.
5. A building or area evacuations may take place.
6. An “All-Clear” will be given on the building intercom when authorized by Loss Prevention.

TELEPHONE OPERATOR BOMB THREAT CHECKLIST

If you receive a bomb threat call, **KEEP CALM**. Alert managerial personnel so that they may also listen in on the call and record the call if possible, if you can, advise the caller that the detonation of the bomb may kill or injure innocent people.

OBTAIN AS MUCH OF THE FOLLOWING INFORMATION AS POSSIBLE:

WHERE IS THE BOMB? _____

WHAT TIME IS IT SET TO DETONATE? _____

WHAT KIND OF BOMB IS IT? _____

METHOD OF ACTIVATION (circle one):

MECHANICAL - MOVEMENT OF CLOCK - CHEMICAL ACTIONS - OTHER

WHAT IS YOUR NAME? _____, **TELEPHONE #** _____

ADDRESS _____

IS THIS CALL A HOAX OR LEGITIMATE? YES ___ or NO ___

HOW OLD ARE YOU? _____

WHY DID YOU SET THE BOMB? _____

JUDGE THE VOICE (circle one):

MAN **WOMAN** **CHILD** **AGE** _____ **DRINKING** _____

OTHER _____

LISTEN FOR ANY BACKGROUND NOISE: CHECK (if heard)

| | |
|---------------------------|-------|
| Music | _____ |
| People Talking | _____ |
| Cars or Trucks | _____ |
| Airplane | _____ |
| Children or Babies | _____ |
| Machine Noise | _____ |
| Typing | _____ |
| Other | _____ |

REPORT/CALL TO LOSS PREVENTION “503-499-6339” or AYS “0”.

Active Shooter

WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

1. Evacuate

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

OR

2. Hide Out

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
Silence your cell phone and/or pager

Call 911 When It Is Safe To Do So

ELEVATOR EMERGENCY

Elevators are one of the safest modes of transportation. However, they do have malfunctions due to sophisticated automatic controls.

WHAT TO DO IN AN EMERGENCY:

1. REMAIN CALM
2. Depress and release the emergency call to be connected to AYS.
3. You will be connected in a few seconds to AYS. Inform the AYS Agent your elevator number (if known) and floor number indicated by the panel light. Stay on the line for continued communications as needed.
4. Do not force open the elevator door.
5. If the malfunction is observed from outside the elevator
– Call AYS “0”.

What will happen next?

1. Loss Prevention will obtain assistance from the Elevator Company and the Engineering Department.
2. Someone from Loss Prevention will communicate with you.
3. Passengers will be assisted from the elevator as soon as possible.

EMERGENCY EVACUATION

(FOR INDIVIDUALS WITH DISABILITIES FROM EVENT AREA)

It is the responsibility of the Event Host to designate a person to be responsible in assisting individuals with disabilities in safely evacuating the building in the event of an emergency. This procedure is only a guideline and the Event Host is responsible for the safe handling of all attendees of their event. Each conference sponsor should be familiar with Portland Marriott Downtown Waterfront suggested procedures as follows:

Do's

1. The ERT team will respond and assist individuals with disabilities in safely evacuating the building. The ERT team will utilize a stairwell evacuation chair if required.
2. If you are on a floor with an alarm and assisting a person with a disability you should calmly communicate to the individual that they will enter the evacuation lines when appropriate, as to avoid impeding already moving foot traffic and to minimize risk of injury.
3. If stairwell movement becomes threatened, remain with the person in the corner of the landing and send word to emergency personnel for assistance.
4. Once you have reached the ground level and are safely evacuated from the endangered area, remain until an ALL CLEAR is given by hotel management.

Don'ts

1. Do not go to the elevators as they will not be operational.
2. Once you have left your room/area, do not return for any personal belongings.
3. Do not run, yell or create panic. **Be Calm.**
4. Do not return until hotel management has given an **ALL-CLEAR**.

POWER FAILURE PROCEDURES

In the event of a power failure, it is possible that complete sections of the property may be without electrical power while other areas or buildings are not affected. In the event of a widespread power failure affecting entire buildings or electrical supply rooms; one or all of the emergency power generators will provide electrical power to the following emergency/evacuation equipment:

1. One elevator at each elevator bank, the elevator phones and hallway elevator call buttons.
2. Limited hallway lighting and stairwell lighting.
3. Guest room telephones but only if the switch room is not affected.
4. Fire Alarm System, Emergency Public Address System and illuminated "Exit" signs.

WHAT TO DO IN THE EVENT OF A POWER FAILURE

1. In the event of a power failure, remain calm.
2. If you are in your room, remain in place and await instructions from the public address system.
3. While in a guest room, open all curtains to allow external light in.
4. If it is necessary for you to leave your room, move slowly to the stairs and descend to the lobby of the hotel. Illuminated "Exit" signs will indicate stairway locations.

What will happen next?

1. The emergency generator(s) will automatically provide electrical power to all areas indicated above.
2. Emergency Response Team members will be dispatched throughout the hotel to ensure guest safety.
3. The electrical company will be contacted.
4. Periodic announcements will be made over the emergency public address system to advise you of the status of the situation.

EVACUATION ROUTES

All Evacuation Routes throughout the hotel are designated by illuminated Emergency **EXIT** signs

Follow the directions given by the emergency signs, always moving away from any smoke or fire, to safe areas outside and away from the building and driveways.

Follow any additional directions given by the hotel's Emergency Response Team.

DO NOT attempt to go through a door that is warm to the touch or has smoke coming out around the door frame.

DO NOT attempt to go through a door that is not a designated marked exit.

DO NOT use the elevators.

Guests will head across the street and Tom McCall Waterfront Park for a head count. Hosts will go to the flat lot parking lot behind the hotel for a head count.

If at any time during your stay at the Portland Marriott Downtown Waterfront you feel that you may have observed a potential safety concern, please don't hesitate to contact the Chief of Loss Prevention directly.

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