



Sheraton
NEW ORLEANS HOTEL

SAFETY & SECURITY

Crisis, both natural and man-made, could result in the need for guests to evacuate the hotel, relocate to an alternate assembly area, or remain in their location until the threat of danger has passed. The Sheraton New Orleans has a dedicated staff of Loss Prevention Officers who monitor the emergency notification system at all times and provide instructions to our guests to provide for their safety.

Following is summary information from Sheraton New Orleans's Emergency Response Plan describing the action to take if a fire, severe weather, or security alert requires that emergency procedures be implemented for the facility.

To contact Loss Prevention: from house phone dial "36", extension 5090, direct dial 504.592.5604.

Medical Emergency:

If a guest is in need of medical assistance, contact Loss Prevention at extension 5090 immediately. A Loss Prevention Officer will respond to offer assistance and contact the appropriate medical responders for assistance. The Loss Prevention Officers have been trained for AED, CPR, first aid, and basic life saving techniques. A guest may contact 911 from a guest room phone if the situation warrants and time does not allow for contacting the Loss Prevention Officer. Loss Prevention will be alerted by an internal 911 monitor and respond to offer assistance as well as the appropriate medical responder.

If a guest chooses to contact 911 by cell phone, Loss Prevention should also be contacted to offer assistance and to guide the medical responders to the appropriate area.

There are four AED units located on property. They are located: lobby near the bellstand, loading dock near LP office, fitness center, and 29th floor service elevator landing

Security Emergency:

If a guest detects an emergency situation requiring immediate action, the Loss Prevention Office should be contacted at extension 5090. A Loss Prevention Officer will respond to determine the appropriate course of action to take and what, if any, assistance is needed from the local emergency responders. If it is deemed necessary to take shelter within the facility, the public address system will be utilized to provide specific instruction.

Fire Emergency:

- In a Fire Emergency the automatic fire detection and suppression system will activate to alert occupants of the situation and to extinguish any fire.
- The Emergency Response Team, consisting of Loss Prevention and Engineering, will respond to investigate and react as necessary.
- Occupants shall move calmly to the nearest fire exit stairway, utilize the handrail, proceed down the stairs in single file to the ground level and exit the building. There are stairwells at the end of each guest floor that lead to ground level and out of the building.
- All guests should cross Canal Street and meet in the porte cochere of the Marriott.
- The fire alarm system will notify occupants in the immediate area of the emergency first then notify the remainder of the hotel.
- Follow the directions received over the public address system and from the Emergency Response Team.



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- Do not use elevators to evacuate.
- Ensure other guests leave with you.
- Remain calm.

Tornado/Severe Weather/Flood:

The Loss Prevention Team will monitor weather conditions via a weather alert system and direct contact with the local authorities during severe weather. In the event of a severe weather warning by the Weather Service, Loss Prevention will make an announcement via the public address system.

- Occupants in the guest room tower should move to the hallway and sit outside the guest room and await further instructions. The guest room door should be shut after departure.
- Occupants in the public or ballroom space should relocate to the center of the room away from windows and doors and sit on the floor to await further instructions.
- Announcements will be made on the public address system to keep guests informed and to provide additional instructions.
- When these warnings and alerts have been lifted, Loss Prevention will announce that occupants may return to their normal activities.
- Avoid flood waters, standing waters can hide many dangers like toxins, chemicals and wild life.
- Do not enter flooded areas until local official have given the “all clear.”
- Road closures are put in place for your safety. Please pay attention to them.