

EMERGENCY PROCEDURES FOR GUEST VIEWING

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Part One: Information for General Security and Safety

1. HOTEL CONTACT INFORMATION

Name of Hotel:	Hilton Minneapolis
Name of General Manager / Contact number:	Eric Thieling / 612-397-4800
Name of Director of Security / Contact number:	Nicolas Hoffstrom / 651-356-2995
Hotel Street Address:	1001 Marquette Ave S
Hotel City/Country/Postal Code:	Minneapolis, MN, USA 55403
Hotel main phone number:	612-376-1000
Hotel fax number:	612-397-4875

2. PROPERTY GENERAL DESCRIPTION

Located centrally in downtown Minneapolis. It is situated close to shopping and dining, with easy access to the skyway for convenience and warmth during the winter months. The hotel has a fitness center, pool, sauna, a full service bar and restaurant, as well as a grab and go market. The property has 826 guest rooms, and approximately 92000 square meters of event space. Guest rooms are located on floors 5-25, situated along a single hallway, with six guest elevators centrally located within the hallway, and emergency egress stairs on either end of the hallway. Each guest floor has four fire extinguishers, located between rooms *03 and *05, *25 and *27, *41 and *43, as well as in the service elevator landing.

3. PROPERTY KEY ATTRIBUTES

Provides relevant information on the key physical attributes of the property.

Property descriptors:

- Located in the U.S.
- Urban
- Full Service
- Owned/Managed

Total number of floors in main building:	25
Number of upper floors (including ground floor):	25
Number of floors below ground:	5 parking levels below ground
Number of stairways in main building suitable for use in an emergency:	2 on guest floors, 13 total
Total number of guest rooms for property:	826

Hotel has an emergency generator to support basic infrastructure (lighting, lifts, etc.): Yes No

Approximate duration (in hours) hotel generator can continuously operate on fuel tank capacity: 12 hours with capability to call fuel truck. Also on a dual grid system.

4. PROPERTY LICENSES AND DOCUMENTATION

Hotel is in possession of the following:

- Fire Certificate
- Public liability insurance
- Log of inspections for fire alarm system, emergency lighting system, fire extinguishers, hose reels, hydrants, and main electrical system
- Fire training log

Part Two: Property Details

5. PROPERTY FIRE, LIFE SAFETY, AND SECURITY INFORMATION

A. FIRE SYSTEMS

- Hotel has a fire emergency plan (including evacuation assembly areas) that may be reviewed at the office of the General Manager.

Hotel has Smoke Detectors connected to the fire alarm system:

- In guest rooms

Hotel has Sprinklers:

- In guest rooms
- In public areas
- In utility areas

- Emergency exit doors are fitted with locks that enable immediate release and opening.
- Hotel has systems and procedures to enunciate an alarm in the case of a fire or other emergency.
- Hotel fire alarm system is tested on a regular basis.
- Fire alarm system has a PA (public address) function to enable emergency announcements.
- Fire alarm system has stand-by power supplied by batteries/charger.
- The hotel has fire extinguishers on guest floors, and in public areas.
- Emergency lighting and fire extinguishers comply with local fire code and are regularly inspected.
- Emergency stairways have self-closing fire-resistant doors.
- Emergency stairways are fitted with handrails and kept clear of obstructions.
- Emergency egress route end points are locations that discharge persons outside the building.
- Exit doors and Final Exit doors are clearly identified with appropriate signage.
- Exit doors are unobstructed and Final Exit doors are unobstructed externally.
- Corridors and stairways are fitted with emergency lighting units.
- Public areas, corridors, and stairways contain signs indicating evacuation routes.
- Corridors have no dead end more than 10 meters

from evacuation stairway. (A dead end is an area where escape in an emergency is only possible in one direction.)

Heat detectors are located in:

- Boiler room

- CO detectors are located where fossil fuel burning devices are located.
- CO detectors are hard-wired to the Fire Alarm control panel.
- Maintenance/Inspection records for fire system and fire equipment are available for review at the office of the Hotel Engineer.

B. SECURITY SYSTEMS AND EQUIPMENT

- Hotel utilizes a CCTV surveillance system.

Hotel CCTV surveillance system covers:

- Entrances to Hotel (public and employee)
- Public areas (lobby, meeting room foyers)
- Guest room floors
- Loading dock and service delivery area

- Hotel has video archiving system that retains surveillance video for minimum of 30 days.
- Hotel has not received a complaint nor found on its own a monitoring device (audio, visual, network) in a guest or conference room.
- Hotel has encrypted guest room keys to prevent 3rd party unauthorized duplication.
- Hotel car parks have entry and exit controls.
- Hotel has parking facilities adjoining or beneath the hotel.
- Hotel has self-parking.
- Hotel prohibits parking on the main-entry.
- Loading dock and service delivery areas have separate access that is controlled.
- Hotel has key-control protocol for daily accountability of assigned staff keys.
- Hotel regularly audits the key-control protocol for accountability of hotel master keys.
- Housekeeping keys are segmented to defined or assigned block of rooms.
- Access to guest rooms can be electronically audited.

C. LIGHTING

- Hotel has emergency lighting in public areas and evacuation stairwells.
- Parking areas are lighted. Premises and grounds are lighted.

D. SECURITY STAFF

- Hotel has onsite security staff 24 hours daily.
- Hotel conducts periodic security/safety patrols of hotel and premises on 24-hour basis.
- Public access entrances and exits are observed or supervised by hotel staff 24 hours daily.
- Hotel has a process for increasing security manpower for meetings or events upon request.
- Hotel has a staffed command center that actively monitors hotel access control systems, CCTV system, and fire/life safety systems.
- An internal emergency telephone number is available and is continually staffed.
- Hotel security staff has means to readily identify themselves to others as premises security.
- In the event of an emergency Hotel Security have a marked vest, armband, or other means to be readily identified.

E. HEALTH AND LIFE SAFETY

- Hotel conducts regular hygiene inspections.
- Hotel staff has received basic First Aid and CPR training. Hotel has First Aid Kits for emergencies.

F. GUEST ROOM SECURITY

Guest rooms have:

- Deadbolt locks
- Door chain or wishbone latch
- Door closure mechanism
- View ports
- Guest room connecting room doors have a deadbolt lock.
- Guest rooms are fitted with a convenience safe.
- Guest room appliances have instructions for use in English.
- Guest rooms have a compendium that contains guidance for guests to follow in case of fire and other emergencies.
- Guest rooms have Safety Exit maps on back of door.

- Guest room windows have restricted opening capability of no greater than 100mm (4 inch equivalent).

- Guest rooms have no gas-operated appliances or water heaters.

G. ELEVATORS/LIFTS

Total number of elevators/lifts in the hotel: 16 (*Operating certificates are available and may be reviewed at the office of the Hotel General Manager*)

- Hotel elevators have regular maintenance inspections.
- Hotel elevators have following notices displayed outside the lift on each floor:
 - DO NOT USE IN CASE OF FIRE
 - NO SMOKING (in the lift)
- Hotel elevators/lifts have an emergency alarm and communication system.

H. SWIMMING POOL AND FITNESS CENTER

- Pool water is checked as per local regulations for pH and chlorine.
- Pool has clearly designated depth markings visible from within the pool and around it.
- Buoyancy aids are provided at the pool side. Pool surround deck/area has non-slip surface.
- Pool has general "pool regulations" notice board and signage that advises whether or not there is a lifeguard on duty during operating hours.
- Fitness Center has controlled access.
- Fitness Center has a phone or alarm system to summon emergency assistance.

I. CONFERENCE FUNCTION ROOMS

- Hotel is able to secure Conference and Function Rooms to provide "client-only" access.

J. SECURITY AND SAFETY TRAINING

- Hotel has a Security Awareness training program for staff.
- Hotel staff has undertaken training in Human Trafficking Awareness.
- Hotel staff has received training in accident and medical incident response.
- All Hotel staff receives training in actions to be taken in the event of a fire and other emergencies.

- Key staff receives First Aid and CPR training.
- Hotel Security staff receives in-house orientation and job-specific training.
- Hotel is periodically reviewed by the brand's Corporate Security department.

K. EMERGENCY PLANNING

- The Hotel has emergency response protocols and procedures for security and safety contingencies and safety-related incidents that may be reviewed at the office of the Hotel Manager or Hotel Security Director.

ALL BELOW:

(if not all, check those applicable to property)

- Active Shooter
- Bomb Threat/Suspicious Package
- Natural Disasters relevant to location
Fire/Explosion

- Food-Related Illness Human Trafficking Medical

L. EMERGENCY RESPONSE/CRISIS MANAGEMENT

The Hotel has a crisis management protocol and procedures that enables response coordination and support for natural disasters and other contingencies listed below:

(if not all, check those applicable to property)

- Biological Threat
- Civil Unrest/Protest Group/Demonstration
Criminal Activity
- HAZMAT Incident Hostage/Kidnapping/Extortion
Hostile Conflict
- Pandemic
- Regulatory Action Earthquake
- Extreme Heat
- Heavy Snowstorm

6. LOCAL EMERGENCY CONTACT INFORMATION

A. Law Enforcement

Authority name:	Minneapolis Police Department
Authority address:	19 4th St N.
Authority phone number:	911 / 612-673-5701
Approximate distance to hotel and travel time:	1.2 miles / 7 minutes

B. Ambulance Service

Service name:	Hennepin County
Service address:	730 S 8th St
Service phone number:	911 / 612-873-6963
Approximate distance to hotel and travel time:	0.8 miles / 5 minutes

C. Fire Department

Authority name:	Minneapolis Fire Department
Authority address:	E 16th St
Authority phone number:	911 / 612-874-8691
Approximate distance to hotel and travel time:	0.8 miles / 4 minutes

D. Hospital

Service name:	HCMC
Service address:	730 South 8th Street
Service phone number:	911 / 612-873-3132
Approximate distance to hotel and travel time:	0.7 miles / 4 minutes

7. REPORTING SECURITY OR SAFETY INCIDENTS

The security and safety of guests and staff is a top priority for the Hotel. If a health, safety, or security situation arises that should be brought to the Hotel's attention, please observe the following reporting protocol:

- Dial "66" from any hotel phone to immediately report emergency situations to the Security Department.
- Dial "67" for non-emergencies to speak to the Manager on Duty.

Emergency Fire/Evacuation Procedures

The following procedures are in regards to an emergency that would require evacuation, not limited to, but including fire, bomb threat, natural disaster, etc.

Upon notification, via alarm, PA system, or hotel staff directions, guests will calmly leave the building towards the nearest, unaffected exit. Evacuation routes may vary due to the scenario at the time. Follow the directions of hotel staff members. In the event that a guest is separated from the evacuation party, the primary meet up location is Orchestra Hall. The secondary meet up location is the Leamington Ramp.

Hotel staff will coordinate with event management to account for all staff and attendees and report back to security staff.

Social Disruptions

In today's atmosphere of social unrest, Hilton Minneapolis has taken the initiative to network with city officials, as well as local building security throughout the city to constantly monitor any civil unrest in the city.

In the event of civil unrest that has the potential to affect hotel guests, the Director of Security will notify proper management within the hotel to communicate any instructions necessary to event staff.

COVID-19

Hilton Minneapolis follows all CDC, Minnesota, and Minneapolis guidelines, rules, regulations, and mandates.