



EMERGENCY INFORMATION

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The information and recommendations in this document have been compiled from sources believed to be reliable and to represent the best current options on the subject. No warranty, guarantee, or representation is made as to the

absolute correctness or sufficiency of any representation contained in this document nor can it be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required.

Building Description

The hotel is located at the corner of Fourth and Mission Street.

The hotel is comprised of two buildings:

CB1 (High-rise Tower)

CB2 (Yerba Buena Ballroom) below grade (the main entrance is at 55 Fourth Street).

The Main loading dock is accessible from Fourth Street (South of Stevenson Street).

The Yerba Buena loading dock is accessible from the Howard Street

The CB1 building is 42 stories including 3 levels below street level.

The building is type 1 construction consisting of concrete and steel.

The Hotel has a total of 1.5 million square feet floor space and is fully covered by fire sprinkler system.

The building was commissioned October 1989.

Building Life Safety Features

Fire Alarm System is a Simplex 2120 Multiplex System combined with a Honeywell FS-90 Fan interface for smoke evacuation control and a Public Address System throughout entire building.

Three Fire Pumps with 750 gallons per minute per pump:

- One electric pump
- Two diesel pumps

Emergency Electrical Backup Power:

- Three 750 KW Sierra - Detroit Diesel Generators

Systems:

- Communication
- Selective area lighting
- All exit / stair signs
- All stairwell lighting
- Selective Elevators
- All Life Safety

Medical Emergencies

Call the Security office at extension 6666 and report your exact location and the nature of the emergency. In the event that you believe the guest requires immediate medical assistance from Paramedics, call Security office at extension 6666 and then dial 9-911 to save time and have the Paramedics and the Fire Department dispatched to our hotel immediately.

Hotel security is trained in First Aid and CPR and are available 24/7

Automatic External Defibrillator is Available in the Fitness Center and carried by Security Department Response Team.

Hospitals & 911	Response Time	Distance	Telephone
Ambulance	5 Minutes	1.5 Miles	911
Fire Department	5 minutes	1.5 Miles	911
Police	5 minutes	1.5 Miles	911
SF Memorial Emergency – 24 Hours	1150 Bush St	1.4 Miles	<u>415-353-6300</u>
SF General Hospital – 24 Hours	1001 Potrero Ave	3.6 Miles	<u>415-206-8111</u>

Pharmacy & Non-Emergency	Location	Distance	Telephone
Closest 24 Pharmacy	498 Castro St	3.2 Miles	<u>415-861-3136</u>
Walgreens	Corner of Market & 4th Street	.02 Miles	<u>415-397-4800</u>
Closest Non- Emergency	St Francis Memorial Hospital 900 Hyde St	1.4 Miles	<u>415-353-6200</u>

Medical Emergencies Continued

On Call Doctors

Hotel Doctor

Dr. Jim Savage
Traveler Medical Group
490 Post St, suite 225
Phone: 415-981-1102

24 hour on call medical service. Minimum charge \$220 for office visit and \$600-700 for outcall, hotel visit. Travel Medical Group's office is located within walking distance of the hotel.
<http://travelermedicalgroup.net>

Discover Health

990 Columbus Ave
San Francisco, CA

Phone: 415-732-7029

Pediatric Patients (Under 18) call Dr. Steven Martel 415-265-4448

Adult Patients call Dr. Clifford Sewell 415-728-3030

24 hour on call medical service, hotel visits or seen in the office. Minimum in-office charge is \$400.00 per visit, minimum outcall charge (visit to the hotel) is \$500.00

<http://www.n1health.com>

Urgent Care

Concentra

415-781-7077; 415-210-3494 after hours

26 California Street

Mon– Fri: 7am - 7pm. Sat: 9am - 5pm

concentra.com

Care-Practice

415-864-4444

508 A 14th Street

Mon-Fri: 9:30-6pm; Sat & Sun 10:30am-3:30pm

carepractice.com

Medical Emergencies Continued

Dentist

Gregory Zabek

415-362-1102

490 Post St. Suite 404

Haleh Bafekr

415-433-8377

490 Post St. Suite 549

As a convenience to our guest, the property offers this list of providers who have indicated they would be able to provide services to guests of the property. This is not a recommendation to use any particular provider and the property makes no representations regarding the qualifications of these providers or the quality of the services offered by these providers. Please do not consider this an endorsement or recommendation of any of these providers. The property has not made any inquiry as to their qualifications or the quality of services they provide. The property assumes no liability for the services furnished by these independent providers who have no affiliation with the property.

Fire Safety Procedures

Should an alarm occur, hotel associates will conduct a rapid investigation of the alarm's cause.

Please remain calm and listen for instructions over our public address system. Trained hotel staff will advise all guests of the nature of the alarm and any actions that need to be taken.

In the rare event that a hotel evacuation is requested; follow the evacuation map that is located on the back of your guest room door. Take your guest key and leave the room. Do not use the elevators. Walk to the closest stairway and leave the hotel.

If you are in a function room or food and beverage outlet, proceed directly to the nearest Emergency Exit and exit the building.

Once outside the building, hotel associates will direct you to our holding area, located in Yerba Buena Gardens, located across Mission Street. You will be notified when it is safe to return to the hotel.

When you Check-In

- Locate the nearest fire exit and fire extinguisher
- Examine the staircase layout
- Count the doors between yours and the nearest fire exit - remember the number
- Study your windows to see if they open

Fire Safety Procedures Continued

If there is a fire

- Call the in-house emergency number, Dial 0
- Pull the fire alarm pull station if there is one nearby
- Remain Calm. You will be much safer if you are thinking clearly
- Leave immediately if there is a fire in your room and close the door securely behind you
- In the event that your room is filling with smoke
- Do not break or open the window
- Crawl as close to the floor as possible, feel the door for heat before leaving your room. If the door is hot, do not open it. If the door is cool to the touch, slowly open it prior to leaving in order to check the hallway.
- Take your room key with you
- Keep a wet cloth over your nose and mouth
- Close the door behind you
- Stay low to the floor
- Crawl to the nearest fire exit, staying near the wall. Even if you do not see smoke, toxic fumes can be invisible and air is always fresher near the floor.
- Remember the number of doors to the nearest fire exit and count them as lights may not be functioning during a fire.
- DO NOT USE THE ELEVATOR
- RETURN TO YOUR ROOM IF THE STAIRWAY IS SMOKE FILLED
- If stairway is clear, proceed downstairs holding the handrail

Fire Safety Procedures Continued

If you have to stay in your room

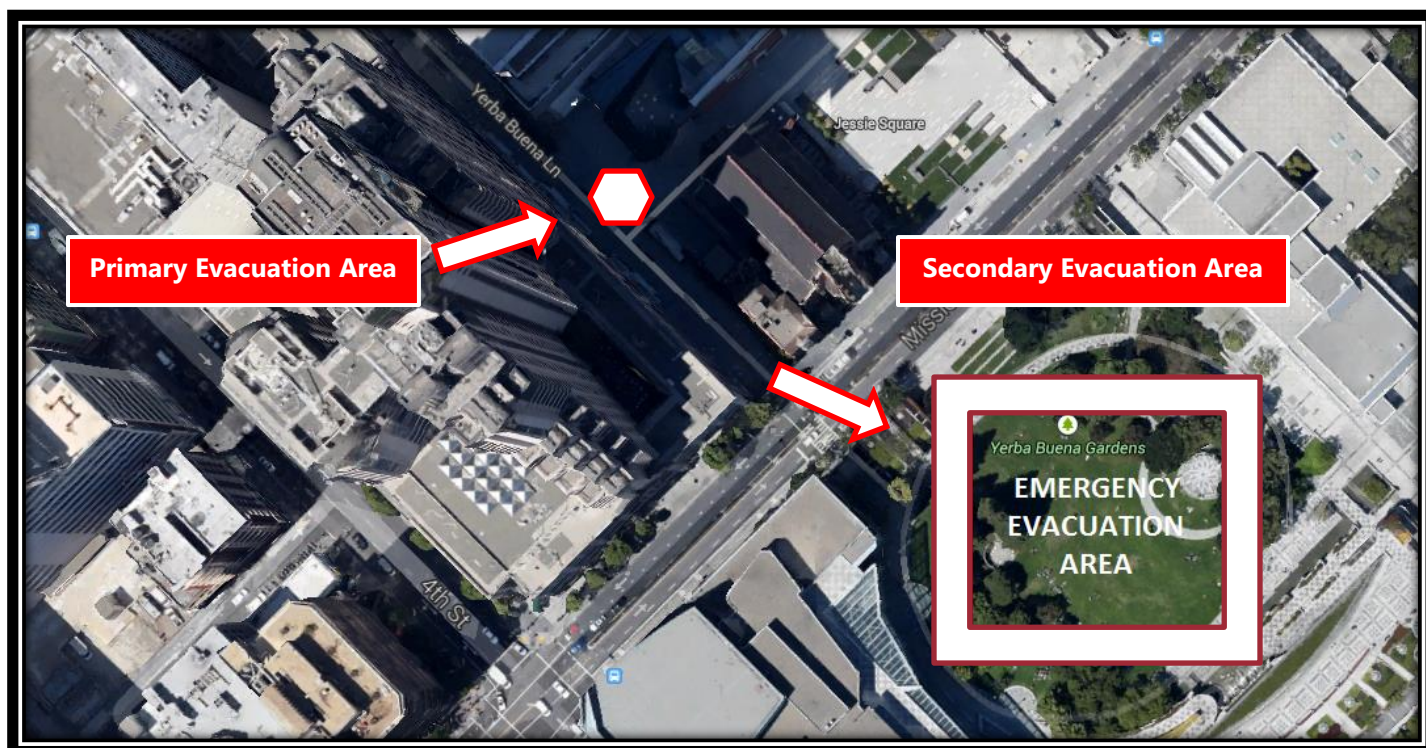
- Do not break the window or open the window
- Shut off fans and air conditioners
- Wet cloth and tie it over your nose and mouth in a triangle for easier breathing
- Fill the bath tub and sink with water
- Seal your room by wetting towels, sheets, etc., placing them around the cracks in the door and the window

Remember

- Pre-planning always helps in a stressful situation
- Do not panic

Designated Evacuation Area

- # 1 - Hotel Primary Evacuation Assembly Area Yerba Buena Lane
- # 2 - Hotel Secondary Evacuation Assembly Area Yerba Buena Gardens



Earthquake Procedures

If you are inside the building

- Try to get at least 15 feet away from a window so you are not cut by flying glass. Never run outside during the earthquake
- If you are in the hallway or open area, sit down against the wall and cover your head and neck with your hands. Remain there until shaking stops.
- Never take elevators during the earthquake
- Do not use any open flames such as candles - the risk of gas explosion is high at this time
- Duck, Cover & Hold -
- Duck under a sturdy desk or table
- Cover your head and as much of your body as you can
- Hold onto the table; if it moves, remember to move with it, keeping yourself covered as you go.
- Be prepared for aftershocks
- Instructions will be made over the hotel's Public Address System advising all guests and hotel associates of situation and any response needed.

If you are outside the building

- Move away from buildings to an open area such as the Yerba Buena Gardens across from Mission Street
- Watch out for downed Electrical Power Lines
- If a large amount of debris is falling, try to find some cover such as a building overhang. Stay there until the shaking stops
- Be prepared for aftershocks

Power Failure

- Pick up any house phone. You will automatically be connected with an operator.
- For phones that can dial an extension, the operator can be reached by dialing 0.
- The operator will notify Engineering and dispatch an engineer.
- In the event of a power failure, the hotel's emergency generator will activate, supplying power to the public areas for 24 to 48 hours depending on load demand. As the hotel can arrange for refueling of the generator, delivery of emergency power could be extended. Emergency power delivery is limited to 1 elevator, emergency hallway lighting and emergency egress lighting.
- During emergency power operations, there will be no guest room power or lighting, no heating, ventilation or air conditioning, and no water.
- Additionally, announcements will be made to inform hotel occupants on the procedures in effect.

Emergency Communication

Reporting a fire

- Pull a manual pull fire alarm station
- Use the telephone and dial Security Emergency Extension: 6666
- Use the telephone and dial 9-911

Fire alarm system

- The fire alarm system consists of both visual (strobes) and audio (whopping sound) devices.
- When an alarm is activated from any source, a signal is sent to the FIRE COMMAND ROOM (FCC), PBX, LOSS
- PREVENTION DIS-PATCH, ENGINEERING EMS., and our HOTEL MONITORING COMPANY at the same time, the strobes and sirens are activated on the floor of the alarm.
- Magnetic door holders are released and the smoke control system is activated accordingly.
- If an elevator smoke detector is activated the elevators will be recalled to the 1st floor.

Public address system

- The fire alarm system includes a public address system. The controls and microphone are located in FCC.
- There are speakers located in every guest room and throughout the entire hotel.
- Announcements can be made to individual floors, multiple floors, or the entire hotel.
- In response to the various conditions which occur during an emergency, the following scripts are provided to communicate with hotel guests and staff over the public address system in case of a fire alarm.

General Safety and Security

- Hotel security is available 24 hours per day. The hotel emergency line is extension: 6666
- Never tell a stranger your room number.
- When checking into your room, take time to study the evacuation map on the back of the guest room door and note the location of the nearest emergency stairwell.
- Do not admit unexpected visitors into your room without first making identification. A view portal is provided in your door. If there are any doubts about the person's true identity, please contact security at extension 6666
- Guard your room key or access card. Don't set the key or card down in a visible location when you're at a hotel, pool or a dining room.
- Do not leave your room door open when carrying baggage in or out of the room or when using vending machines.
- If arriving at night, use the hotel's main entrance. You may be asked to show your room key and photo identification.
- Do not leave valuables unattended in common areas of the hotel.
- If you must leave valuable items in your room, use the guest room safe.
- Don't hesitate to ask a hotel employee to accompany you to your room.

Shelter in Place

Shelter in place means associates, guest or anyone else on property, will seek emergency shelter within a area of the hotel to protect them from the effects of a toxic or hazardous substance. While a act of terrorism might come to mind first, it could any incident that causes a release of toxic or hazardous chemicals into the air, such as a hazmat incident, fire or accident.

In the event that a shelter in place is advised for the area including the SAN FRANCISCO MARRIOTT, all persons in the building will be notified that the SAN FRANCISCO MARRIOTT is preparing to shelter in place and that all doors will be locked within 5 minutes. After time, no one will be allowed to break the seal on the door until the “all Clear” is announced.

The designated shelter in place location is the Yerba Buena Ballroom located Below the B2 Level.

Active Shooter Outside the Property

In the event of an active shooter incident outside the property, the Hotel Safety and Security staff will declare a lockdown and will secure all entrances to the hotel. Officers will be posted at the entrances to inform occupants of the situation and to ensure that occupants do not leave the building.

Active Shooter Inside the Property

In the event of an active shooter incident inside the property:

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

2. Hide out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door
- Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door
- Silence your cell phone and/or pager
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet

If evacuation and hiding out are not possible:

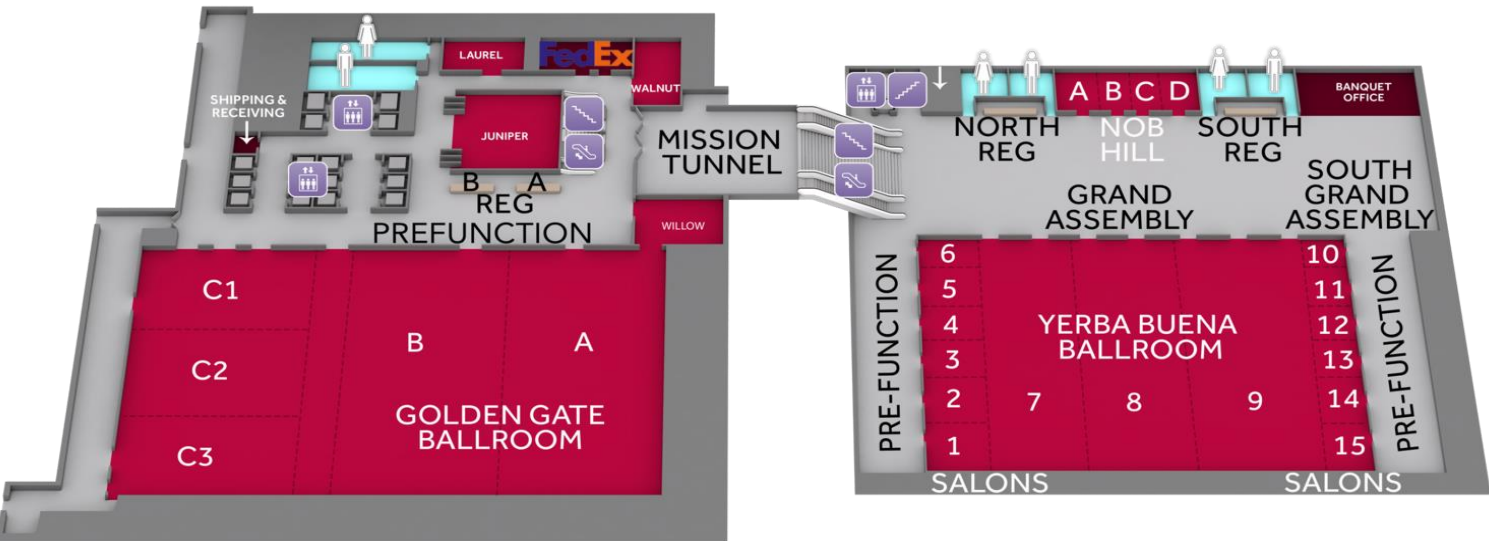
- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter

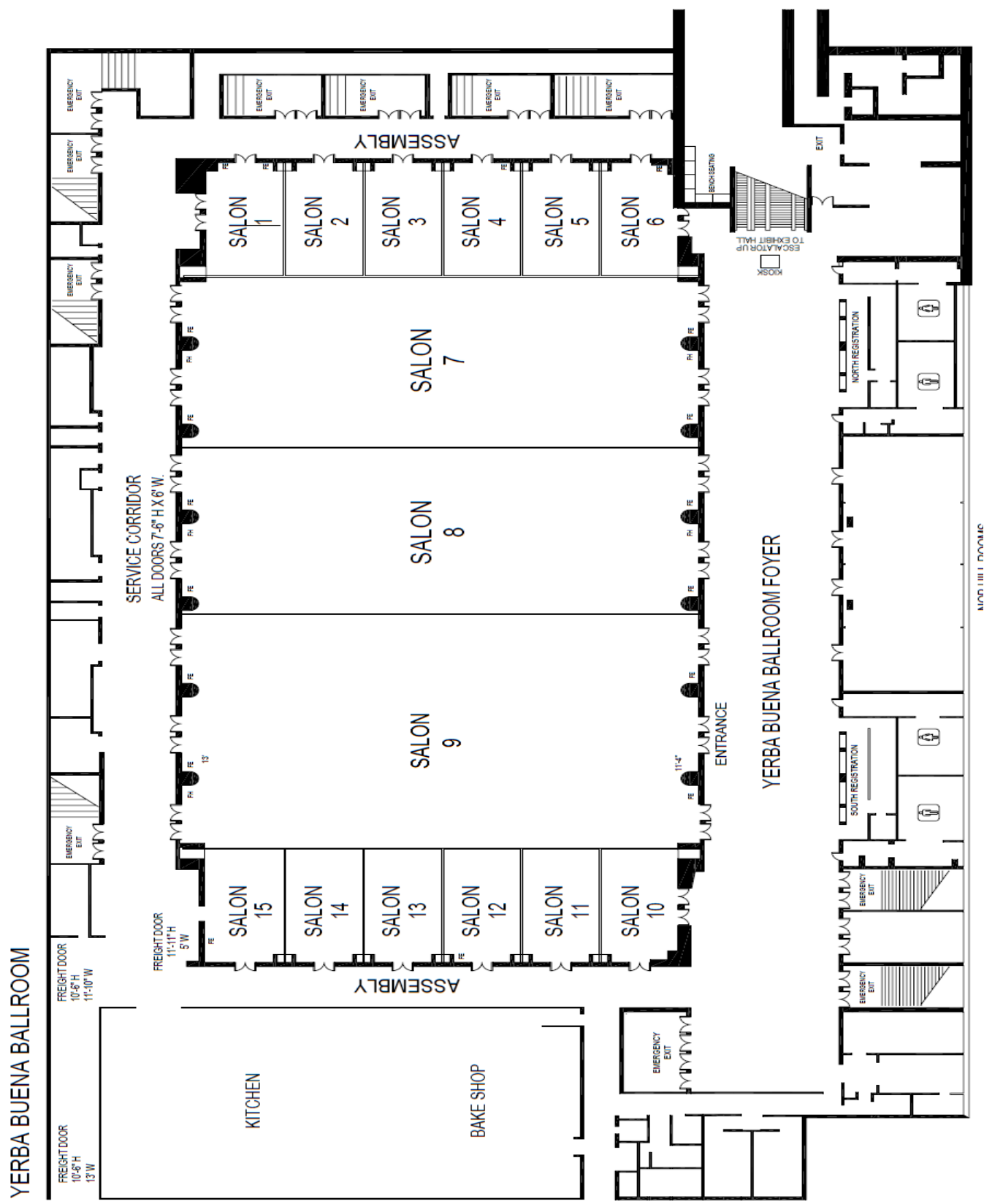
As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing to your actions

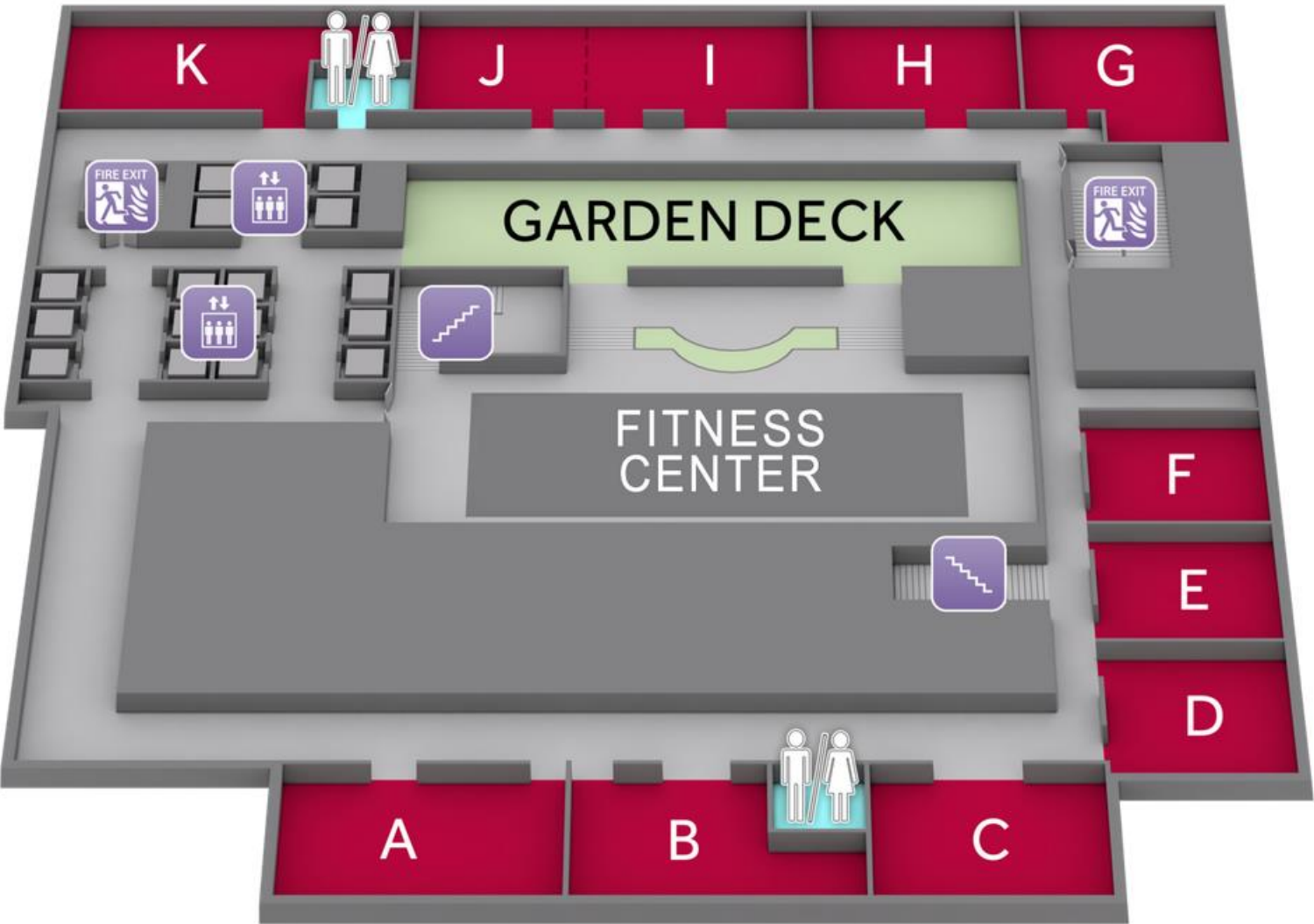
Golden Gate and Yerba Buena Ballroom – B2 & Lower B2 Levels Layout



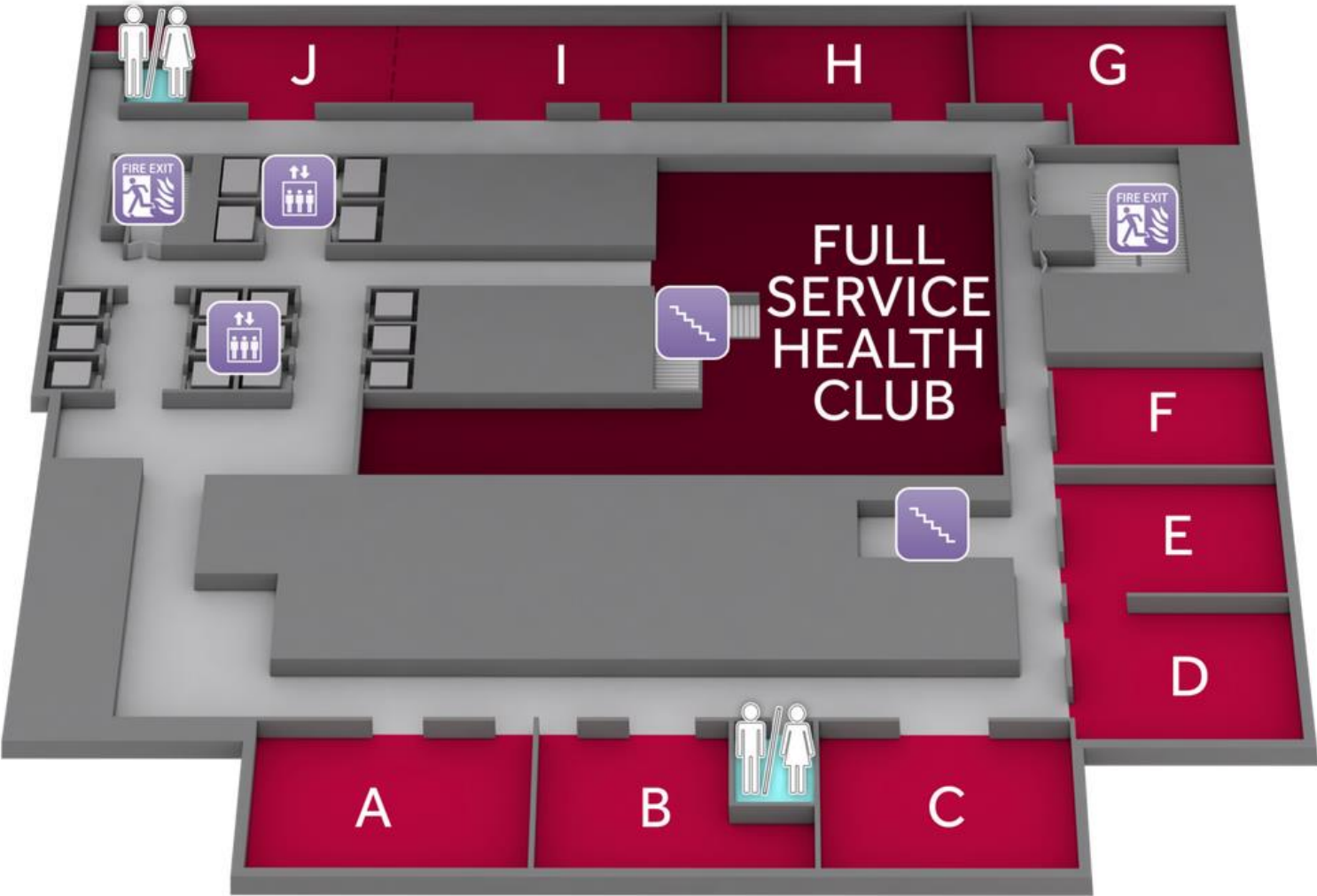
Yerba Buena Ballroom Stairway Locations



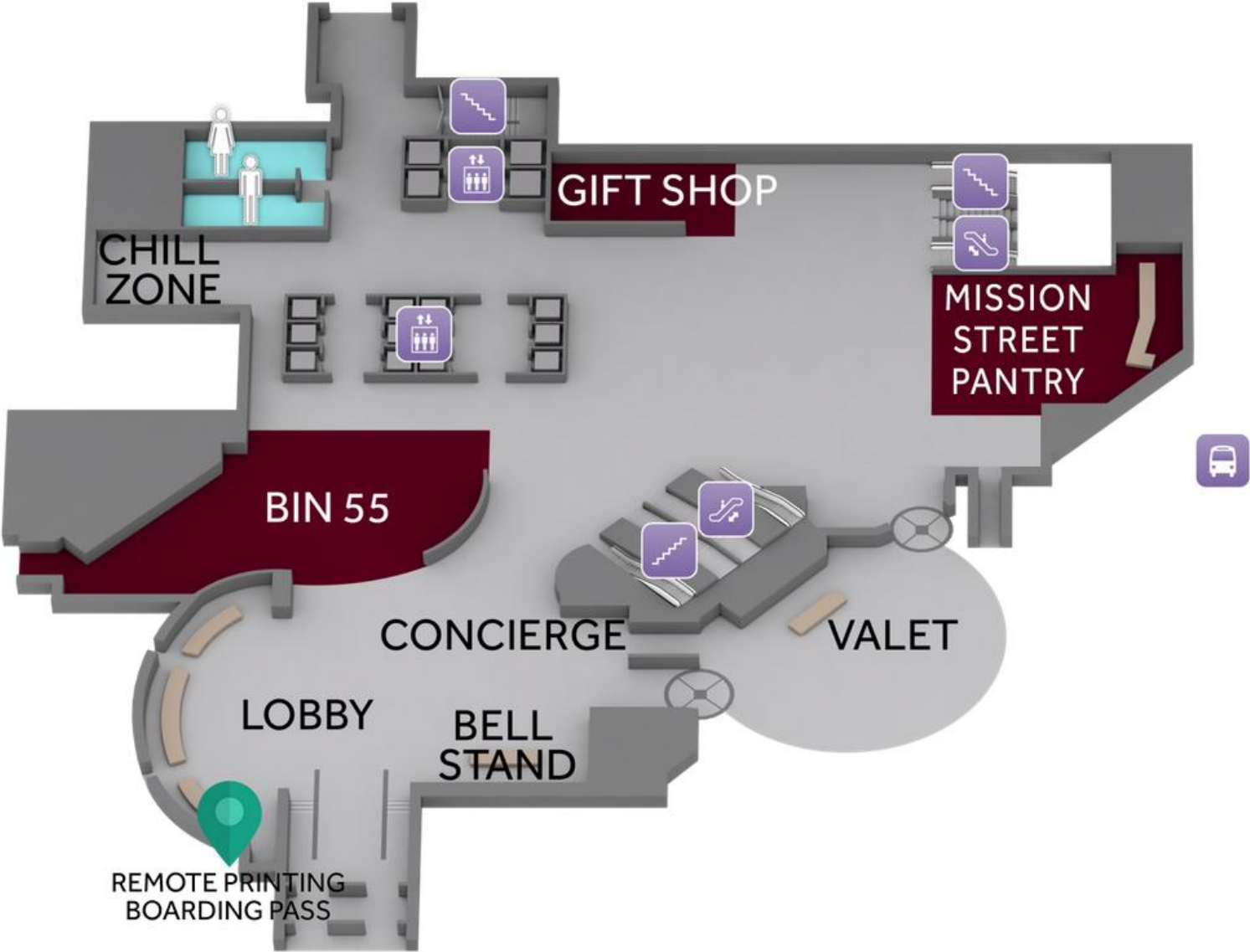
Sierra Conference Rooms – 5th Floors Layout



Pacific Conference Rooms – 4th Floor Layout



Lobby Level – 1st Floor Layout



Foothill Meeting Rooms – 2nd Floor Layout

