

Purpose:

To establish the policies and procedures regarding management's and employee's responses to various emergency situations.

Overview:

The procedures cover the following topics:

- A. General Evacuation Plan
- B. Pool Safety Response
- C. Tornado Preparation and Emergency
- D. Bomb Threat
- E. First Aid
- F. Hazardous Material Spill
- G. Earthquake
- H. Robbery
- I. Hurricane Preparedness Plan
- J. Fire Evacuation Plan
- K. Active Shooter Plan
- L. Damage Reporting Example

The Pearl Hotel has developed plans that address emergency situations that may arise which may threaten human health and safety, as well as damage The Pearl property and assets. Management is responsible for implementing the Emergency Action Plans. These Emergency Action Plans will meet the following objectives.

- 1. Provide a means of notifying employees, customers, and local authorities of an emergency situation.
- 2. Provide for a safe and orderly method of evacuation of employees and guests from The Pearl hotel premises.



- 3. Account for all employees who occupied The Pearl premise at the time of the evacuation, if one should occur.
- 4. Provide emergency first aid treatment or summon emergency medical assistance for injured individuals.
- Provide Training and needed information to those employees responsible for taking action in the event of an emergency.
- 6. Report any and all Incidents following the Incident Reporting SOP from St. Joe Club & Resort Human Resources. Copies of the incident reports should be submitted to the Director of Resorts, The Human Resource Director, & Hotel Manager, in accordance with the SOP.
- 7. For situations involving Insurance Claims, as directed by the Director of Resorts, a copy of the incident report should be sent to The Pearl Ownership Representative (Amanda Baker) and Klabzuba's preferred insurance provider. Frost Insurance Contact: Jim Dickinson, jim.dickinson@frostinsurance.com

Signs as required by ordinance, regulation, or law will identify emergency exits. Employees are required to be familiar with the location(s) of alarm pull stations and emergency exits.

If hazardous materials are involved, disposal must be done in compliance with federal, state, and local environmental laws.

Procedure:

A. Evacuation (all emergencies other than Hurricanes)

Management

1. Telephones the local emergency agency (for example: fire, police, hazardous materials team, etc.)



- 2. Makes announcement or public address to the guests regarding the evacuation.
- 3. Checks all areas of their respective departments, restrooms, and public areas to verify that employees and guests have evacuated.
- 4. Secures all cash, checks, and charge documents in the safe if time permits.
- 5. Designates a safe area outside The Pearl as a gathering point for all employees. Takes a head count of employees to insure all were safely evacuated.

Note: Employees are not to re-enter the building. Management will notify the ranking fire or other emergency response personnel on the scene of a potentially trapped employee or guest and their approximate whereabouts.

6. Dismisses all non-essential employees.

B. Pool Safety Response

All Emergency Situations: If an employee or guest is injured, the initial responsibility of management or employees is to provide the needed first aid or arrange for emergency medical response or professional medical care. (Refer to the Pool Safety Plan)

Disorderly Behavior

It should be noted that incidents of this nature within the pool or around poolside may detract the attention of pool staff away from their primary duties. Assistance from management staff will be requested as soon as the pool staff feels their attention is being drawn away from their primary duties.

Lack of Water Clarity

It is vital that all pool attendants can clearly see the bottom of the pool in order that a bather can be seen in the event of an emergency. The following process will be followed in the event of poor water clarity:

 If the pool water becomes cloudy, the member of staff responsible for swimming pool maintenance will be informed immediately.



- A water test will be undertaken and plant will be checked for correct functioning. Appropriate remedial action will be undertaken.
- o The remedial action is not possible or is not effective soon enough; the member of staff responsible for swimming pool maintenance and the Hotel Manager will determine if it is safe for the pool to remain open.
- Bathers will only be allowed back in the pool once the water quality has improved sufficiently to enable staff to clearly view the pool bottom and a satisfactory chemical balance has been confirmed.

Dealing with Blood, Vomit and Fecal Materials

In the event that blood, vomit and faeces are discovered in the pool or on poolside, the following procedure will be applied:

Blood

- o If substantial amounts of blood are spilled into the pool, it will be temporarily cleared of people to allow the pollution to disperse and any infectious particles within it to be neutralized by the disinfectant in the water.
- When clearing blood, the correct personal protective equipment i.e. disposable gloves must be worn.
- Spillages of blood on poolside will be contained, covered in paper towels to enable the towels to soak up the blood and wiped up immediately. Blood will not be washed into the pool or poolside drains. Soiled towels will be disposed of properly in clinical waste bins e.g. nappy bins. The area will then be disinfected.

Vomit

- o If substantial amounts of vomit are spilled into the pool the affected pool will be closed to bathers in order to allow for its removal.
- o The vomit will be removed from the water using a scoop and placed in a bucket, the contents of which will be flushed down the toilet.
- o A minimum of **three "turnover periods**" of the affected pool will elapse to ensure the removal of any bacteria.



- Prior to the pool re-opening a water quality test to ensure that chlorine levels and TDS² levels are within the agreed parameters and a visual inspection will be carried out.
- When clearing vomit, the correct personal protective equipment i.e. disposable gloves must be worn.
- Spillages of vomit on poolside will be contained, covered in paper towels to enable the towels to soak up the vomit as much as possible and wiped up immediately. Vomit will not be washed into the pool or poolside drains. Soiled towels will be disposed of properly in clinical waste bins e.g. nappy bins. The grea will then be disinfected.
- Any equipment that has been used to scoop up the vomit must be thoroughly disinfected before it is stored away

Diarrhea

- o If diarrhea is discovered in the pool, the affected pool will be closed immediately, in order to allow for its removal.
- o The procedure for removing diarrhea will be the same as for removing vomit. However, a minimum of **six "turnover periods"** to the affected pool will elapse to ensure the removal of bacteria.
- Prior to the pool re-opening a water quality test to ensure that chlorine levels and TDS levels are within the agreed parameters and a visual inspection will be carried out.

Solid Stools

- o If a solid stool is reported to be in the pool, it must be immediately retrieved from the pool using a scoop. The stool will be placed into a bucket and flushed down the toilet.
- The decision to close the pool for a short period, e.g. to maintain customer care standards, rests with the Facilities Manager
- A careful visual check will be undertaken to ensure that no particles remain and a water test carried out to ensure that the quality of water is within defined parameters.



 Any equipment that has been used to scoop up the stool must be thoroughly disinfected before it is stored away.

C. Tornado Preparation and Emergency

Prior to a tornado emergency, Management will designate safe shelter areas within the building for employees and guests. There are some general guidelines that may be used to aid in the selection of such spaces. When selecting a safe shelter, consider:

- -The lowest floor, preferably a basement
- -Interior spaces-rooms with no walls on the exterior
- -Areas supported by secure, rigid structural frames, like doorways
- -Short roof spans

The Pearl safe shelter area is located in the basement. It will be stocked with a first aid kit or medical supplies and several flashlights.

Tornado Watch Procedures

Management

- 1. A Tornado Watch means that conditions are right for severe thunderstorms and possible tornadoes to develop. When notified of a tornado watch in the area, Management will tune the radio to the National Weather Service channel to stay current on the storm progress.
- 2. Checks to ensure that all safe shelter areas are unlocked and accessible.
- 3. Checks to be sure that medical supplies and flashlights are stored in the safe shelter area.
- 4. If time permits, "X" the windows with tape or secure plywood to the outside of windows.

Tornado Warning Procedures

Management

 A Tornado Warning means a tornado has been seen or detected by radar.
 Management will inform all employees and individuals to take cover in shelter
 areas immediately.



- 2. Makes announcement about weather and warns guests to not leave the building and take shelter.
- 3. Assigns someone to shut off the main gas and electrical system.
- 4. Afterwards, coordinates first aid assistance to individuals.

D. Bomb Threat

When someone calls and says there is a bomb in the building, the following steps will be performed:

Employee

- 1. Keeps the caller on the line as long as possible. Asks them to repeat the message. Tries to write down every word spoken by the caller.
- 2. Asks the caller where the bomb is located and when it will go off.
- 3. Tells the caller that the building is occupied and detonation of a bomb could result the death and injury to innocent people.
- 4. Pays particular attention to background noises, such as music playing, engine noises, etc.
- 5. Listens to the voice of the caller (male/female, voice quality, accent, possible speech impediments)
- 6. When the caller hangs up, **do not hang up the phone!** Sometimes, phones can be traced back to the source. Immediately notify management and describe the threat.

Management

- 1. Calls the local Police or Fire Department to report the incident. Follows all recommendations and instruction provided by wither department.
- If the Police of Fire Department declines to give instructions to evacuate the building, search the premise (if time permits) for any suspicious looking device or package. If one is found, follow the Evacuation Plan (detailed earlier).
 Do not touch any suspicious device or package.



E. First Aid

If an employee or guest is injured, the initial responsibility of management or employees is to provide the needed first aid or arrange for emergency medical response or professional medical care.

The Pearl Provides a First Aid Kit on the premises. It is there for the management and employees use in the treatment of minor scratches, burns, headaches, nausea, etc. Employees must let their supervisor know if they need to use the First Aid Kit.

If there is work related injury or illness that requires professional medical assistance, employees must notify their supervisor and let him/her know before they receive this assistance. If the employee fails to notify his/her supervisor, the employee may be ineligible for Worker's Compensation, benefits to pay for doctor's bills, and/or lost wages.

*Should this be for both management and employees or just for management?

- 1. Treats the guest using supplies from The Pearl first aid kit.
- 2. In the event that an employee is seriously injured and requires professional medical care, management or another employee who is available can drive the employee to a medical provider. If any individual is not mobile or has a life-threatening injury or illness, arrange for emergency care and transportation (call 911).

First Aid Procedure

Wounds

Minor: Cuts, lacerations, abrasions, or punctures-

- -Wash wound using soap and water; rinse it well
- -Cover the wound using clean dressing

Major: Large, deep and bleeding

- -Stop the bleeding by pressing directly on the wound, using a bandage/cloth
- -Keep pressure on the wound until medical help arrives

Broken Bones

- -Do not move the victim unless it is absolutely necessary
- -If the victim must be moved, "splint" the inured area. Use a board, cardboard, or rolled newspaper as a splint



Burns

Thermal (Heat)

- -Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water
- -Blot dry the area and cover it using sterile gauze or a clean cloth

Chemical

-Flush the exposed area with cool water immediately for 15 to 20 minutes.

Eye Injury

Small Particles

- -Do not rub your eyes
- -Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water

Large or Stuck Particles

- -If a particle is stuck in the eye, do not attempt to remove it
- -Cover both eyes with a bandage and consult with emergency health services

Chemical

Immediately irrigate the eyes and under the eyelids, with water, for 30 minutes

Neck and Spine Injury

- -DO NOT attempt to move the victim, especially if they appear unable to move their arms or legs
- -Only move the victim if it is ABSOLUTELY necessary, and call emergency health services

Heat Exhaustion

- -Loosen the victim's clothing if tight
- -Give the victim sips of cool water
- -Make the victim lie down in a cooler place with the feet raised

F. Hazardous Material Spill

Management will respond to incidental releases of hazardous substances when the substances can be absorbed, neutralized, or otherwise controlled at the time of release by employees in the immediate area or by maintenance personnel. If a large spill or fire occurs that is not controllable, Management will contact the appropriate authorities, such as the Fire Department. Further action will be taken as need, for example the implementation of the Evacuation Plan.



The on-site manager (spill coordinator) will investigate any spill before evacuating the building or contacting any of the emergency contacts listed previously. The following criteria shall be used to determine the severity of the incident and if the spill or leak should warrant evacuation of the building.

A minor spill is one that usually presents little or no hazard to person or property, and is small enough to be safely cleaned up using the emergency spill kit.

Minor leaks or spills are normally reported by individuals detecting:

- An alarming or offensive odor,
- A small pool of liquid on the ground.

If the minor leak or spill is in an open area and the vapors are being dispersed it will not be considered a significant hazard.

If the vapors from the minor leak or spill can collect in a confined space sufficiently to form an explosive mixture it will be considered a significant hazard and an evacuation must take place immediately.

A major spill is one that cannot be contained safely with the materials on the site and/or threatens to enter the sewer system or travel beyond the boundaries of building/property to endanger the environment.

Major leaks or spill may be detected by:

- The existence of large vapor cloud,
- A large pool or liquid on the ground.

If a major spill is detected, an evacuation must take place immediately along with notifying the Walton County Fire Department and Emergency Services at 911.

Disposal & Clean Up

The disposal of waste material resulting from a spill or leak of flammable and combustible liquid is of extreme importance. All disposal actions must be in accordance with Part X of the Environmental Protection Act. The following steps should be followed in an attempt to clean up a spill or leak in a safe and secure manner.

The following will be done once the spill has been contained:

1) Obtain the Emergency Spill Kit from the 4th Floor storage closet (by the Hearing-Impaired Devices).



- 2) Apply absorbent material found within the spill kit to the entire spilled area
- 3) Using a large hand tool (i.e., non-sparking shovel) ensuring all the liquid has been exposed and mixed with the absorbent material
- 4) Place the used absorbent into a disposal bag and then a non-combustible container. Dispose of material in conformance with the MSDS sheet.
- 5) If the spill is major, Call the Environment Cleaning Company (See Below) to clean the exposed area and for disposal of the waste material.

SERVPRO of N. Okaloosa, Walton, Holmes & Washington

P: (850) 267-0746

161 Goldsby Road, Suite M29 Santa Rosa Beach, FL 32459

http://www.servpronokaloosawaltonholmeswashington.com/

Staff Training

Training of staff is an important part of this plan to ensure the proper containment and disposal of any leaked/spilled liquid. Training to staff on these spill procedures will happen as follows:

- All new Managers will receive a copy of the emergency plan procedures
- Within 3 months of being hired, all new maintenance employees will receive a spill
 procedure orientation. This will include, but not be limited to, a review of the
 emergency plans and explanations and locations of relevant Personal Protective
 Equipment (PPE), as well as, shown the spill kit locations, First Aide boxes, AED
 locations, regarding explanation of contents and use.
- All existing maintenance employees will be re-oriented, every year, on the spill procedures and emergency plans as mentioned above.

G. Earthquake

All employees must be aware of the potential for earthquakes and the resulting damage to buildings and facilities.

During the Earthquake:

Employee



- If indoors, stay indoors; if outdoors, stay outdoors. In earthquakes, most injuries occur as people are entering or leaving buildings.
 If indoors:
 - -Take cover beneath a desk, table, bench, or in doorways, halls, or against an interior wall
 - -Stray away from glass windows and glass doors, and away from containers having hazardous materials stored.

If outdoors:

- -Move away from buildings and all structures, and all overhead electrical wires
- -If operating a vehicle, stop as soon as possible, but stay inside the vehicle.

After the Earthquake:

Management

- 1. Coordinates first aid efforts.
- 2. Turns on the radio to get emergency information from local authorities.
- 3. Checks natural gas lines for leaks. If a leak is detected, shuts down system and notifies local gas service company.
- 4. Shuts off the electrical current at the main breaker box if power has been interrupted.
- 5. Directs employees and guests to a safe assembly area outside of the building.
- 6. Takes head count to ensure all employees were safely evacuated.
- 7. Does not permit employees or guests to enter the building again until cleared by authorities.
- 8. Assigns duties to clean up damage and resume business as soon as possible.



H. Robbery

In the event a robbery occurs, the main objective is to reduce the risk of injury to employees and guests and to get the robber out of the building as soon as possible.

Employee

- 1. Be attentive and calm. Listen to the robber and do exactly what he/she asks you to do.
- 2. Do give up money as demanded.
- 3. Remain alert. Try to remember details of the robber's appearance, clothing, speech etc.
- 4. If possible, watch the robber's method and direction of escape.
- 5. Expect foul/strong language. Expect to lie on the floor.
- 6. Do not make any sudden movements.
- 7. Don't overreact. Do not grab for the weapon if one is present and do not call for help.
- 8. Do not argue; be compliant.
- 9. After the robbery, write everything down.

Management or Employee

- 10. Call the police.
- 11. Have all witnesses write down everything they can recall.



I. Hurricane Preparedness Plan

CAUTION CODES:

CODE	LEVEL	SPECIFICS
BLUE	Tropical Storm Watch	Threat of a tropical storm south of Cuba threatening to cross Florida or enter the Gulf within 36 hours.
YELLOW	Hurricane Caution	Strong potential for strengthening into a hurricane, passes into or develops within the Gulf of Mexico.
ORANGE	Hurricane Watch	Threat of hurricane conditions within 48 hours. Hurricane Watch has been issued.
RED	Hurricane Warning	Threat of hurricane conditions within 24 hours or less. Hurricane Warning has been issued.

Hurricane Terms

Tropical Wave: A cluster of clouds and/or thunderstorm without a significant circulation and generally moving from east to west through the Tropics.

Tropical Depression: A cluster of clouds and/or thunderstorm without a significant circulation and sustained wind speeds of less than 39mph.

Tropical Storm: An organized system of strong thunderstorms with top sustained winds of 39mph to 73mph. Tropical storms can quickly develop into hurricanes. Storms are named when they reach tropical storm strength.

Tropical Storm Watch: Tropical storm conditions are expected in the specified area of warning, within 36hours.

Tropical Storm Warning: Tropical storm conditions are expected in the specified area of warning, within 24 hours.

Hurricane: An intense tropical weather system with a sustained wind speed of 74mph or higher.

Storm Surge: A dome of sea water up to about 20 feet high that arrives with a hurricane, and can affect more than 100 miles of coastline. Evacuation zones are identified by their likelihood of being flooded by this rising water, which is responsible for most hurricane deaths.



Hurricane Watch: Hurricane Conditions are expected in the specified area of the warning within 36 hours. During a hurricane watch, prepare to take immediate action to protect your family and property in case a hurricane warning is issued.

Hurricane Warning: Hurricane Conditions are expected in the specified area of the warning within 24 hours. Complete all storm preparations and immediately follow local emergency management officials' advice about evacuation.

Tornado: Tornados usually occur in severe thunderstorms when wind changes direction and height, causing rotation. Windspeeds range from 40mph to 318mph.

EMERGENCY PHONE NUMBERS

Walton County Emergency Management 850-892-8065

Walton County Sheriff 850-267-2000

Walton County Fire Department 850-267-1298

HURRICANE COMMITTEE - CONTACT PHONE NUMBERS

Name	Title	Office Ph.	Cell Ph.	Alternate Ph.
ANDREW	General Manager of	850-534-	(850) 691-	
CZARNECKI	Resorts	5016	9987	
DAVID MERRYMAN	Conoral Managar	850-588-	(843) 697-	
DAVID MERRIMAN	General Manager	1062	4308	
LUCAS SNEDDON	Lodging Manager	850-460-	(312) 850-	
LUCAS SNEDDON	Loaging Manager	9039	3650	
KEVIN DIXON	F&B Director	850-460-	(757) 272-	
KEVIN DIXON		9037	4675	
RYAN CLARKE	Havana Beach	850-460-	(910) 773 -	
RIAN CLARKE	Manager	9054	0167	
TODD ROGERS	Executive Chef	850-460-	(912) 230-	
TODD ROGERS		9038	9180	
TOM TURK	Engineering Manger	850-460-	(240) 299-	
		9042	7671	
ELIZABETH ADAMS	Housekeeping	850-460-	(850) 716-	
	Manager	9044	5047	



EXTERNAL EMERGENCY TEAM - CONTACT PHONE NUMBERS

Name	Title	Office Ph.	Cell Ph.	Alternate Ph.
AMANDA BAKER	Owner Representative-	817-339-	817-658-	
AMANDA BAKEK	Klabzuba Realty LLC	1659	6327	
DATRICK MALIDRIAN	VP Resort Operations	850-231-	850-200-	
FAIRICK MURFHI		6408	3522	
ROBERT	Director of LT	850-213-	(813) 503-	
MELENDEZ	Director of I.T.	5290	7037	

HURRICANE SUPPLY LIST

ITEM	PERSON RESPONSIBLE	PAR ON HAND
Insurance Information and Contact Information	Accounting	***
Flashlights	Tom Turk	10
Batteries	Tom Turk	2 cases assorted
Sandbags for Ramp.	Tom Turk	150 Sandbags
Two-Way Radios / Walkie-Talkies	Tom Turk	15
First Aid Supplies	Kevin Dixon	All kits to be fully stocked
Basic Tool Kit	Tom Turk	Fully stocked
Drinking Water	Lucas Sneddon	25 cases
Gasoline	Tom Turk	30 gallons
Bleach	Lucas Sneddon	1 extra case
Padlocks	Tom Turk	10
Master Keys	Lucas Sneddon	All EC to have
Insect Repellant	Kevin Dixon	1 case
Basic Hygiene Products	Lucas Sneddon	Warehouse to stock fully- Send needs to Kevin Roth for Pearl
Non-Perishable Foods	Todd Rogers	F&B to stock fully
Garbage Bags	Todd Rogers	6-8 cases
Disposable Utensils / Plates / Cups	Todd Rogers	2 cases



Battery Operated Radios / TVs	Tom Turk	1 of each
Disposable Cameras	Lucas Sneddon	1 case
Generator	Tom Turk	1
Damage Assessment Forms & Clipboards	David Merryman	6 boards/50 forms each

CODE BLUE (Tropical Storm Watch)

When a hurricane is expected to enter the Gulf of Mexico the General Manager will schedule a meeting for the following Hurricane Committee to review the hurricane preparedness plan and arrange for its implementation.

The General Manager will ensure each department is aware of the implementation of each Code.

HURRICANE COMMITTEE

ANDREW CZARNECKI	General Manager of Resorts
DAVID MERRYMAN	Resort Manager
LUCAS SNEDDON	Lodging Manager
KEVIN DIXON	F&B Director
RYAN CLARKE	Havana Beach Manager
TODD ROGERS	Executive Chef
TOM TURK	Engineering Manger

CODE YELLOW (Hurricane Caution)

EMPLOYEES ARE NOT TO ADVISE GUESTS ON WHETHER OR NOT TO EVACUATE. GUESTS ARE TO BE ASKED TO MONITOR LOCAL TV/RADIO FOR COUNTY ISSUED STATEMENTS. EMPLOYEES ARE NOT TO DISCUSS ANY ISSUES WITH THE MEDIA AT ANY TIME.

Administration	Contact JMF Technologies to back up terminal server. Save K Drive and Accounting Drives to Zip Drives.
Accounting	 Determine vital documents and begin boxing. Last week of charge tickets to be boxed.



	Secure all items which do not affect the operations of the
	Resort Operation.
	Begin securing furniture of unoccupied/ non-arrival rental units
	nearest the beach.
Engineering	Arrange for all dumpsters to be emptied and picked up.
	Gas up all vehicles.
	Remove all cabana and rooftop canopies, and hardware:
	secure in the basement.
	Remove all curtains from guest room balconies store in Pearl
	Ballroom.
	Check for refrigeration truck.
Food & Beverage	Secure outlets.
lood & beverage	Remove outdoor furniture if necessary
	Check F&B inventory levels and refrigeration.
	Prepare copies of the in-house guest list, housekeeping status
Front Desk	report, and copies of the occupied properties report.
	Run all back-up reports.
	Pick up occupied properties report from the front desk and
Guest Services	deliver copies to CORPORATE.
Guesi Services	Broadcast voice mail to all guests asking them to tune to the
	Weather Channel to monitor updates.
Housekeeping	Assist Engineering in securing pool deck and outdoor furniture
поозексерінд	on balconies
	Prepare for the securing of all items which do not affect the
	operation of the Recreation Services department.
Recreation	Electric boats secured to floating dock and canopies
Recreation	removed. Check bilge pump – confirm it is operational.
	Begin moving Beach Club boxes from beach.
	Bikes to be chained together at houses.
	Allow guests expected to arrive within 48 hours to change their
Reservations	dates or cancel without penalty (Hurricane Committee will
	decide when to stop accepting arrivals).
	Notify groups expected to arrive and advise them to change
	their plans, based on the recommendations of the Hurricane
	Committee.
	Begin securing office.
Sales/Catering/	If tents erected on property make arrangements for possible
Marketing	break-down and storage.
	Place status of storm and arrival/departure policy on Website.
	Director of Sales & Marketing to make arrangements for
	accommodations for hurricane committee members.
	Update Website to inform guests of our status.



CODE ORANGE (Hurricane Watch)

VOLUNTARY EVACUATION OF OWNERS AND PERSONNEL ON PROPERTY WILL BE ENCOURAGED. GUESTS WILL NOT BE ALLOWED TO CHECK IN. THIS IS A MANDATORY EVACUATION FOR ALL GUESTS.

ALL STAFF REPORT TO INN LOBBY FOR ASSIGNMENTS.

Accounting	 Ensure vital documents will be removed out of hurricane area. Ensure that a bank account has been established with a bank outside the hurricane area to which funds can be transferred for emergency use. Rent U-Haul to Dothan.
	Send email to department managers to ensure employee time in time clock system is up to date.
Engineering	 The normal maintenance function will discontinue. Only essential requests will be logged by Dispatch for follow-up when maintenance returns to normal operations. Continuation of furniture removal as units vacate. Lower pool water level at Inn pool. Assist Banquet Staff in moving all pool furniture to the meeting rooms.
Food & Beverage	 Secure all walk-in refrigeration units. Close kitchens and secure exterior outlet entryways. Send food to 395/Sysco trailer for return staff meals.
Front Desk	 All guest check-ins will cease. Guest credits will be issued for early check-outs. Distribute updated copies of occupied property report to Hurricane Committee. Voicemail message to be sent to all occupied units notifying of voluntary evacuation.
Housekeeping	 The normal housekeeping functions will discontinue. Housekeeping personnel to assist Maintenance Dept. Box vital documents. Continue preparing properties as described in Code Yellow.
Accounting	Vital documents to be boxed and given go Accounting.
Info. Technology	Shut computers off not in use. Remove Aloha Terminals from outdoor locations



Recreation & Bellstand	 Assist Engineering in removal of items from all pool decks and secure in bathrooms. Store all outdoor furniture from in front of building and meeting rooms into the pearl ballroom. Bicycles to be locked together and around a basement column. Assist other departments if needed.
Reservations	Call guests which were not reached in Code Yellow. Box vital documents.
Sales/Catering/ Marketing	Update Website to inform guests of our status.

CODE RED (Hurricane Warning)

ALL EVACUATIONS WILL BE MANDATORY

ALL DEPARTMENTS	Forward all department phones to 534-7770, which will in turn be forwarded to a message for guests.	
Engineering	 Raise all elevators in the Inn. Secure all doors at Inn. Cut electric and gas for all Resort buildings. Prepare last minute items as indicated on a priority preparation list provided by the Hurricane Committee. Ensure that all Motorola radios are charged and ready to be transported with resort management off property. Secure all golf carts. Evacuate as items on the priority list are completed. 	
Food & Beverage	Assist Maintenance as requested.	
Front Desk	 Deliver cash banks and receipts to Accounting. Departures finalized. Report to the Dir. Operations for additional assignments. Voicemail to be sent informing guests of mandatory evacuations. 	
Housekeeping	Assist Maintenance as requested.	
Info. Technology	Assist Maintenance as requested.	
Recreation	 Deliver cash banks and receipts to accounting. Report to Dir. Operations for additional assignments. 	
Sales/Catering / Marketing	Update Website to inform guests of our status.	



NOTE:

331 Bridge closes when the wind speed reaches 45 mph sustained. Mid-Bay Bridge closes when the wind speed reaches 50 mph sustained. Hathaway Bridge closes when the wind speed reaches 55 mph sustained.

AFTER THE HURRICANE

	Assist other departments in clean up
	·
	Confirm power is routed to power systems so daily reports
	can be turned over
Accounting	Assess damage and document
g	Assure all departments have paperwork to document
	damage and losses
	Assure all departments track associate hurricane hours to
	be added to hurricane losses
	Take pictures and make incident reports after the hurricane
	for any damages. Before and after
	In the event of a blackout or power failure, the Facilities
Engineering	Manager should be notified immediately; they will then
	assume the command of the situation and will report such
	information to the Hotel Manager and Director of
	Operations for further action
	Organize clean-up crew and immediately begin clean-up
	of all areas
Food & Beverage	Record all food spoilage
	Advise Hotel Manager of re-opening dates and times
	If power is out, organize grill for possible meals
	Heavily staff PBX and reservations
Front Desk	Assist other departments with clean up
	Begin immediate clean-up of property
Housekeeping	Assess and document damage to rooms
	In the event the condition lasts for more than 24 hours, team
Talent & Leadership	members should contact their supervisors for instructions,
Development	whether or not to report for duty



	Supervisors should contact their department heads to					
	determine if personnel not able to function in their norma					
	activities could be utilized for any emergency duties					
Info. Technology	Replace Micros terminals in outdoor locations.					
	Re-install computers and restore any backup necessary					
	Report to work the day after the storm to assist with any					
Recreation	damage/clean-up					
Recreation	Return all equipment to recreation outlets					
	Assist other departments with clean-up					
	Report to work the day after the storm to assist with any					
Salos/Catorina /	damage/clean-up					
	Assist other departments with clean-up					
Sales/Catering /	Contact clients to reschedule events/groups					
Marketing	Contact clients with events in the next couple of months					
	informing them of any damage and answer some of their					
	questions					

Hurricane Notifications to be posted on Websites

www.watercolorresort.com
www.watercolorvacationhomes.com
www.watersoundvacationrentals.com
www.Thepearlrb.com
www.stjoeclub.com

1. The first notification will be issued when a hurricane enters the Gulf of Mexico.

Hurricane (name) has entered the Gulf of Mexico. While it is unlikely that this storm will influence the weather conditions of the northwest Florida coastal areas, WaterColor recommends that you observe the progress of the storm prior to departing for reserved rental accommodations in the area. Please call the Pearl main reservation telephone number if you have any questions (888-656-6463)

2. A second notification will be issued upon an announced hurricane watch.

A hurricane watch has been declared for the Gulf Coastal area of Walton County, including The Pearl. While no official evacuation order has been ordered, caution is recommended and you may wish to delay your visit until weather conditions have improved. Please call the main reservation telephone number (888-656-6463) if you have any questions.

3. A third notification will occur with the announcement of a hurricane warning.



A hurricane warning has been declared for the Gulf Coastal areas of Walton County, including The Pearl. Do not depart for the area until the warning has been lifted and weather conditions improve. If you are currently in the area, please evacuate. See web site connections for evacuation routes and shelter locations. Call The Pearl hotline (888-656-6463) if you have any questions.

4. A fourth notification will occur when an official mandatory evacuation notice has been received.

A mandatory evacuation has been ordered for the Gulf Coastal areas of Walton County, including The Pearl due to Hurricane (name). If you are currently in the area, you must evacuate immediately. See web site connections for evacuation routes and shelter locations. Call The Pearl hotline (888-656-6463) if you have any questions.

5. A fifth notification a final "all clear" notification will be issued when the threat of the hurricane has passed.

As of (date, time), the danger of a hurricane for northwest Florida, including Walton County and The Pearl, has passed. You are encouraged to continue with your planned visit to the area. We look forward to seeing you at The Pearl

6. A notification of damage to the Resort, and continued "we are closed".

As of (date, time), Hurricane (name) has struck and the Resort has been damaged. The Pearl is currently close. Please check this website for further updates.

J: Fire Evacuation Plan

PURPOSE

The purpose of this plan is to establish procedures for the systematic, safe, and orderly evacuation of the building by its occupants in case of fire or another emergency.

OBJECTIVES

- a. The primary objective of this plan is to minimize and/or prevent injury and property damage to the hotel.
- b. The secondary objective is to provide proper education as part of the continuing training program for all occupants, to assure the prompt reporting of a fire and the proper response to fire alarms, and the immediate initiation of fire safety procedures to safeguard life and contain fire until the arrival of the fire department. This Fire Safety plan will be placed into effect by designated emergency evacuation personnel upon activation of fire alarms or notification of any emergency condition.



EQUIPMENT INFORMATION

The design of our building incorporates the following features to insure maximum fire and life safety.

- Outomatic smoke detection system: All floors have smoke detectors. One smoke detector is located in each guest room. The corridors have smoke detectors. There is smoke detector in each of the emergency exit stairwells, in the housekeeping department/laundry room, in the Maintenance office and storage, in the banquet rooms, in the kitchen and pastry/banquet kitchen, in the restaurant, behind the front desk and in the main lobby entrance. The main Fire Alarm Control Panel is located in the lobby behind the front desk.
- Manual Pull Fire Alarm Stations are located on each floor, in the restaurant, The Pearl Ballroom, Spa, Prefunction Space, Basement, and behind the Front Desk.
- An emergency generator or battery pack powered lighting system will provide electrical power sufficient for evacuation purposes.
- ° Fire extinguishers are (3) on each floor, in restaurants, kitchens, spa, banquets.
- ° All emergency exits are marked with illuminated EXIT signs.
- Standpipe valves are located in the stairwells.
- Automatic emergency fire doors are installed in approved locations on the floors and throughout the building and kitchens in order to isolate fires and direct occupants to the safest evacuation route.
- ° Automatic sprinkler system located throughout the building.
- ° Fixed hood extinguishers are located in the kitchen and pastry/banquet kitchen

FIRE SAFETY ORGANIZATION

To effectively implement the provisions of this Fire Safety and Emergency Evacuation Plan, a Fire Safety Organization for hotel will be established and staffed as follows:

FIRE SAFETY DIRECTOR: Tom Turk
DIRECTOR OF STAFF MEMBERS: David Merryman, Hotel Manager
Lucas Sneddon – Lodging Manager.
911 CALLER: Front Desk

FIRE SAFETY DIRECTOR

The Fire Safety Director shall be an individual who spends the majority of the workweek in the building and is knowledgeable of its operation. The Director's duties will include, but not be limited to the following:

- a. Be thoroughly versed with this Fire Safety and Emergency Evacuation Plan. Periodically review the plan to ensure that it is current, and incorporates all administrative, technical and operational changes.
- b. Insure that hotel staff is assigned duties for help during evacuation.
- c. Conduct fire drills.



d. Conduct training for staff on evacuation procedures

DIRECTOR OF STAFF MEMBERS

Director of Staff Members will be and individual who will keep the Department Heads informed of fire procedures and ensure all staff members are accounted through their department heads in case of an emergency evacuation occurs. The individual will also be in charge of assigning duties to staff members during a fire alarm as directed by the MOD/Fire Safety Director and ensure that they have safely evacuated the building once their duties have been performed. Director of Staff Members will also be in charge of directing employees to the assembly point of the Rosemary Western Green located to the south of the hotel where a head count can be made and staff members accounted for.

PERSON TO CALL 911

Someone will be assigned to call 911 <u>immediately</u> upon an emergency situation, or Fire Alarm Activation.

FIRE PROCEDURE

- of If a fire alarm is sounded, the Manager, Manager on Duty, Front Desk personnel, the Fire and Safety Director, and other staff members will immediately assemble at the Front Desk. The only exception will be persons assigned to specific evacuation duties. They will help assist the Fire and Safety Director to coordinate locating the fire. DO NOT SILENCE OR RESET THE FIRE ALARM until you are instructed to do so by the fire department.
- Housekeeping Department report to the Front Desk.
- ° Maintenance Department report to the Front Desk.
- ° First Shift Desk Clerks (7am-3pm) do not leave the desk; send maintenance to check on fire alarm.
- Second Shift Desk Clerks (3pm-11pm) send one person to check the fire alarm and /or fire location. If there is only one desk clerk, <u>do not leave the front desk</u> until the fire department has arrived. Give keys, disabled person room list to fire department.
- Night Auditor (11pm-7am) should <u>never</u> leave the front desk until the fire department has arrived. Give keys, and disabled person room list to the fire department.

FRONT DESK CLERKS (all shifts)

A. Call 911. Give the fire department the following information:

- 1. Name of Hotel
- 2. Address of Hotel
- 3. Location of Alarm within Hotel
- 4. Type of Alarm (Smoke, Pull Station)



- 5. As much other information as requested by fire department
- 6. **NEVER HANG UP FIRST.** Always wait for the fire department to hang up before doing so yourself. They may need additional information and hanging up too soon will only delay their operation.
- B. One front desk person will meet the fire department at front of hotel. Provide keys and advise of situation, rooms occupied, and persons needing special assistance.
- C. Front desk person will begin calling guest rooms. Keep a list of occupied rooms that do not answer their room phone. Give this list to the fire department.
- D. List of all occupied rooms should be made by front desk staff on housekeeper's report.
- E. Check for persons with disabilities that are guest in the mentioned rooms.
- F. Answer all inside hotel calls first before answering any outside calls. Someone may be trying to report the location of a fire.
- G. <u>NOTE</u>: Room smoke detectors are not considered as a fire alarm requiring evacuation. When a room smoke detector activates, immediately send a member of the staff up to the room to investigate if there is a fire in the room. If a fire is discovered pull the nearest fire alarm pull station activating the fire alarm then **EVACUATION IS TO BEGIN IMMEDIATELY**.
- H. Wording to use when calling for evacuation: "Mr./Mrs., this is the front desk calling. The fire alarm is sounding at this time and it is not known the exact extent of the emergency. However, for your own safety, please leave the building by using the nearest exit and stairwell. They are located at the end of each hallway. **DO NOT**<u>USE THE ELEVATOR</u>, as it has been shut off. Please go to the assembly area located on the Western Green to the south of the Hotel. You will be given further instructions by the fire department or staff as necessary.

EMERGENCY KEYS FOR FIRE DEPARTMENT

- A. Master key for guest rooms is located on the key ring behind the front desk in the bank drawer.
- B. Also in this box is an emergency elevator opener key, Fire Alarm Reset and Pull Station key

ELEVATOR

A. Recall elevator to lobby floor if not automatically done for fire department use (elevator key, fire alarm reset key)

DUTIES BY DEPARTMENT

- A. Manager on duty will assign duties to staff members based upon emergency situation.
- B. All staff report to front desk to be accounted for and to get instruction from the Director of Staff or the manager on duty.



RESPONSIBILITY

It is the responsibility of every employee to report any smoke or fire or evidence of a fire to the hotel operator to sound a fire alarm. If at all possible, the employee should:

- 1. Rescue This rescue should be limited to anyone in immediate danger from the fire itself, i.e. anyone in a room where a fire is located should be removed. Use of best judgment must be exercised.
- 2. Alarm Pull the fire alarm and call the hotel operator dial 0. Give the operator your name, the exact location of the fire and, if possible, what is burning and how extensive the fire has become. Operator will call 911.
- 3. Contain Close the door to the fire area to keep the fire contained as much as possible. Clear hallways of obstruction, housekeeping carts.
- 4. Evacuate- **EVACUATION SHOULD BEGIN IMMEDIATELY** with sounding of fire alarm or discovery of a fire.
- 5. **NEVER USE ELEVATORS IN THE EVENT OF FIRE**. Always use the stairs to get to or from a location.
- 6. **NEVER OPEN ANY DOOR INTO A FIRE AREA** before checking to see if it is smoking or if smoke is visible. Feel the door to see if it is hot, using the back of your hand only. Do not open the door if it is hot.
- 7. <u>NEVER RE-ENTER OR ALLOW ANYONE TO RE-ENTER THE BUILDING WITHOUT PERMISSION FROM THE FIRE DEPARTMENT.</u>
- 8. <u>NEVER SILENCE OR RESET THE FIRE ALARM SYSTEM WITHOUT PERMISSION FROM THE FIRE DEPARTMENT.</u>

FIRE EVACUATION PROCEDURES MEETING/BANQUET ROOMS

- 1. Check and evacuate all meeting/banquet rooms immediately upon the sounding of the Fire Alarm.
- 2. Evacuate all guests through nearest exit and direct them to the Western Green south of the hotel
- 3. Staff should close all banquet/meeting room doors after all guests have been evacuated.
- 4. All personnel evacuate via the nearest exit and assemble in the designated Western Green. All evacuees must be at least 100 ft away from the building.
- 5. Await further instructions from the fire department.
- 6. Do not allow re-entry into the building or meeting/banquet rooms until permission is given by the fire department.

If You Discover a Fire, or See or Smell Smoke - RACE

- **R- Rescue** persons in immediate danger if you can safely do so.
- **A-** <u>Activate</u> fire alarms by pulling the nearest fire alarm pull station and call the fire department at 9-1-1.
- C- Contain fire and smoke by closing as many doors to the fire area as possible.



E- <u>Evacuate</u> immediately all persons to the assembly area, <u>extinguish</u> with portable fire extinguisher only if the evacuation has already begun, the fire department has already been called, you do not put yourself or anyone else in danger, the fire is very small and contained, and you have been trained on how to operate a fire extinguisher.

FIRE EVACUATION DRILLS AND TRAINING

Fire evacuation drills will be done as needed and required by code (1 per quarter) as a continuing part of the fire safety education program for the building. All personnel occupying the building will participate in the drills.

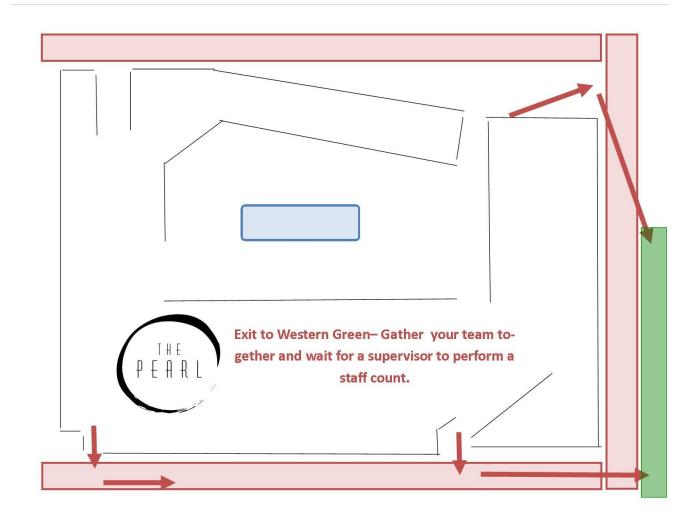
Details of drills and evaluation of their effectiveness will be maintained on record by the Fire Safety Director. This information will be available for examination by Walton County Fire Department personnel as requested.

All drills begin with the sounding of the "fire alarm" horns on the floor having the drill. Please notify the Walton County Fire Department Communication Center at (850)-267-1298, before and after each drill.

All staff members will be trained on the evacuation plan as needed.

Western Green is the assembly area for the building for guests & staff.





K: Active Shooter Plan

PURPOSE

The purpose of this plan is to establish procedures for the systematic, safe, and orderly evacuation of the building by its occupants in case of active shooter incidents or another emergency.

OBJECTIVES

- a. The primary objective of this plan is to minimize and/or prevent injury and property damage to the hotel.
- b. The secondary objective is to provide proper education as part of the continuing training program for all occupants, to assure the prompt reporting of a fire and the proper response to fire alarms, and the immediate initiation of fire safety



procedures to safeguard life and contain fire until the arrival of the fire department. This Fire Safety plan will be placed into effect by designated emergency evacuation personnel upon activation of fire alarms or notification of any emergency condition.

SAFETY ORGANIZATION

To effectively implement the provisions of this Active Shooter Safety and Emergency Evacuation Plan, a Safety Organization for hotel will be established and staffed as follows:

FACILITIES MANAGER & "SAFETY DIRECTOR": Tom Turk
DIRECTOR OF STAFF MEMBERS: David Merryman, Hotel Manager
Lucas Sneddon – Lodging Manager.
911 CALLER: Front Desk

SAFETY DIRECTOR

The Safety Director shall be an individual who spends the majority of the workweek in the building and is knowledgeable of its operation. The Director's duties will include, but not be limited to the following:

- a. Be thoroughly versed with this Active Shooter Safety and Emergency Evacuation Plan. Periodically review the plan to ensure that it is current, and incorporates all administrative, technical and operational changes.
- b. Insure that hotel staff is assigned duties for help during evacuation.
- c. Conduct yearly drills.
- d. Conduct training for staff on evacuation procedures

DIRECTOR OF STAFF MEMBERS

Director of Staff Members will be and individual who will keep the Department Heads informed of active shooter procedures and ensure all staff members are accounted through their department heads in case of an emergency evacuation occurs. The individual will also be in charge of assigning duties to staff members during an occurrence as directed by the MOD/Fire Safety Director and ensure that they have safely evacuated the building once their duties have been performed. Director of Staff Members will also be in charge of directing employees to the assembly point of the Rosemary Western Green located to the south of the hotel where a head count can be made and staff members accounted for.

PERSON TO CALL 911

Someone will be assigned to call 911 immediately upon an emergency situation.

ACTIVE SHOOTER PROCEDURE



An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- □ Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- □ CALL 911 WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that students and visitors are likely to follow the lead of employees and managers during an active shooter situation.

- Evacuate. If there is an accessible escape path, attempt to evacuate the premises. (Evacuation Map Below)
 - 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)
 - Do not trap yourself or restrict your options for movement
 - To prevent an active shooter from entering your hiding place:
 - Lock the door
 - o 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

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

Officers usually arrive in teams of four (4)



- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- □ Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

Notes: The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

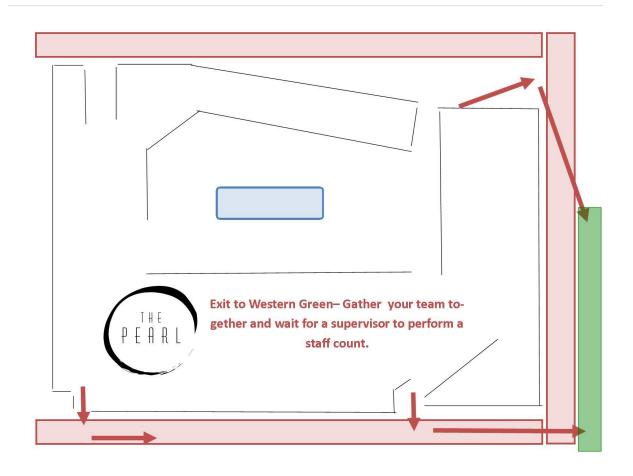
ACTIVE SHOOTER DRILLS AND TRAINING

Fire & Emergency evacuation drills will be done as needed and required by code (1 per quarter) as a continuing part of the safety education program for the building. All personnel occupying the building will participate in the drills.



Details of drills and evaluation of their effectiveness will be maintained on record by the Safety Director. This information will be available for examination by county & state authority as requested.

Western Green is the assembly area for the building for guests & staff- all staff should remain present until released by authorities.





L: Damage Reports



Date:	_	Room #	<u> </u>	/wArea.Lo	cation	
Team Leader:			le	nspected by		
		Initial Uni	it Damage Co	de		
	NO	VISIBLE DAMAG	GE AT THIS TIME	≣		
		MINOR DA				
		MODERATE DA				
		SEVERE DA	MAGE			
	L	ocation Damag	ge- Check Wh	ich Apply		
Location and Obj	ects	No Visible Damage	Water Intrusion	Ceiling Wet	Carpet Wet	Broken, Shattered, or Cracked
Doors (entrance to room and to balcony)						0,00,00
Bathroom						
Main Bedroom Area						
Balcony						
TV and Other Electr	onies					
TV drid Office Electri	011103					
Lounge Room (for s	uites)					
OTHER						



PERRL	The Pearl-Disaster Inspection- Damage Assessment Form STJOE CLUB & RESORTS*
Notes/Commo	ents/Other Areas of Concern