



## Embassy Suites Guest Emergency Protocol

Emergencies occur when we least expect them. It is important to be as prepared as possible when an emergency arises at one of our hotels. A well thought out emergency response is one of the cornerstones of The Al J. Schneider Company's safety program; we owe this to you and every one of our guests and associates.

In the event of a fire or other emergency, seconds count. The safe, orderly, and prompt evacuation of the hotel guests and associates is paramount. Emergency Response Planning can involve several incidents that require decisive and immediate action.... fire, weather, chemical spills, mechanical issues within our complex, and criminal attacks. Knowing what to do and how to do it is critical.

### **The number one priority is to remain calm.**

All the AJS Hotels are equipped with the most technologically advanced fire detection systems, emergency service notification, fire suppression systems, and public address systems.

### **Know where to go.**

All exits are clearly marked and illuminated. In the event of a power outage all AJS Hotels have emergency generators that will provide essential services in a power outage incident. The elevators will continue to operate unless there is an elevator lobby smoke alarm. Elevators may be used for evacuations for special needs, all others should use fire stairwells. If you are going to require special assistance in emergency evacuations, please advise our hotel associate when registering.

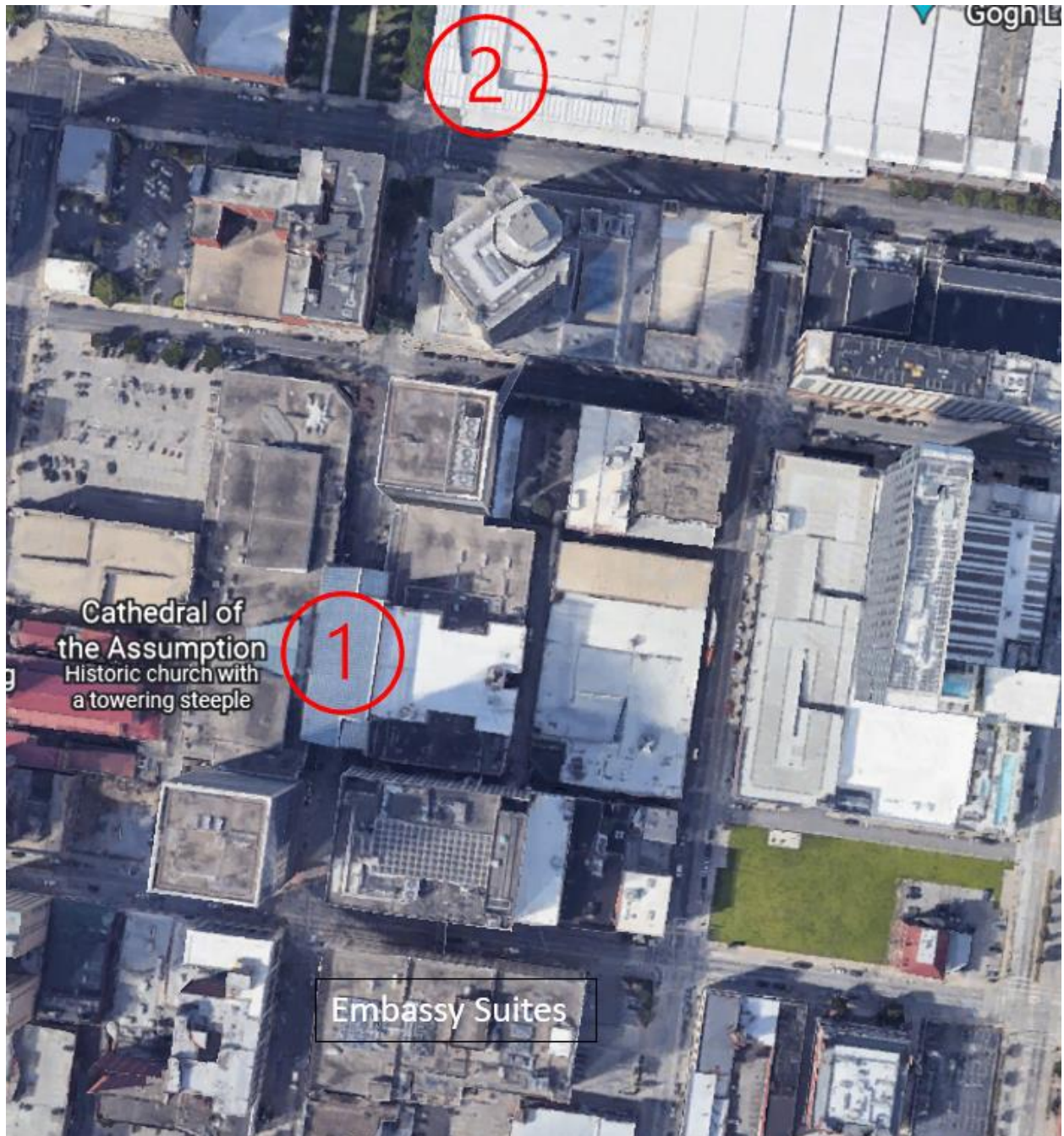
Proceed to the nearest marked emergency exit.

Follow a route that takes you completely outside the facility. Locate and remain at a rally point. Once an emergency occurs, our staff will quickly assist guests in evacuations and lead them to a safe and secure location. Rally points for the Embassy Suites Hotel are identified on the following page.

## Rally Points:

Embassy Suites:

- #1 - 4<sup>th</sup> Street Live
- #2- Kentucky International Convention Center, lobby.



Each individual sleeping room has a floor diagram with stairwell exit points for that particular area.

During your stay, please familiarize yourself with the layout, hallways and emergency exits. This situational awareness may help facilitate your safe evacuation.

***“The best defense is a well-planned offense.”***

#### General Emergency Information

AJS Hotels Director of Loss Prevention, Safety, and Security  
Aubrey Gregory 502-568-3462

Embassy Security - 502- 810-3805 (24-hour availability)

Louisville Metro Police, Fire, and EMS 911 (response depends on level of emergency)

Police non-emergency contact 502-574-7111 or [www.louisville-police.org](http://www.louisville-police.org)

Level 1 Trauma Hospital-University of Louisville Hospital, 530 S. Jackson St.  
502-562-3000 (less than 3 miles)

Norton Hospital 200 E. Chestnut St, 502-629-8000 (less than 3 miles)

Nearest Urgent Care Center – Concentra Urgent Care 901 W. Broadway, Louisville  
(502) 584-2257 Closes at 5:00 pm

Pharmacy- CVS, 432 S. 4<sup>th</sup> Street, 502-589-1493, (less than 1 mile)



**EMBASSY  
SUITES**  
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NASHVILLE AIRPORT

## **Emergency Evacuation Plan for Fire/Weather/Active Shooter**

**Once instructions to evacuate are received, guests and team members should initiate evacuation:**

- ***Guests***
  - Evacuation information is located on the door of each guest room
  - Team members will provide specific instructions
- ***Team Members***
  - Follow department specific guideline on evacuations procedures
  - If safe to do so, assist guests and other team members during evacuation

**Use stairs to reach ground level:**

- Stairs are located in each of the four corners of the hotel
- Stairs exit at the ground level, leading outside

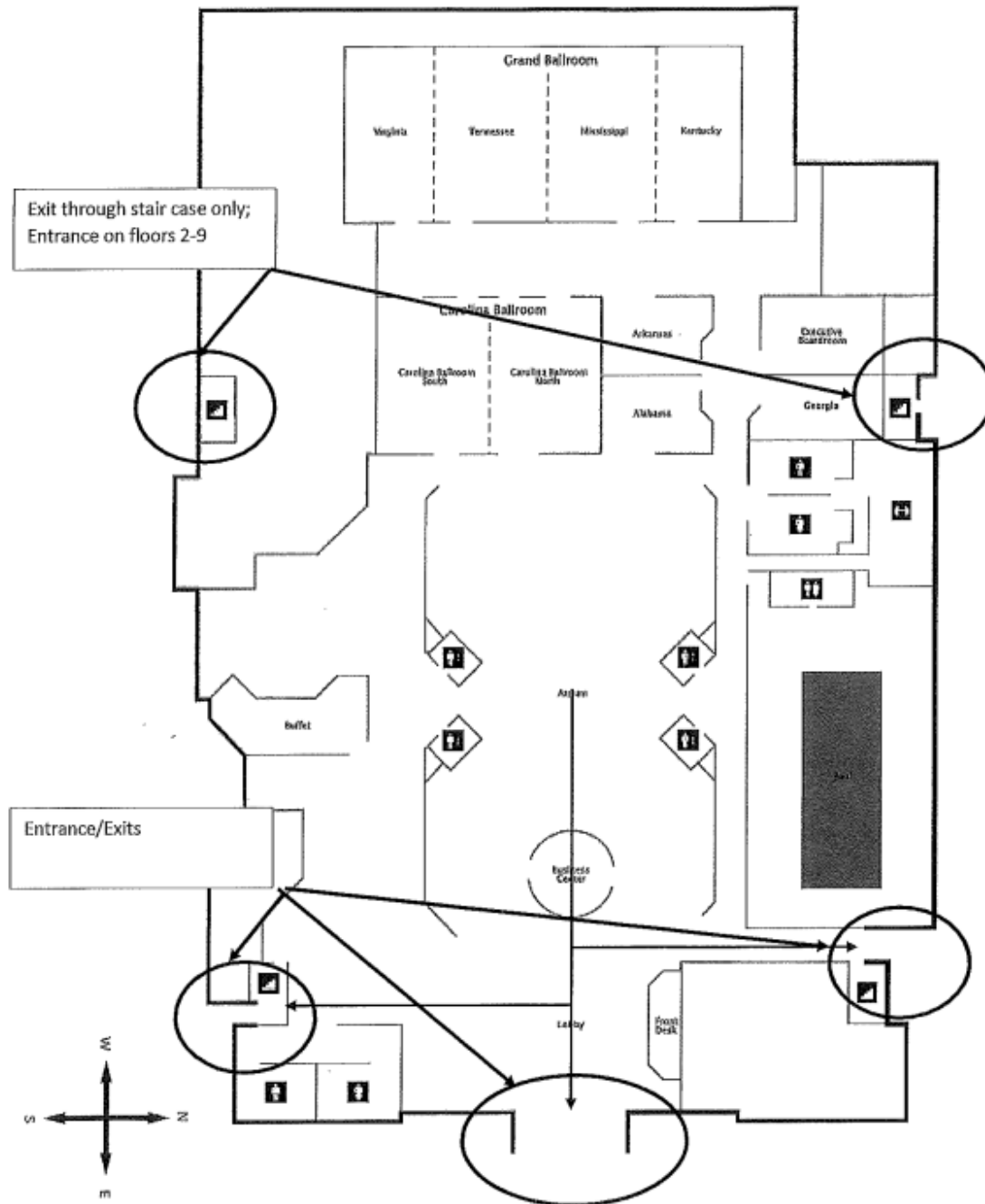
**Building Exits:**

- Main entrance
- Northeast and Southeast exits are located between the pool and admin offices and between the restaurant and bathrooms.
- Kitchen loading exit may be used in case of evacuation
- West exits in the heart of the house generally used for team members may be used by guests to expedite evacuation
- Northwest and Southwest exits via stairways cannot be accessed from first floor. Individuals close to these exits on the first floor should exit through the team member exit in the heart of the house.

**Evacuation safety zone is located in the cul-de-sac just past the exit gates of the property:**

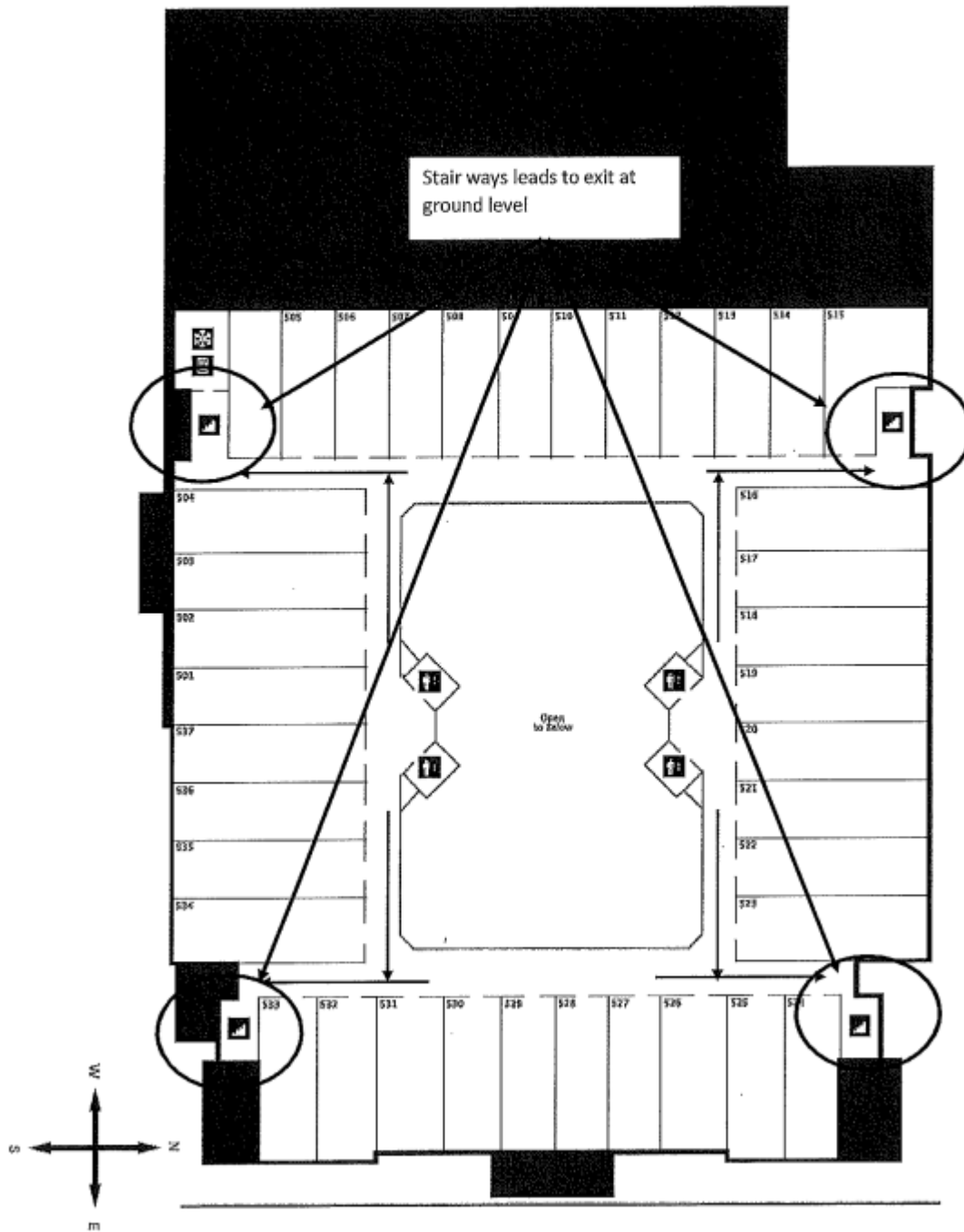
- Emergency vehicles may need to use this area, use caution and move as needed

FIRST FLOOR



Embassy Suites Nashville Airport First Floor/Front of House

UPPER FLOORS



Embassy Suites Nashville Airport Floors 2-9