

Security & Safety Services

Emergency Procedures

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Emergency Procedures



Dear Attendee,

The Associates of the Westin Peachtree Plaza are excited to have you stay with us during your visit to the Atlanta, GA area. Our goal is to provide impeccable service during your stay. We have prepared some information below that we would like to share with you.

- **Safety and Security Contact Information**

Please contact security at extension “6” from any hotel phone. From external phones, security may be reached by dialing 404-589-7416. For emergencies, dial 911 first, then notify security of the emergency, so that we may be prepared to assist the responding parties.

- **Medical Emergency**

The Westin Peachtree Plaza maintains a proprietary security team on property 24/7/365 that are trained in basic first aid, CPR and the use of automated external defibrillators that are located on the property. Should you require emergency medical assistance, please call 911, then notify our security team.

- **Fire Suppression Technology**

Our facility is equipped with smoke detectors and annunciators that provide an audible alarm, flash and spoken directions. In the unlikely event of an incident requiring any type of evacuation, audible messages will play through these alarms providing instructions. The evacuation routes in the hotel vary upon your location within the building. General evacuation instructions are printed on the back of all guest room doors. Marked exits and directional signage are located in meeting spaces. All marked exits lead to the exterior of the building on Peachtree Street, Andrew Young International or Ted Turner Drive. In the unlikely event of an evacuation, our Emergency Evacuation Team will be located throughout the hotel and exits to guide guests to the appropriate evacuation point.

- **Closest Hospital**

Emory University Hospital Midtown is the nearest hospital and is approximately 0.8 miles from the hotel. It is located at 550 Peachtree Street Northeast, Atlanta, Georgia 30308. The telephone number is (404) 686-4411.

Emergency Procedures

The Westin Peachtree Plaza Hotel is committed to providing a safe and secure environment for clients and guests. To that end, a state-of-the-art fire alarm system has been installed in the hotel. This fire alarm is monitored 24-hours a day by the on-duty security dispatcher, as well as an off-premise central monitoring station. Upon activation of an alarm, the Atlanta Fire Rescue Department is immediately dispatched to the hotel.

- The hotel is divided into zones. In the event of an emergency, the fire alarm could activate only on the convention/lobby side of the property or only on the hotel side of the property. An emergency activation in one zone may not require an emergency activation of the other.
- The hotel is protected by sprinkler systems and is in full compliance with the City of Atlanta ordinances for fire safety.
- All emergency exits in the hotel are clearly marked by lighted signs directing the path of egress. The hotel uses a back-up generator for critical needs, so that all emergency staircases are adequately illuminated, even in the event of a power outage.
- In the event of an actual emergency, a member of the Security team will address the hotel using the public address system. It is imperative that all guests listen for the announcements when an alarm has been activated.
- All officers are trained first responders and certified for both CPR and AED. Security associates are available 24-hours a day should a client wish to discuss any issues.
- Fire extinguishers are conveniently located throughout the hotel.
- The back of all guest room doors displays a map which notes emergency exits from individual guest rooms.
- Officers are trained annually on fire safety and emergency evacuation procedures.
- Hotel evacuation drills are conducted quarterly to ensure all leaders are proficient in directing evacuations.
- Security dispatch is available from all house phones by dialing extension 6.

Emergency Procedures

Building Description

- The hotel is located at the corner of Peachtree Street and Andrew Young Blvd.
- The main entrance is located on Andrew Young Blvd.
- The loading docks are accessed from Andrew Young Blvd.
- The hotel has a total of 1,072 guest rooms and 85,000 square feet of convention and meeting space.
- The building opened in 1976.

Building Life Safety Features

- The fire alarm system is a Simplex 4100 Multiplex System.
- There are two fire pumps, both powered by independent Diesel Generator.
- Systems include: Communication, Selective Area Lighting, All Exit/Stairs Signs, All Stairwell Lighting, Selective Elevators, Main Phone Switchboard, All Life Safety, CCTV System.

Fire Safety

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Emergency Procedures

When You Check into Your Guest Room

- Locate the nearest fire exit and fire extinguisher.
- Examine the staircase layout. Each guest floor has two main stairwells to exit.
- Count the doors between yours and the nearest fire exit. Remember how many there are.
- The back of all guest room doors displays a map which clearly notes the emergency exits from individual guest rooms.

In Case of a Fire

- Call the in-house emergency number, touch 6.
- 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.
- Crawl to the door if the room is smoke-filled. Air is fresher near the floor.
- Feel the door before leaving your room. If it is hot, do not open it. If it is cool, open your door slowly, just enough to check the hallway. Be ready to close the door securely in case of heavy smoke in the hallway.
- All emergency exits are clearly marked by lighted signs directing the path of egress. The hotel uses a backup generator for critical needs, so that all emergency staircases are adequately illuminated, even in the event of a power outage.

If You Leave Your Guest Room During a Fire

- Take your room key with you, closing the door behind you.
- Keep a wet cloth over your nose and mouth.
- Crawl to the nearest exit, staying near the wall. Even if you do not see smoke, toxic fumes can be invisible and air is always freshest near the floor.
- Remember the number of doors to the nearest fire exit and count them as lights may be off during a fire.
- Do not use the elevators. Only use stairwells.
- Return to your room if the stairwell is smoke-filled.
- If the stairwell is clear, proceed downstairs holding the handrail.

Emergency Procedures

If You Have to Stay in Your Guest Room During a Fire

- Wet a cloth and tie it over your nose and mouth in a triangle for easier breathing.
- Fill the bathtub and sink with water.
- Seal your room by wetting towels, sheets, etc., and placing them around the cracks in the door and the window if the fire is outside.
- Turn off the air conditioner.
- Throw water onto hot surfaces (wall, doors, etc.) using a trash can, ice bucket, etc.
- Signal for help. If the telephone works, use it or flash the lighting in the room.
- Remember – Be prepared by understanding the above information. Pre-planning always helps in a stressful situation. Do not panic.

Reporting a Fire

- Pull a manual fire alarm station.
- Use the telephone and dial the emergency number (extension 6).
- Use the telephone and dial 911.

Fire Alarm System

The fire alarm system consists of both visual and audible devices. When an alarm is activated from any source, a signal is sent to the Fire Command Room, Security Dispatch and our hotel monitoring company at the same time. The strobes and sirens are activated on the floors of the alarm. Also, the magnetic door holders are released, and the smoke control system is activated accordingly. If an elevator smoke detector is activated, the elevator will be recalled to the lobby floor.

Public Address System

In the event of an actual emergency, a member of the Security team will address the hotel using the public address system. The controls and microphone are located in Security Dispatch. There are speakers located throughout the hall on every guest floor and throughout the hotel. It is imperative that all guests listen for the announcements when an alarm has been activated. In response to the various conditions which occur during an emergency, the following scripts are provided to communicate with hotel guest and staff over the public address system in case of a fire alarm.

Emergency Procedures

Code Red Announcement

Due to our hotel alarm being “zoned” to prohibit a premature evacuation of unnecessary areas, it is possible for the alarm to be sounding in areas of an alert, but not in others. To alert our emergency response team, the security dispatcher will make an announcement on the hotel speakers. The speaking is prompted by two beeps and is followed by the words “Code Red, Code Red”. This is for the benefit of our managers and engineering team members and no action is necessary on your part.

Announcement to Cancel an Alarm Condition (Repeated Twice)

“May I have your attention please. May I have your attention please. False Alarm, False Alarm. We apologize for the inconvenience”.

Announcement to Evacuate the Building (Repeated Twice)

“May I have your attention please. May I have your attention please. There is a fire emergency in the building. There is a fire emergency in the building. Please evacuate through the nearest exit and proceed to the evacuation rallying points.”

Evacuation Routes

All meeting space and guest floor emergency exits lead to the ground level of the hotel and exit onto Peachtree Street, Andrew Young International or the motor lobby. The primary gathering place for the evacuation is the park located directly across from the motor lobby. In case of inclement weather, persons may be directed to a local parking garage by the hotel leadership team.

Automated External Defibrillators

Automated External Defibrillators “AED’s” are located at the Front Desk, Security Command Office, West Workout Fitness Studio and Sundial Complex in well-marked boxes mounted on the wall. Security team members are trained in the use of this device.

Take Cover Locations

In case of inclement weather that poses an immediate threat, the Security Team will attempt to notify guest via the public address system. Guest should avoid the lobby and external glass. Safe areas would include inside of meeting space and guest floor interior hallways.

Lost and Found

To report or inquire about a lost item, contact the Lost and Found Office by dialing extension 6 from any house phone. You can also reach the Lost and Found Office by dialing (404) 589-7416 from an outside line.

Security and Safety Services

All guest rooms are equipped with safes. All guest rooms and meeting rooms are kept secure with keycard access. Please call extension “6” from any in-house phone or (404) 589-7614 from an outside line, should you have a matter that you would like to discuss with a member of the Security Team.

All Security Officers are trained first responders and are certified for both CPR and AED. We encourage our guests to familiarize themselves with the hotel’s security measures and evacuation routes in the unlikely event of an emergency. The Loss Prevention & Security Director as well as a Security member on duty 24-hours a day.

The hotel requires all security and off-duty police services be contracted through the hotel for liability reasons. Should you desire these services, please contact your meeting and event manager for more information.

The Loss Prevention & Security Director’s cell phone may be reached directly by dialing (404) 472-4228.

Emergency Procedures

Emergency Contact Information

Police Station: Atlanta Police Department – Zone 5

200 Ted Turner, Atlanta, Georgia 30303 | (404) 658-7500 Distance Away: 300 feet

Fire Departments (Primary): Station #1

77 Elliott St SW, Atlanta, Georgia 30313 | (404) 546-7000 Distance Away: 1.4 miles

Fire Departments (Secondary): Station #4

309 Edgewood Ave SE, Atlanta, Georgia 30312 | (404) 546-7000 Distance Away: 1.5 miles

Hospitals (Primary): Emory University Hospital Midtown

550 Peachtree St NE, Atlanta, Georgia 30308 | (404) 686-4411 Distance Away: 0.4 miles

Hospitals (Secondary): Grady Health System (Trauma Facility) 80 Jesse Hill Jr. Dr NE, Atlanta, Georgia 30303 | (404) 616-1000

Distance Away: 2.2 miles

Pharmacies (Primary): CVS Pharmacy Drug Store (open 24 hours)

235 Peachtree Street, Atlanta, Georgia 30303 | (404) 577-4054 Distance Away: 500 feet

Pharmacies (Primary): Walgreens Pharmacy

25 Peachtree Street SE, Atlanta, Georgia 30303 | (404) 260-1038 Distance Away: 0.7 miles

Security Services Provided

- Meeting Space Security Officer - \$40 hr.
 - Less than 7 days notice - \$45hr.
 - Less than 24 hours notice - \$55hr.
- Armed Police Officer - \$75hr.
 - Less than 7 days notice- \$85hr.
 - Less than 24 hours notice - \$95hr
- Use of large freight elevator - \$200 flat rate in or out
 - Load in/out time exceeding 4 hours, \$35 per hour additional
 - Use of small freight (standard elevator size) is no charge
- Disabling smoke/fire sensors due to fog or haze machines - \$75 hour
- False fire alarms due to group negligence - \$1,000
 - Bill back from City of Atlanta for False Reponse
- Sundial Special Elevator Details - \$300 flat charge
- Elevator Mass Calls - \$300 per group movement
- Unlocking Peachtree Entrance - \$30 hr.
- Police Motorcycle escorts less than 5 miles - \$4,000
- EMT on standby - \$100 hr.
 - Paramedic (higher level of trauma care) - \$200 hr.

All hourly services are billed at a 4-hour minimum, unless otherwise stated. Cancellation within 24 hours notice results in 50% of hourly rate billed for service.