Emergency and Security Information

- Below is information regarding emergency, security, and safety awareness at the JW Marriott, 110 E. 2nd Street, Austin, Texas; phone number 512-474-4777. **Ultimately, if an emergency or threat occurs, an announcement will come through the hotel's PA system, if possible. Please follow the hotel's instructions.**

- Emergency contact information for each attendee should be provided in case an attendee should suffer a personal emergency.

- Mario Alejandro is the Director of Loss Prevention at the JW Marriott Austin during the meeting dates (Hotel Extension is 4546).

- In case of an **Emergency dial “0”**, If someone were to dial 911 from a hotel phone, Service Express is notified who then notifies Loss Prevention.

- Nearest **Hospital**: Dell Seton Medical Center @ University of Texas (1.4 miles, 8-12 minutes from the hotel). Address: 1500 Red River Austin, TX; 78701 Main Phone Number 512-324-7000. Emergency Dept. 512 324-7010 Note: The JW Marriott Austin has no on-site medical services.

- Nearest **Level 1 Trauma Center**: Dell Seton Medical Center @ University of Texas (1.4 miles, 8-12 minutes from the hotel). Address: 1500 Red River Austin, TX; 78701 Main Phone Number 512-324-7000. Emergency Dept. 512 324-7010 Note: The JW Marriott Austin has no on-site medical services.

- **Urgent Care Facility #1**: First Choice Emergency Room Care Center (2.3 miles, 11 minutes from the hotel) Address: 2020 E. Riverside Dr. Phone Number 737-717-4100. Open 24 hours, 7 days a week Note: The JW Marriott does not provide transportation.

- **Urgent Care Facility #2**: Austin Emergency Center (4.5 miles, 15 minutes from the hotel) Address: 4015 South Lamar Blvd. Phone Number 512-774-5780. Open 24 hours, 7 days a week Note: The JW Marriott does not provide transportation.

- **Nearest Pharmacy**:
  - **CVS Pharmacy** (0.2 Miles, 5 minutes from the hotel). Address: 500 Congress Ave. Austin TX. 78701 Phone 512-474-2380. M-F 9am-9pm / Sat. 9am-6pm / Sun 11am-3pm
  - **Peoples RX** (4.7 miles, 14 minutes from the hotel). Address: 3801 South Lamar, Austin TX. 78704 Phone: 512–444-8866. M-F 8am-10pm / Sat 9am-7pm / Sun 10am-6pm

- If an emergency or threat occurs outside: The JW Marriott Austin, please remain in your meeting room and wait for directions from the hotel staff.

- If an emergency or threat occurs inside: The JW Marriott Austin will make an announcement and staff will escort guests to the relocation places.

- Hotel security personnel are Certified in First Aid and CPR.

- Emergency evacuation plans are posted, along with a map, on guest room doors.

- The evacuation plan is consistent with the American with Disabilities Act.
Fire Alarm
Fire Alarms are the most common alarms that guests could hear during their stay. Fire alarms can be triggered by many different situations. These situations but are not limited to smoke, steam, aerosol cans, water pressure, dirt, dust and fire. Remember to stay calm if you are in the hotel and hear the fire alarm sound. Selected hotel staff members will begin to investigate the cause of the alarm. As the hotel receives more information we will be able to update you as to the safety of the alarm. All emergency alarms must be taken seriously. There is no way of knowing if you are hearing a "False Alarm" or if there is a real emergency. After the firm alarm has been silenced, you may still have strobe lights flashing. These strobe lights will continue to flash until the system can be reset (the issue that caused the alarm will no set it off again). Finally after the system is reset, an announcement will come on over the Public Address System (PA system) informing everyone the hotel is safe or if an evacuation is needed.

Hotel Evacuation
In the event there is a hotel evacuation an announcement will come on over the Public Address System (PA system) informing everyone to evacuate the hotel in a safe and calm manner. Selected hotel staff members will be positioned outside the emergency exit doors and walking throughout the hotel to ensure all guests have cleared the hotel. Locate the nearest emergency exit to exit. Depending on where you are at in the hotel will depend on which emergency exits you take. For example, all guests from floors exits will take you to the emergency exits on the East, North and West side of the hotel. The meeting point for guests exiting the hotel will be The Wells Fargo Plaza at the corner of 2nd Street and Congress. Guests may also be directed to the parking lot across Congress and 3rd Street for overflow. DO NOT TAKE THE ELEVATORS.
If there is severe weather outside, all meeting areas will be inside in Griffin Hall on the second floor.

Tornado Watch and Tornado Warning

A Tornado Watch is issued to alert people to the possibility of a tornado developing in your area. At this point, a tornado has not been seen but the conditions are very favorable for tornados to occur at any moment.

A Tornado Warning is issued when a tornado has actually been sighted or has been picked up on radar in your area. This means that you need to take shelter immediately in a safe sturdy structure. In the event a Tornado Watch is issued for the Austin area the hotel designates an area of the hotel as a storm shelter and places a server weather CD that plays on Channel 1 of all in room televisions. The storm shelter is an area of the hotel we feel would be the safest for all guests to access and less likely for guests to encounter broken glass or other debris. Typically the hotel uses vacant meeting rooms in the Griffin Hall area. When a storm shelter is in place guests are more than welcome to stay in the area until the storm passes. In the event a Tornado Warning is issued we will conduct a tornado evacuation. Depending on where you are in the hotel will depend on which tornado evacuation route you take. It is recommended that all guests who are currently in a guest room seek immediate cover in the hallway at least 20ft away from the end of the halls and elevators landing areas. It is recommended that all guests who are currently in the event center or public space areas should follow the XXX evacuation route and be directed to the shelter in public areas. Please remain in these areas until the storm has passed and the hotel issues an all clear over the Public Address System (PA system). DO NOT TAKE THE EMERGENCY EXIT STAIRS OR ELEVATORS.
Active Shooter Response

In the event of an Active Shooter Event the JW Marriott has taken the position to follow the recommends of The U.S. Department Of Homeland Security and the Austin Police Department. Please note that the JW Marriott may or may not utilize the Emergency P.A. System. Nor will the J.W Marriott set off the Fire Alarm System. Doing so would send out the wrong message and possibly in the area of the threat. Please see the attach document on how to respond.

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

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

1. Run
   • Have an escape route and plan in mind
   • Leave your belongings behind
   • Keep your hands visible

2. Hide
   • Hide in an area out of the active shooter’s view.
   • Block entry to your hiding place and lock the doors

3. Fight
   • As a last resort and only when your life is in imminent danger.
   • Attempt to incapacitate the active shooter
   • Act with physical aggression and throw items at the active shooter

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES ON THE SCENE

1. How you should react when law enforcement arrives:
   • Remain calm, and follow officers’ instructions
   • Immediately raise hands and spread fingers
   • Keep hands visible at all times
   • Avoid making quick movements toward officers such as attempting to hold 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

2. Information you should provide to law enforcement or 911 operator:
   • Location of the victims and 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

RECOGNIZING SIGNS OF POTENTIAL WORKPLACE VIOLENCE
AN ACTIVE SHOOTER MAY BE A CURRENT OR FORMER EMPLOYEE. ALERT YOUR HUMAN RESOURCES DEPARTMENT IF YOU BELIEVE AN EMPLOYEE EXHIBITS POTENTIALLY VIOLENT BEHAVIOR. INDICATORS OF POTENTIALLY VIOLENT BEHAVIOR MAY INCLUDE ONE OR MORE OF THE FOLLOWING:

• Increased use of alcohol and/or illegal drugs
• Unexplained increase in absenteeism, and/or vague physical complaints
• Depression/Withdrawal
• Increased severe mood swings, and noticeably unstable or emotional responses
• Increasingly talks of problems at home
• Increase in unsolicited comments about violence, firearms, and other dangerous weapons and violent crimes