



Caribe Hilton
San Juan

HURRICANE MANUAL



Security Department
Ext. 6361

Caribe Hilton Hurricane Manual

Table of Contents

Introduction and Definitions	1
Food & Beverage Department	4
Housekeeping Department	6
Information Systems Department	8
Public Relations Department	9
Accounting Department	10
Telephone Department	11
Guest Activities / Swimming and Tennis Department	12
Security Department	14
Personnel Department	16
Engineering Department	17
Sales Department	20
Rooms Division Department	21
Purchasing Department	22

PROPERTY OF CARIBE HILTON SAN JUAN

Produced in the Graphix Studio 09/00 [50]
Second Edition ©2000

Curiosity!

The definition of the word Hurricane "Huracan" has its roots in the Taino language.
Huraca'n: Center of the wind – Hura; wind and ca'n; center.

Introduction and Definitions

The hurricane season begins June 1st and ends on November 30th each year. However, in Puerto Rico, the critical months are August to September. The San Juan Weather Bureau Office broadcast regular weather forecast at 6:30 am, 1:00 pm and 8:30 pm in most commercial radio stations, and during hurricane emergencies they are usually made every 3 hours.

Tropical cyclones are divided into the following categories of intensity:

TROPICAL DISTURBANCE:

The weakest recognizable stage of a tropical cyclone, having no strong winds.

TROPICAL DEPRESSION:

First stage with wind speeds less than 39 mph.

TROPICAL STORM:

A tropical cyclone with wind speeds between 39 and 73 mph.

HURRICANE:

A tropical cyclone with highest winds of 74 mph.

The intention of this manual is to cover the responsibilities of all the Departments in the Caribe Hilton Hotel in the event of a hurricane, to provide our guests and employees with a safe place to stay and to protect the property in the best possible way.

It is the responsibility of each Department Head to train the employees on the established procedures and to implement all the actions requested in this manual.

The assignment is divided in stages: before, during and after the hurricane, for which six different phases are indicated:

Phase I: Preliminary Alert

Actions to be taken at the beginning of the season (month of June).

Phase II: Hurricane Watch

Actions to be taken at a confirmation of a hurricane in our area (minimum 72 hours before expected contact time).

Phase III: Hurricane Warning

Actions to be taken at a confirmation of a hurricane on path to Puerto Rico (minimum 48 hours before the expected contact time).

Phase IV: Hurricane Anticipated

Actions to be taken at the imminent danger of the storm (minimum 24 hours before the expected contact time).

Phase V: Hurricane In-Progress

Actions to be taken during the hurricane.

The Salón Flamingo has been chosen as the shelter, with Coqui (employees cafeteria) as an alternate area. All the preventive measures and efforts must be taken to protect these two areas. No beds, lounge chairs, large furniture or equipment can be placed in emergency exits. It can interfere in case of evacuation.

All the guests and employees must be in the shelter at least two hours before the estimated time of hurricane contact. Everyone should remain in the protected areas until the storm passes, which will be confirmed through official sources. No one will be allowed to leave the shelter during the "eye of the storm" stage.

The Command Station will be mounted at the back of the Shelter's room.

All the following equipment must be available:

1. Flashlights
2. Portable megaphone
3. Portable walkie-talkie
4. Portable AM/FM radio with batteries
5. Map to trace the hurricane's path
6. First-Aid equipment
7. Cellular phones and telephone book

All Management staff and Supervisors should move into the Hotel at least 24 hours prior to the expected day of the hurricane.

Emergency Telephone Numbers:

Civil Defense	724-0124
American Red Cross	759-7979
Fire Department	343-2330
Police Department	343-2020
Electric Power Authority (AEE)	721-1212
Medical Emergencies	343-2550
Centro Médico Hospital	754-3535
Noticentro (WAPA) TV Station	770-5080

Phase VI: Post Hurricane / Hotel Recovery Action Plan

The following employees are in charge to put the Hotel back in normal operation and evaluate damages including physical injuries after the hurricane:

General Manager
Director of Operation
Executive Housekeeper
Chief Engineer
Revenue and Finance
Human Resources

Food and Beverage Department

Phase I: Preliminary Alert (Month of June)

1. Update key personnel addresses and telephone numbers
2. Verify condition of equipment and material needed for other phases.
A PERMANENT MINIMUM INVENTORY OF 10,000 PLASTIC AND/OR DISPOSABLE PLATES, CUPS AND COMBO PACKS STORED AT THE GENERAL STOREROOM.
3. Verify to have supplies in circulation and storage such as: mops, buckets, squeegees, paper napkins, paper plates, cups, combo packs, mineral water, etc. Verify to have available a minimum amount of the following:
 - a. 500 cases of bottled mineral water (gallon containers)
 - b. 200 cases of bottled mineral water (bottles 1/3)
 - c. 5,000 perfumed hand towels and paper napkins
 - d. Sternos for heating food
 - e. Garbage plastic bags

Phase II: Hurricane Watch (72 Hours before)

1. Employees' schedule to be revised and confirmed.
2. Request masking tape, flashlights and batteries for your employees' use from the Purchasing Department.
3. Organize the Hurricane Committee composed of the following personnel: Personnel Director, F & B Director, F & B Manager, Operations Director, Assistant, F & B Manager, Chief Steward, Chef, Banquet Manager, Storeroom Supervisor, all Restaurant Headwaiters and Head Cashier.

Phase III: Hurricane Warning (48 Hours before)

1. All Supervisors must be notified to be available for the emergency.
2. Close Room Service. Collect all trolleys and equipment and store them in the Room Service area (Corridors must be free of materials).
3. Storage banquet furniture as follows:
 - All equipment at the Tower Function Rooms in one function room only, leaving the remaining rooms available for housekeeping storage.
 - Empty Salón Flamingo and leave only buffet tables at Flamingo Foyer for food, 25 regular tables, 15 cocktail and 200 chairs.
 - Empty the Banquet Storage at the basement and move the furniture to the Ballroom.
 - Verify that no equipment is left at Fort San Gerónimo.

5. Refill all portable gas cylinders.
6. Purchase ice to complete the storage capacity.
7. Verify the minimum storage of perishable foods.
5. Store the maximum amount of ICE in the walk-in freezers.
6. Clear the Receiving Area of trash cans and other debris.
10. The Salón Flamingo will be used as F & B outlet if hurricane persists. If it is booked, Banquet Manager must notify clients of the cancellation.
11. Coordinate with the Housekeeping House man the set-up of BLANKETS AND PILLOWS at Flamingo, as per the Operations Director.

Phase IV: Hurricane Anticipated (24 Hours before)

1. El Coquí must be made ready to feed employees staying in-house.
2. Organize buffet for guests in the Salón Flamingo. Sterno heating with chafing dishes. Plenty of boxed hot food, coffee service and soft drinks. Establish with the Comptroller and General Manager sale prices for food. Soft drinks, bottled water and coffee are to be offered complimentary.
3. Unplug electrical equipment that is not in use.
4. The use of disposable equipment must start 24 hours before the expected contact time to avoid having soiled the equipment during water shortage.
5. Remove tables and chairs and locate them against the walls. Keep exits and corridors free of equipment.
6. MOVE ALL FURNITURE TO THE BALLROOM
7. Emergency equipment (flashlights, sternos, plastic bags, tape, mops, etc.) should be distributed as needed and kept handy.
8. Unplug and cover with plastic the computer and related equipment.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area and assist with Food and Beverage operations.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Remove tape and panels from glass.
3. Reinstall all computer terminals, equipment and furniture.
4. Remain in the Hotel until final clearance from Management is obtained.

Housekeeping Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours Before)

1. Verify minimum amount of supplies to have in circulation and storage such as: cleaning products, mops, buckets, squeegees, T-shirts, rain coats, gloves, thigh-high rubber boots, hoses, brooms, wet and dry vacuum cleaners, etc., and store it in closed of 3rd floor at Main Building.
2. Request masking tape, flashlights and batteries for your employee's from the Purchasing Department.
3. Take the necessary measures against possible flooding in the stores, offices and all working areas in the basement.
4. Prepare, according with occupancy, enough mobile blankets and pillows to be placed close to the Shelter Area.

Phase III: Hurricane Warning (48 Hours Before)

1. All Supervisors must be notified to be available for the emergency.
2. Employees schedule to be revised and confirmed.
3. Remove carpets from the ground floor rooms in the Garden Wing, Main Lobby and any other area exposed to open air.
4. Relocate the balcony furniture inside the rooms. Move all the light items inside the bathroom closet (lamps, pictures, decorative fixture, etc.).
5. Keep the balcony door of the guest room closed and locked. There are security devices that work when the door is in that position.
6. Close the curtains.
7. Remove the furniture from open areas. Place furniture inside.
8. Maintain all the service areas on all floors clean and free of equipment.
9. Remove the furniture in the Main Lobby, Tower Building, and Garden Wing and store them in the Ballroom.
10. Stock-up linen closets with clean linen and supplies.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Be sure that all corridors are free of equipment, furniture and working materials.
2. Protect areas in the basement from flooding. Locate sand bags, disposable, etc., at the entrance doors.
3. Unplug electrical equipment that is not in use.
4. Verify the following conditions in the guest rooms:
 - a. Balcony doors closed and locked
 - b. Curtains closed
 - c. Lights, television, lamps, telephone, remote controls, hair driers and all electrical equipment is disconnected.
 - d. Water taps closed.
5. Remove linen, furniture and equipment from possible flooding areas.
6. Get in contact with outside laundry for service.
7. Unplug and cover with plastic the computer and related equipment.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area and stand-by for assignments from Management,

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Reinstall all computer terminals, equipment, and furniture.
3. Remain in the Hotel until final clearance from Management is obtained.

Information Systems Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Verify availability of heavy duty plastic covers for the terminals and micros machines that cannot be removed during Phases III and IV.
2. Verify operations of UPS and air conditioning systems.
3. Request flashlights and batteries from the Purchasing Department.

Phase III: Hurricane Warning (48 Hours before)

1. Remove terminals and micros machines from F & B outlets that are closed during this phase to a safe place.
2. Coordinate with the Front Office Manager and Comptroller the reports needed for the emergency.
3. All Supervisors must be notified to be available for the emergency.
4. Employees schedule to be revised and confirmed.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Print all reports needed for the emergency.
2. Coordinate the removal of the Front Office terminals with the Front Office Manager and Comptroller.
3. Unplug and cover the computer equipment and micros machines that are not going to be removed.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area and stand-by for assignment from Management.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Reinstall all computer terminals, equipment and furniture.
3. Remain in the Hotel until final clearance from Management is obtained.

Public Relations Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and materials needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Requests flashlights and batteries for your employees' use from the Purchasing Department.
2. Prepare a draft of a Release to guests informing on the progress of the hurricane and measures to take for Management approval.
3. Keep in contact with weather stations/authorities for information on the progress of the storm. Maintain Management updated on this.

Phase III: Hurricane Warning (48 Hours before)

1. Send flyers to guests informing of the progress of the hurricane.
2. Post information on a portable board at the Lobby.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Send flyers to guests informing when to relocate to the Shelter and to take the following measures:
 - a. Fill waste baskets in your room with water
 - b. Keep your mini flashlight provided by the Security Committee with you all the time
 - c. Maintain the balcony door closed and locked
 - d. Pack and place luggage on the stool inside the bathroom and close the bathroom door
 - e. Close the room door when you leave
 - f. Keep personal valuables inside the safety boxes
2. Help lead all guests to the Shelter area in a safe way.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area and assist with the entertainment of the guests.

Phase VI: Post Hurricane

1. Remain in the Hotel until final clearance from Management is obtained.

Accounting Department

Phase I: Preliminary Alert (Month of June)

1. Update employee's addresses and telephone numbers.
2. Verify the condition of all equipment and material needed for other phases.

Phase II: Hurricane Watch (72 hours before)

1. Request flashlights and batteries for employees' use from the Purchasing Department.
2. Check and verify that all beepers are in working condition.
3. Keep alert to the National Weather Service announcements.
4. Review the manual system control for cashiers.

Phase III: Hurricane Warning (48 hours before)

1. Coordinate the removal of terminals and micros machines to a safe area with ISM.
2. Implement the manual system control for cashiers.
3. Prepare back-up disc with all accounting records in the Oracle and safeguard it in the bank if open; if not, in another area of the Hotel.
4. All Supervisors must be notified to be available for the emergency.
5. Employees schedules to be verified and confirmed.

Phase IV: Hurricane Anticipated (24 Hours before):

1. Disconnect all computer hardware and secure it in case of flooding.
2. Secure all other accounting records (checks, contracts, etc.)

Phase V: Hurricane In-Progress

1. Employees to remain in the Shelter area and assist with Food & Beverage operations.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Remove tape and panels from glass.
3. Reinstall all computer terminals, equipment and furniture.
4. Remain in the Hotel until final clearance from Management. is obtained.

Telephone Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify the condition of all equipment and materials needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for your employees' use from the Purchasing Department.
2. Call a skeleton union personnel crew.
3. Check that trunk lines between the Hotel and P. R. Telephone Company (central office) are working properly.
4. Check that the telephone system battery back-up is working properly.
5. Check and verify that all beepers are in working condition.

Phase III: Hurricane Warning (48 Hours before)

1. Confirm with P. R. Telephone Company that a technician will be on site right after the emergency.
2. Maintain a control of calls and change them by priority.
3. Verify the operation of cellular phones to be installed in the headquarters.
4. All Supervisors must be notified to be available for the emergency.
5. Employees' schedule to be verified and confirmed.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Keep in contact with the Executive Office regarding the status of the hurricane in order to inform guests and Staff.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area and stand-by for assignment from Management.

Phase VI: Post Hurricane

1. Make a report of all telephones out of order and problems with the switchboard for the Executive.
2. Contact the P. R. Telephone Company for the repairs.
3. Remain in the Hotel until final clearance from Management is obtained.

Guest Activities & Tennis Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify the condition of equipment and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for your employees' use from the Purchasing Department.
2. Rent VHS movies.

Phase III: Hurricane Warning (48 Hours before)

1. All safety and security measures should be taken:
 - a. **PLAYGROUND**
Store children's play equipment in the Ballroom.
 - b. **OCEAN**
Bring floats ashore and tie them up securely.
 - c. **TENNIS COURT**
Remove tennis wind breakers, nets, garbage cans and furniture to Gymnasium.
 - d. **S & T OFFICE**
Remove all electronic equipment, including telephones, computers, calculators, small equipment, etc.
 - e. **GYMNASIUM**
Install shutters in the area of the Gym. Move all dumbbells into the small room along with the desk and chair. Clear up all shelves. Cover the vinyl seats of machines with plastic. Tape window.
 - f. **ACTIVITY CENTER**
Remove all games, prizes and equipment to the Ballroom, except what will be used in the Shelter.
2. Block all openings/access to the basement from the beach/pool area. Use wood panels and sand bags.
3. Plan an activity program (dancing, table games, charades, ping pong, word games, tournaments and children's games) to take place in the Shelter during the hurricane period.

4. All Supervisors must be notified to be available for the emergency.
5. Employees' schedule to be revised and confirmed.
6. Bring to the Shelter the following:
 - a. TV and VCR
 - b. Battery operated radio/cassette player
 - c. Bingo with prizes
 - d. Assorted table games, cards, activity books with crayons
 - e. Flip chart with markers
 - f. Selection of magazines

Phase IV: Hurricane Anticipated (24 Hours Before)

1. Tie down outside equipment that was not removed. Also check the areas from tennis court and parking areas for this situation and handle it accordingly.
2. Place pool chairs into the pool if storage is not sufficient.
3. Stand-by for emergency.

Phase V: Hurricane In-Progress

1. Employees will remain in the Shelter area assisting with the entertainment of the guests.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Reinstall equipment and furniture.
3. Remain in the Hotel until final clearance from Management is obtained.

Security Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for the use of your employees from the Purchasing Department.
2. Verify correct operation of walkie-talkies/radios in all internal areas of the Hotel.
3. Make a list of Management using radios. Rent additional units if necessary.
4. Establish and maintain close liaison with the local Police, Civil Defense and Fire Department and Weather Bureau's authorities.

Phase III: Hurricane Warning (48 Hours before)

1. Inspect hallways and stairways for obstructions.
2. Store by the Security Office two 5 gallon gasoline tanks for security's vehicles.
3. Check all communication equipment, flashlights, batteries and emergency equipment, including extinguishers.
4. All Supervisors must be notified to be available for the emergency.
5. Employees' schedule to be revised and confirmed.
6. Distribute radios as instructed by Management.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Take all steps to assure the control and safeguard of all persons and property.
2. Assign personnel to assist guest traffic flow, for the protection of personnel and property.
3. Clear the Receiving Area of unnecessary equipment and vehicles.
4. Make sure all guest rooms have been evacuated and have all guests escorted to the shelter facilities.

Phase V: Hurricane In-Progress

1. Employees to remain in the Shelter will assist Management and supervise that emergency exits are free of obstacles.

Phase VI: Post Hurricane

1. Before guests are allowed to return to rooms, make sure public areas and guest floors are safe.
2. Collect all equipment that was distributed for the emergency for safekeeping.
3. Store them in their designated locations.
4. Verify damages in your area and prepare a report for Management.
5. Remain in the Hotel until final clearance from Management is obtained.
6. Be ready to prevent outsiders or strangers enter the hotel facilities until such is duly authorized by management. Only registered guests and hotel employees are authorized to be in the premises.

Human Resources Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for your employees' use from the Purchasing Department.
2. Contact First Aid Equipment Vendor and purchase all necessary First Aid and Emergency supplies.

Phase III: Hurricane Warning (48 Hours before)

1. All Supervisors must be notified to be available for the emergency.
2. Employees' schedule to be revised and confirmed.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Coordinate to have an In-House Doctor/Nurse in the event they may be needed.
2. Stand-by for assigned duties for the General Manager.
3. Coordinate with the Security Office the location of the emergency medical equipment in the Command Station.

Phase V: Hurricane In-Progress

1. All employees to remain in the Shelter area, and assist with the entertainment of the guests.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Reinstall all computer terminals, equipment and furniture.
3. Remain in the Hotel until final clearance from Management is obtained.

Engineering Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.
3. Clean and refill diesel storage tank.
4. Verify operation of portable electric plant and portable water pumps.
5. Verify condition of panels, rails, especially but not limited to the following areas: Ballroom, Flamingo and Coquî, Room Service, Palmera, Morton's, Salon del Mar, Las Olas, Conference rooms, etc.
6. Verify operation of air conditioning units (splits), telephone and computer rooms.
7. Verify the existence of the following signage to be used to direct the guests:
 - a. Left and Right arrows
 - b. Shelter
 - c. Bathrooms
 - d. Elevators will be stopped at the Lobby, First Floor.
8. Verify the condition of protectors for the air intake and exhaust grills in the Flamingo , Ballroom, Elevator machine rooms, and primary air unit at the Tower (20th floor).
9. Verify the existence of proper bags for sand barriers.
10. Order the trimming of Palms tree and remove dry coconuts.
11. Order 3/4" plywood to protect front doors and elevators,
12. Test condition of the batteries of the emergency generator. Replace them if necessary.
13. Check the condition of all self powered lamps (emergency stairs, boiler room, electric substations, etc.) Replace batteries if necessary.
14. Order appropriate masking tape to install on exposed glass.
15. Offices, storerooms, Housekeeping, Gym and all the spaces located at the basement should at this time revise the contingency plan for floods.
16. Verify the condition of the corridor windows on each floor of the Tower, Garden Wing and Main Building.
17. Verify the availability of flashlights (one per employee) and other battery operated equipment Order enough batteries.
18. Verify the condition of the water alarm in the electrical substation.
19. Have the sufficient amount of power tools, hammers, crow bars, nails, screws, rope, wire and spare parts for the emergency equipment, water pumps, hoses and others.
20. Clean storm drain lines around the hotel.

Phase II: Hurricane Watch (72 Hours before)

1. Verify the level of fuel tanks (diesel and petroleum). Refill them if necessary.
2. Install panels in the Palmeras, Morton's, Pasta Garden area, Tower Building Salón del Mar, Las Olas, Conference Rooms.
3. Place sand bags in access to the basement from the outside, boiler room entrance and electric substations.
4. Prepare additional sand bags for elevator pits, elevators on ground level, offices and stores on ground level.
5. Remove hoods and install protectors on the roof of Flamingo, Ballroom, elevator machine rooms, and roof of Tower Building.
6. Verify the condition of flashlights (minimum one per employee).
7. Inspect roofs and construction areas to be free of flying objects and debris, clean drains.
8. Verify the operation of portable water pumps and electrical plants.
9. Verify the operation of air conditioning units (splits) of the telephones and computer room.
10. Keep a close control of water supply. Maintain tanks full.
11. Tighten up the hanging planters at the Terrace Bar.
12. Cover drainage in the electrical substations.

Phase III: Hurricane Warning (48 Hours before)

1. Employees' schedule to be revised and confirmed.
2. Clean all the floor drains of all the outside areas (roof, terraces, parking, etc.).
3. Remove wind breakers from the tennis courts, activities department.
4. Install panels on Flamingo, Room Service and El Coquí.
5. Install the signs and arrows showing directions from the emergency stairs to the Flamingo (service and front ways).
6. Prepare wood panels to be installed on the elevator doors on every open floor.
7. Remove the plants of the open spaces to a secure area.
8. Prepare sand bags to be located in front of the elevators on the basement level as well as elevators, offices and stores on the ground floor.
9. All Supervisors must be notified to be available for the emergency.
10. Install wood panels to protect Garden Wing lanais.

Phase IV: Hurricane Anticipated (24 Hours before)

1. Contact utility companies to coordinate assistance after the hurricane.
2. Stop elevators.
3. If city water stops flowing into cistern, stop the operation of dishwashers to reduce water consumption.
4. Install TV sets and VCR in the Shelter and Activity Center.
5. Stop elevators for the installation of panels in the open areas.
6. Fill up water containers to be located in the bathrooms of the Flamingo and next to Room Service.
7. Install sand bags in front the elevators on the basement level as well as elevators, offices and stores on the ground floor.
8. Install panels at the Atlantico Restaurant.

**Three Hours Before The Passing Of The Hurricane:
Stop the elevators on the second floor.**

Phase V: Hurricane In-Progress

1. If water levels get to the first alarm, disconnect the emergency plant and run the portable ones.
2. Employees to monitor the operation of emergency generators, lighting and sump pumps.

Phase VI: Post Hurricane

1. Verify damages in your area and prepare a report for Management.
2. Remove tape and panels from glass,
3. Reinstall computer terminals, equipment and furniture.
4. Remain in the Hotel until final clearance from Management is obtained.

Sales Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for your employees' use from the Purchasing Department.
2. Coordinate to have a Photographer in location and video equipment before and after the emergency.

Phase III: Hurricane Warning (48 Hours before)

1. All Supervisors must be notified to be available for the emergency.
2. Employees' schedule to be revised and confirmed.

Phase V: Hurricane In-Progress

1. Employees to remain in the Shelter will assist with the entertainment of the guests.

Phase VI: Post Hurricane

1. Remain in the Hotel until final clearance from Management is obtained.
2. Discuss the sales strategy and marketing campaign the Hotel should follow with Management.
3. Coordinate to have a Photographer in location before and after the emergency.

Rooms Division Department

Phase I: Preliminary Alert (Month of June)

1. Update employees' addresses and telephone numbers.
2. Verify equipment's condition and material needed for other phases.

Phase II: Hurricane Watch (72 Hours before)

1. Request flashlights and batteries for your employees' use from the Purchasing Department.
2. Coordinate to have a Photographer in location and video equipment before and after the emergency.
3. Verify/coordinate with Engineering the location of the required signs indicating the routes to shelter and bathrooms.
4. Arrange/coordinate transportation for guests to and from airports.

Phase III: Hurricane Warning (48 Hours before)

1. Obtain flight information and post it in visible area. Send a copy to the Telephone Department.
2. Block rooms for staff use.
3. Concentrate all the guests in the Main Building and lower floors of the Tower Building.
4. All supervisors must have updated back-up copies of guests in-house list and card keys to be used in case of a major power failure.
5. All Supervisors must be notified to be available for the emergency,
6. Employees' schedule to be revised and confirmed.

Phase IV: Hurricane In-Progress (24 Hours before)

1. Secure all equipment in open areas of Front Office. Take down promotional pictures hanging on walls, planters, etc.
2. Relocate guests to shelter (Salón Flamingo). Public Relations Manager will distribute flyers / information.
2. Coordinate with Security and Housekeeping the actual confirmation (room by room of the relocation of the guest to the Shelter.

Purchasing Department

Phase I: Preliminary Alert (Month of June)

1. Purchase flashlights and batteries, disposable equipment, bottled water.