

ONSITE EMERGENCY PROCEDURES
St. Louis Marriott Grand Hotel

Emergency Procedures

Medical Emergency
Local Hospital
Security Assistance

Fire
Severe Weather/Shelter in Place

In the event any of the following emergencies arise, the appropriate steps are to be taken as indicated:

Medical Emergency – Dial 911 First

Pick up any house or room phone at which time the phone will either ring directly to the hotel operator or dial “0”. The operator will then dispatch Security.

Procedure:

When a call is placed to the hotel operator whether from a guest room or meeting area, the operator will have the location of the call, at which time Security will respond immediately to the area. Any information given to the operator will aide in making Security aware of the problem.

Local Hospitals:

Barnes hospital
One Barnes-Jewish hospital plaza.
St .Louis, Mo.63110
314-747-3000

SSM Cardinal Glennon Children’s hospital
1465 South Grand Blvd.
St. Louis, Mo.63104
314-577-5600

St. Louis University hospital
3635 Vista at Grand
St Louis, Mo. 63112
314-577-8000

Security Assistance:

Pick up any house or room phone and either dial “0” for the operator, or dial 5959 for a direct line to the security office. From outside the hotel 314-418-5959.

Fire/Evacuation:

Depending on the location and severity of the fire, a guest can either notify the hotel operator by dialing “0”, or by pulling a “fire pull station” alarm located throughout the property.

Procedure:

The Marriott St Louis Grand is equipped with a state of the art Fire Safety system. Any fire or smoke in the building will most likely be made aware of first by the fire/smoke sensing system installed throughout in the building. After which an assigned team will be alerted and handle the situation. In the event of an evacuation all hallways and exits are clearly marked, with evacuation to the America’s Center. Hotel fire exits are located on the North, South and West sides of the building. The Ballroom fire exits are located on the East and West sides of the building.

Severe Weather/Shelter in Place Locations:

Location	Shelter in Place
21st Floor Meeting Space & Crystal Ballroom (20th)	19th Floor Guest Hallways
Mezzanine Level Meeting Rooms and Offices	Concourse Level Hallway via Statler Steps
Front Office & Front Office(s)	AYS & Adjacent Hallway
Pantry & Starbucks	Associate Dining Area
Zenia Bar And Restaurant	Concourse Level Hallway via Escalator – Turn off up elevator to expedite
Guest Rooms	Remain in room (bathroom) – Or Main Hallways
Landmark and Majestic Ballrooms	Remain in currently occupied areas