

HYATT REGENCY BALTIMORE

SECURITY AND SAFETY GUIDE

AND EMERGENCY PROCEDURES

Location of the hotel: 300 Light Street, Baltimore, Maryland 21202

Main hotel telephone number: 410-528-1234

In-house hotel emergency number: 55

Security telephone: extension 4000

Hotel's General Manager: Tracey Pool, 410-605-2810

Hotel's Director of Operations: Sophia Peters, 410-605-2830

Hotel's Security Director: Andre' M. Street 410-605-2833

Hotel Environment:

Hyatt Regency Baltimore Hotel is located in Baltimore's downtown Inner Harbor area. It was opened on October 6, 1981. The hotel is located in close proximity to several entertainment districts such as: Federal Hill, Harbor East and Fell's Point. The latter two locations can also be accessed by Water Taxi. Also, there are several restaurants in walking distance of the hotel. They are: Mortons' Steak Hotel, 301 S. Charles Street, Kona Grill, 1 East Pratt Street, Luna Del Sea, 300 W. Pratt Street, Phillip's Seafood, 601 E. Pratt Street, Hard Rock Café, 601 East Pratt Street, and The Rusty Scupper, 402 Key Highway. Last but not least, there are dining opportunities within the hotel, Bistro 300 restaurant and The Market. Also, there are two sky bridges that lead to the Baltimore Convention Center and Harbor Place.

If it is an immediate emergency that requires police or ambo, please call 911. Also call the hotel's emergency number 55

Nearby law enforcement: Central District 410-396-2411

Nearby ambulance service: Baltimore Fire Department call 911

Hotel Security Posture:

Hyatt Regency Baltimore and garage has a 24 hour, 7 day a week Security Department. Security Officers constantly and strategically patrol the entire hotel and garage complex around the clock. Hotel Security Officers are trained in emergency response procedures such as: first aid, CPR, active shooter and human trafficking to name a few. The hotel has two AED machines on-site, one at security and one at the front desk.

Security Officers will provide escorts to and from the garage, especially during the late evening hours if a guest so desires. Guests can request this service by calling extension 4000 on a hotel house phone or contacting the front desk. House phone locations are: All guest floors at the elevator landings and there are phones at the front desk stations.

Fire Alarm System:

The entire hotel is covered by a government approved fire alarm and sprinkler system. It can be activated by:

- Pull Stations that are located throughout the hotel and guest floors
- Smoke Detectors
- Sprinklers
- Hotel's public address system
- Notification by guest or colleague

The hotel has 4 stairwells which ultimately lead outside the hotel. These stairwells can be in the safest place in case of a fire emergency-as long as the fire isn't within that stairwell. There are fire extinguishers located near or around each of these stairwell entrances.

Guests with disabilities should notify the front desk agent of this matter. Therefore the responding first responders can give priority to their evacuation.

The hotel's evacuation assembly area is the Baltimore Convention Center's Charles Street side. This is the rear side of the hotel.

Shelter in Place:

In the event of a weather emergency or a condition that would be too hazardous for guests to leave the hotel, the order to shelter in place would be issued through the hotel's public address system

**REMEMBER SAFETY FIRST, LAST AND FOREMOST
AND
ALWAYS BE AWARE OF YOUR SURROUNDINGS!**

Hotel's Emergency Procedures

Covid-19:

Any confirmed cases should stay in their rooms and isolate for 5 days. They should wear a mask in all public area spaces. Anyone who has cold/flu symptoms should wear a mask in public area spaces. For everyone else, a mask is optional. Masks are no longer mandatory in Health Service Buildings, and we follow those same guidelines.

Harassment/Unruly Guests:

Please notify Assigned Event Planning Manager ASAP if someone is bothering your conference that doesn't belong to alert security. We have 24/7 security on-site and they will escort any

unwelcomed guests out of the hotel. If needed, they will contact police. If it's a time-sensitive emergency, please call 55 on any hotel phone and that will go to our emergency response team.

Nearest Urgent Care:

Your Baltimore Urgent Care, 400 E Pratt St 8th Floor, Baltimore, MD 21202 – 8 minute walk from the hotel

Nearest Hospital:

Mercy Hospital, McAuley Plaza, 301 St Paul Pl, Baltimore, MD 21202 – 13 minute walk from the hotel