

INFORMATIONAL SECURITY GUIDE

Hotel Information

The Ritz-Carlton New Orleans
921 Canal St
New Orleans, LA 70112
504-524-1331



THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

INFORMATIONAL SECURITY GUIDE

Contacts:

Security and Safety - Loss Prevention Office Direct Line (24/7): 504-670-2866

Security and Safety - Loss Prevention Office Extensions (24/7): 12500, 66, or 0 (for Operator)

Security and Safety - Loss Prevention Cell Phone: 504-452-0384

Tyler Parker

Director of Security and Safety

Phone: 504-262-5025

Cell: 504-444-8568

Tyler.Parker@ritzcarlton.com

Tasha Lomax

Manager-Security and Safety

Phone: 504-262-5026

Cell: 504-717-9147

Natasha.Lomax@ritzcarlton.com

Ervin Red

Asst. Manager Security and Safety

Phone: 504-262-5025

Cell: 504.432.7392 / Other: 504.930.2259

Ervin.Red@ritzcarlton.com

THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

INFORMATIONAL SECURITY GUIDE

Welcome to the Ritz-Carlton, New Orleans. We are glad to welcome you as our guest. In order for us to provide genuine care and comfort as well as a safe and secure environment, please read the following information.

Emergency Assistance:

In the event of an emergency or incident which requires immediate assistance, you can contact the Loss Prevention/Security Dept. by **Dialing “12500” or “66” or “0”** from any phone in the facility. All phones located on the elevator landing dial directly to the operator who will assist you in reporting your emergency

Fire/Evacuation Procedures

In the event that a fire alarm is activated, the following will happen: -
An automated message will sound over the hotel's emergency PA system, accompanied by strobes, indicating that the hotel's emergency system has been activated. The message will instruct you to exit to the nearest stairwell. Someone from the response team/Security personnel will override this message and inform you the matter is being investigated.

In the event of an actual emergency...

A different message, with intermittent sirens, will sound and instruct all in the hotel to evacuate. All Guests should evacuate to the front of the hotel on Canal St. and await further instructions. The guest assembly area is on the median where the trolleys pass or in front of Walgreens across from the hotel. All Employees should go to their evacuation assembly area.

Emergency Exits:

There are three pressurized fire exit stairwells located on the guest floors. Stairwell #2 is located at the end of the corridor by room ending in “35-37.” Stairwell #3 starts on the 10th floor is at the end of corridor by rooms ending in “42.” Stairwell #5 starts on the 9th floor and separates Maison Orleans/Club and the Ritz-Carlton Rooms. There is a total of 4 fire extinguisher located in recessed cabinets on each guest floor (including Club). During all phase of an emergency evacuation, guest should not attempt to utilize hotel the hotel elevators. All elevators will recall automatically to the lobby areas and will remain there until an all clear is given.

AED

Our Automatic External Defibrillators (ZOLL Plus) are located in Fitness Center, Loss Prevention/Security office and 3rd floor Bellman Closet for cardiac related emergencies.

THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

INFORMATIONAL SECURITY GUIDE

Law Enforcement

New Orleans Police Department (NOPD) **0.2 miles away**

8th District Station

334 Royal Street, NOLA 70130

504-658-6080

NON-EMERGENCY Number 504-821-2222

EMERGENCY Dial 911

New Orleans Fire Department (NOFD)

317 Decatur Street

Non-Emergency Number 504-658-4700

EMERGENCY Dial 911

Medical Services

University Medical Center **1.0 mi away**

2000 Canal St., New Orleans, LA 70112

504-702-3000

Tulane Medical / University Hospital and Clinic **0.3 mi away**

1415 Tulane Ave., New Orleans, LA 70112

504-988-5263

Touro LCMC Health **2.8 miles away**

1401 Foucher St., New Orleans, LA 70115

504-897-7011

Ochsner Urgent Care – Warehouse **1.0 mile away**

900 Magazine St, New Orleans, LA 70130

504-552-2433

Hours: M-F 9am-7pm

S-S 9am-5pm

Walgreens **600ft Away**

900 Canal St, New Orleans, LA 70112

504-568-1271

OPEN 24hrs

Pharmacy: 9am-7pm

Walgreens **900ft Away**

801 Canal St., New Orleans, LA 70112

504-249-4405

7AM-12AM

THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

INFORMATIONAL SECURITY GUIDE

CVS Pharmacy 0.2 miles Away

800 Canal St., New Orleans, LA 70112

504-528-7099

OPEN 24hrs

Pharmacy: 9am-7pm

CVS Pharmacy 0.5 miles Away

620 Decatur St., New Orleans, LA 70130

504-523-9424

8am-10pm

THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.

INFORMATIONAL SECURITY GUIDE

The role of the Security and Safety/Loss Prevention Department is to protect the assets of the hotel and prevent losses from occurring. As a guest, you are our most important asset. The way we handle safety or security related issues such as medical emergencies, guest problems, general directions, and hospitality, may be the determining factor in your choosing to stay with us again. Guest satisfaction and safety are most important to us.

To assist you in an enjoyable visit to the New Orleans, we urge you to assume the same level of commitment towards your safety and security as you would in your acclimated surroundings. To better assist you in this matter, we encourage you to observe the following precautions:

1. Do not leave valuables exposed
2. Place valuables in the hotel's in-room safes
3. Close the door securely whenever you are in your room. Use all locking devices
4. Before opening the door, verify the identity by using the view port
5. Never invite strangers to your room
6. Always be alert and observant to your surroundings
7. Do not draw attention to yourself by displaying cash or jewelry
8. Ensure any connecting room's doors are locked
9. Report any suspicious activities to Loss Prevention (ext. 12500) or Operator (ext. 0)
10. Utilize well-lit areas when traveling by foot after dark
11. Take a taxi or uber rather than risk getting lost walking among unfamiliar streets.
12. Don't wander around the French Quarter after dark alone, and try not to wander too far past Bourdon Street.

As we all are aware, emergencies requiring an evacuation can occur at any time without forewarning. Our hotel has developed and maintains a detailed emergency plan designed to guide our Ladies and Gentlemen and guests during all phases of an emergency. Any inquiries pertaining to any of the components of the Emergency Plan can be directed to the Director of Security and Safety Department Tyler Parker.

THE RITZ-CARLTON CONFIDENTIAL AND PROPRIETARY

This communication contains information from The Ritz-Carlton Hotel Company, L.L.C. that may be confidential. Except for personal use by the intended recipient, or as expressly authorized by the sender, any person who receives this information is prohibited from disclosing, copying, distributing, and/or using it. If you have received this communication in error, please immediately delete it and all copies, and promptly notify the sender. Nothing in this communication is intended to operate as an electronic signature under applicable law.