



# Response to Natural Disasters

Outrigger Resorts & HHVISA

# Types of Emergencies

## Natural Disasters

- ▶ Flood
- ▶ Hurricane
- ▶ Tsunami
- ▶ Earthquake
- ▶ Thunderstorms

## Environmental Emergencies

- ▶ Disease Outbreak / Pandemic
- ▶ Hazardous Material Release
- ▶ Mold

## Accidental Emergencies

- ▶ Medical Emergencies
- ▶ Fire
- ▶ Power Outage
- ▶ Elevator Entrapment

## Criminal Emergencies

- ▶ Robbery
- ▶ Bomb Threat
- ▶ Civil Disturbance

## Terrorism

- ▶ Armed Assailant/Active Shooter
- ▶ Biological Attack
- ▶ Chemical Attack
- ▶ Nuclear Attack



# Tsunami

## NOTIFICATION

- ▶ The Pacific Tsunami Warning Center (PTWC) notifies the Director of Security (DOS)
- ▶ The DOS forwards the PTWC email message to all properties via all company email accounts and HHVISA
- ▶ Security staff at the Outrigger Command Center notifies all Managers on Duty by phone. The Manager on Duty will be instructed to notify hotel staff
- ▶ Property Security Officers will verbally notify all departments and retail tenants
- ▶ Manager on Duty: Notify staff on property. Call essential staff not on property and provide information regarding emergency work schedules, expected road closure, and meals
- ▶ The DOS will forward PTWC email update messages at least every hour until wave arrival time or cancellation



# Tsunami Guest Notification and Action Steps

- ▶ Keep guests informed by passing out fact sheets provided by Security and displaying lobby bulletin boards
- ▶ Broadcast lobby televisions or local radio, and make PA announcement every hour 5 hours before wave arrival time
- ▶ Display the Tsunami inundation (flood) zone map provided by Security
- ▶ Each Department completes the Action Steps outlined in the Company Emergency Manual

## EMERGENCY MANUAL OUTRIGGER HOTELS HAWAII

### GENERAL MANAGER

- Prepare a space for operations and front desk on 4<sup>th</sup> floor or above if the property is inside the inundation (flood zone) area. Prepare to secure money and important documents.
- Prepare a rotating work schedule for an event expected to last longer than a normal shift. Notify employees coming to work, "E" stickers will get them past roadblocks one hour before wave arrival time. Note: Between one hour before and until the "All Clear" announcement, which can be at least five hours after wave arrival time, nobody will be permitted through roadblocks
- Establish a safe area for restaurant and concession employees that stayed behind to serve guests. Also be prepared to accept public/non-guests seeking shelter on higher floors.
- If guests are sheltered in hallways, provide at least one vacant room as the designated restroom.
- If hallways are used as temporary shelters, make every effort to have a hotel employee stationed on that floor with a two way radio.

### BELL STAFF

- Inform guests arriving or returning to the hotel of the current situation and direct them to the bulletin boards and/or front desk for more information.
- Secure the elevators on the 4<sup>th</sup> floor or higher 30 minutes before wave arrival time.
- Relocate vehicles and portable equipment on the 4<sup>th</sup> floor or higher.

### FRONT DESK

- Check emergency communication equipment.
- Back up reports
- Provide a hospitality room (if possible) for displaced guests.
- Provide guests with activities... board games, books, cards.
- Suggest to guests to print hard copies of flight reservations and tickets.
- Provide the Command Center current disabled/special needs guest list



# Hurricane

- ▶ As a hurricane approaches we will begin preparing in stages, “milestones”, as it gets closer
- ▶ Since a hurricane can suddenly change direction or weaken, we do not want to prepare too much too soon
- ▶ The Milestones start at 36 hours before hurricane arrival, then continue at 24 hours out, 12 hours, then 6 hours
- ▶ Each milestone provides a detailed checklist of preparations steps

**EMERGENCY MANUAL**  
OUTRIGGER HOTELS HAWAII

**36 HOUR MILESTONES**

**EMERGENCY MANAGEMENT TEAM**

- ❑ Outrigger Command Center begins to monitor.
- ❑ Prepare Command Center action boards:
  - Objectives/Priorities/Current Action
  - Resources/Ordered/Assigned To
  - Constraints/Limitations
- ❑ PR to prepare Lodgenet emergency notification messages and assure scripts are in place.
- ❑ Identify potential teams to travel to aid effected Neighbor Island properties in the event Oahu is not struck.
- ❑ IT: Identify individual to accompany back up tapes to disaster center and determine location to send and make travel arrangements. Do special on line backup. Put HP on alert for possible DR emergency.
- ❑ Provide hotels with word version of “Guest Suggested Emergency Supply List”

**EVERYONE**

- ❑ Determine equipment and supplies which must be relocated from flood prone areas, to include hazardous materials.
- ❑ Review work schedules of all staff. Determine availability of essential employees, confirm availability. Prepare schedules for “Storm Duty.”
- ❑ Determine inventory of emergency equipment and supplies are appropriate. Complete check list of inventory, order as appropriate.
- ❑ Restock department first aid kits
- ❑ Monitor <http://www.gohawaii.com/> website for storm updates and flight cancellations

**SECURITY**

- ❑ Monitor storm tracking media, Department of Emergency Management, State Civil Defense and NOAA updates.
- ❑ Provide storm tracking updates compant wide.
- ❑ Prepare radio call sign listing for additional staffing.
- ❑ Establish phone number for Command Center, include number on radio call sign listing and send to each property.

**EMERGENCY MANUAL**  
OUTRIGGER HOTELS HAWAII

- ❑ Advise Denver of storm status and any information received regarding air travel.
- ❑ Place order for rental of additional radios and batteries. Reserve additional cellular phones.
- ❑ Fill gas tank in mail vehicle

**GENERAL MANAGER**

- ❑ Review preparations with tenants. Determine owner intent of F&B outlets. Consult VP of Property Management if necessary.
- ❑ Determine alternate locations for departments located in basements or other areas affected by storm weather (block the space, determine phone and computer line requirements, and contact IT).

**MANAGER ON DUTY**

- ❑ Assure bulletin boards and other guest communication opportunities are available and located appropriately. Provide a TV or broadcast a radio in the lobby if possible.
- ❑ Post notices for guests as prepared by Public Relations.
- ❑ Prepare Lodgenet emergency notification messages and assure scripts are in place.
- ❑ Instruct Housekeeping to deliver the “Guest Suggested Emergency Supply List” to the guest rooms.
- ❑ Suggest to guests to print hard copies of flight reservations and tickets.
- ❑ Determine equipment and supplies which must be relocated from flood prone areas, to include hazardous materials.
- ❑ Take “before” photos of the property. Include an exterior shot of the building’s windows, lobby areas, basement areas, especially the interior of department spaces located in the lower levels of the building.
- ❑ Provide Milestone Update report (Appendix) to Command Center.

**ENGINEERING**

- ❑ Determine equipment and supplies which must be relocated from flood prone areas, to include hazardous materials.
- ❑ Advise contractors who are on site of tentative preparations. Provide schedule for update discussions.



# Hurricane Personal Preparedness



- ▶ Just as important as preparing the hotel, prepare the employees. Strongly encourage employees to build an emergency kit for their family and a “go-bag” for themselves in case they have to stay at the hotel several days
- ▶ Guests will be given the option to stay at the hotel or go to a shelter. An update on the hurricane’s track, strength, and the on set of weather changes is posted two to four times a day. Recommended supplies



Aloha valued Outrigger guest,

Your safety and security is of the utmost importance to us, so we want to make sure you are aware of an upcoming severe storm that the weather service is currently tracking. Hotel management is monitoring the situation and will have real-time information on the storm at the front desk throughout the severe weather period.

Our hotel staff is trained and prepared to assist guests during any emergency situation; however, depending on the length of the emergency, hotel supplies can be affected. With this in mind, we want you to be personally prepared and strongly recommend that you take this time in advance of the storm to assemble an individual emergency kit for yourself and your family. As news of an impending storm hits, lines begin to form at drugstores, supermarkets, and convenience stores, so it’s important that any supplies be gathered as soon as possible. Also, don’t forget to keep your mobile phone fully charged.

Your Personal Emergency Kit should include:

- Bottled water for each person (1-2 gallons per day for both drinking and sanitation)
- Ready-to-eat non-perishable food (energy bars, nuts, candy, crackers, peanut butter, etc.)
- Should an evacuation become necessary, it may not be possible to bring your luggage with you, so for a quick departure, we recommend that you prepare an emergency bag, duffle bag or back pack to include the following:
  - ✓ Set of clean clothes (long sleeve shirt, long pants, sport shoes, socks, cap, hooded jacket or poncho)
  - ✓ Toiletries (toothbrush, tooth paste, body soap, shampoo, tissue, wash cloth)
  - ✓ Medication
  - ✓ Flashlight with extra set of batteries
  - ✓ Radio with extra set of batteries
  - ✓ Money/cash (small bills and coins)
  - ✓ Small supply of zip-lock bags
  - ✓ ID/passport and other important papers stored inside a zip-lock bag
  - ✓ Blankets
  - ✓ Paper and pen
  - ✓ Small light weight games, books and a deck of cards
  - ✓ Sunscreen
  - ✓ Mini first-aid kit with:
    - Band-Aids
    - Alcohol wipes
    - Ibuprofen/Tylenol
    - Small bottle of antiseptic
    - Bug repellent

Preparation is key in getting through any severe weather event. Thank you for taking this notice seriously. Please feel free to contact reception with any questions or for any additional information.

Sincerely,

**XXX**  
Outrigger Hotels and Resorts

# Hurricane Recovery



## Damage Assessments for DEM and HI-EMA

- ▶ Estimated Property Damage
- ▶ Total amount of guests and employees and their condition
- ▶ Supplies on hand and what's needed
- ▶ Special needs... urgent and projected
- ▶ Road conditions, accessibility issues

**EMERGENCY MANUAL**  
OUTRIGGER HOTELS HAWAII

**PROPERTY DAMAGE/STATUS REPORT**

1. AS OF: \_\_\_\_\_ AM / PM

2. PROPERTY: \_\_\_\_\_

3. ADDRESS: \_\_\_\_\_

4. ESTIMATED PROPERTY DAMAGE:

DESTROYED (Not Usable or Habitable)       MAJOR (May be Usable or Habitable in part)       MINOR (Usable/Habitable)

5. EVACUATION: \_TOTAL \_\_\_\_\_ PARTIAL \_\_\_\_\_ VERTICAL \_\_\_\_\_

6. EVACUATION LOCATION: \_\_\_\_\_

7. # OF EMPLOYEES SHELTERED: \_\_\_\_\_ INJURED: \_\_\_\_\_ KILLED: \_\_\_\_\_ MISSING \_\_\_\_\_

8. # OF GUESTS SHELTERED: \_\_\_\_\_ INJURED: \_\_\_\_\_ KILLED: \_\_\_\_\_ MISSING \_\_\_\_\_

9. SUPPLIES ON HAND (IN DAYS):

EMERGENCY FUEL: \_\_\_\_\_

POTABLE WATER: \_\_\_\_\_

FOOD: \_\_\_\_\_

10. COMMUNICATIONS SYSTEM: \_\_\_\_\_

11. SPECIAL NEEDS (Indicate Urgent or Projected): \_\_\_\_\_

12. REMARKS: \_\_\_\_\_

13. ACCESSIBILITY TO PROPERTY/ROAD CONDITIONS: \_\_\_\_\_

Hurricane  
Section II  
Part 2-20

9/07/2017

# HHVISA & HTA

Hawaii Hotel Visitor Industry Security Association and the Hawaii Tourism Authority

- ▶ HHVISA: a non-profit organization comprised of Tourist Industry Security Managers, Law Enforcement, and Emergency Managers that provide each other timely operational intelligence, education, networking, and resources
- ▶ Meet monthly-member hotels sponsor meetings
- ▶ Communicate daily via HHVISA web site or email

HHVISA MEMBER - JERRY.DOLAK@OUTRIGGER.COM EDIT PROFILE LOGOFF

# HHVISA

## Hawaii Hotel and Visitor Industry Security Association

MEMBER ALERTS / WATCH LIST / IMAGE GALLERY / SUBMIT ALERT / MESSAGE BOARD / MEETINGS / CONTACTS /

**IF YOU HAVE AN EMERGENCY - CALL 911.**

**HHVISA OAHU ALERT MAP - Submit a Member Alert**

**Important - All suspects are presumed innocent until proven guilty in a court of law.**

**No posting of juveniles / minors.**

Jump to: [Oahu](#) - [Maui](#) - [Kauai](#) - [Hawaii](#)

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Incidents	Suspects
<b>Trespasser;No Monetary Loss - Details</b> Incident Number: 20180027 Suspect(s): Stubbs, Erik 1775 Ala Moana Boulevard, Honolulu Date Entered: 2/1/2018 12:05:44 PM Incident Date: 02/01/2018 0845a <a href="#">Post Case Update or Comment</a>	
<b>Larceny / Theft;Less than \$750;Shoplifting - Details</b> Incident Number: 20180025 Suspect(s): Unknown Male 2199 Kalia Road, Honolulu Date Entered: 1/31/2018 7:31:44 AM Incident Date: 01/27/2018 11:38pm <a href="#">Post Case Update or Comment</a>	
<b>Trespasser;No Monetary Loss</b>	

**Recent Comments:**

**BOLO;Other Methods Used**  
01/31/2018  
The missing person has been located safe in San Diego. Thank you for all o...

**Trespasser;No Monetary Loss;Suspicious Surveillance**  
01/04/2018  
See attached.

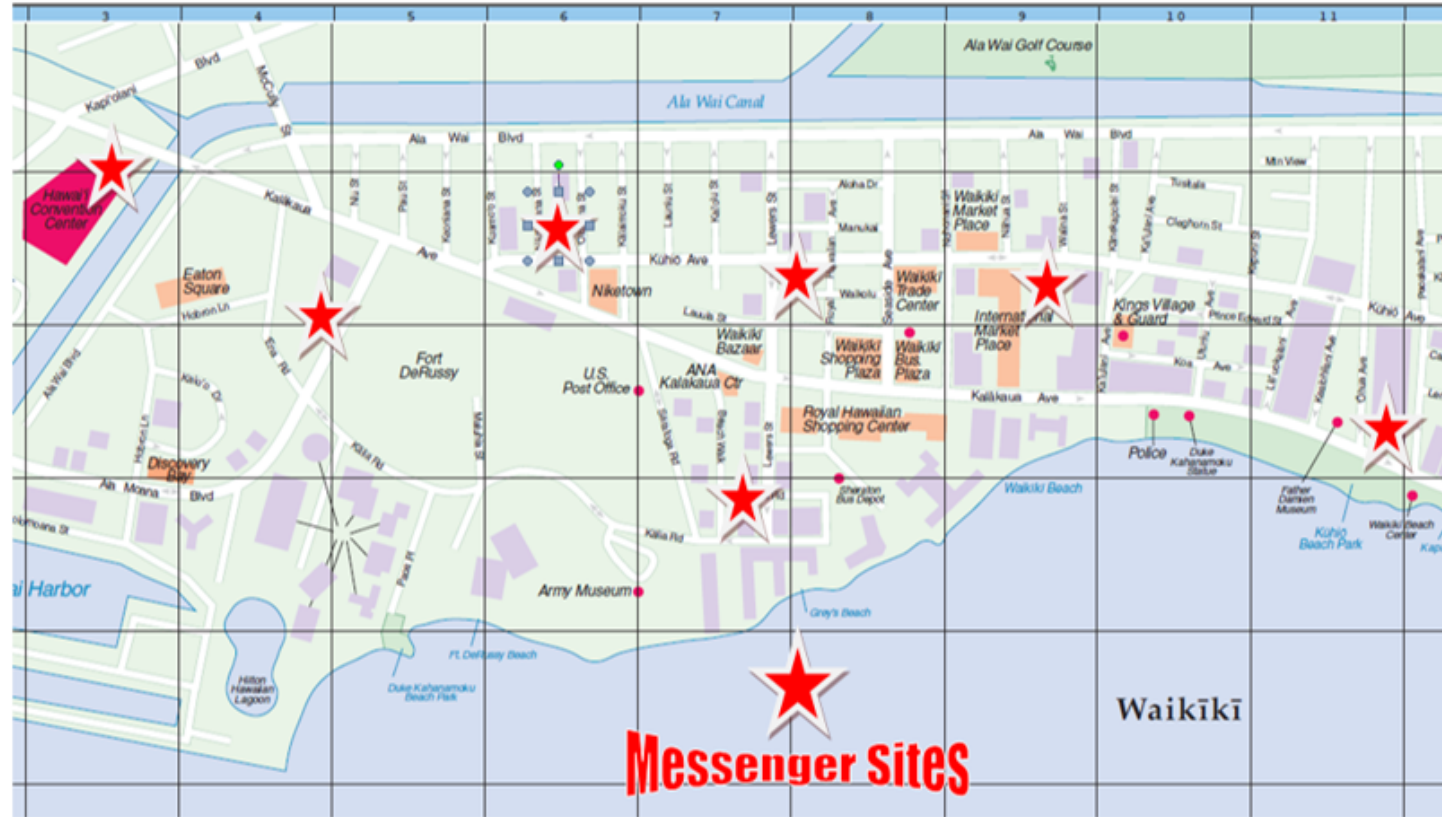
The map displays the Waikiki area of Oahu with several red location pins indicating incident sites. Landmarks such as the Hilton Hawaiian Village, Waikiki Beach Resort, and the Sheraton Waikiki are visible.





# Emergency Messenger System

- ▶ Used when all other communication fails
- ▶ Person manually gathers and distributes information
- ▶ Messengers report to designated sites
- ▶ Drops off Damage Assessments to HTA



**OHANA Waikiki Malia (Front Desk)**

**Embassy Waikiki Beach Walk (Front Desk)**

**OHANA Waikiki East (Security)**

**Aqua Maile Sky Court (Front Desk)**

**Waikiki Beach Marriott (Front Desk)**

**Double Tree Ala Hotel (Security)**

**Hawaii Convention Center (HTA)**

