



THE RITZ-CARLTON

GRAND CAYMAN

HOTEL SAFETY & SECURITY FEATURES

FIRE PROTECTION

- Fire Panel is monitored by Security 24hrs a day, 7 days a week.
- Sprinkler system throughout entire building (guest rooms, hallways, meeting rooms, public areas).
- Hard wired smoke detectors throughout entire building (hallways, meeting rooms, public areas).
- Portable fire extinguishers.
- Fire alarms, visual fire alarms (Strobes) located throughout entire building.
- Elevator recall activation for fire alarms.
- Automatic fire doors in hallways which close in the event of a fire.

EVACUATION

- Walkways and signs are well lit and free from obstacles.
- All stairwells are free from obstacles. All stairwell & exit signs are well lit.
- The hotel utilizes a Public Address (PA) System to communicate to all areas of the hotel in an emergency.
- Hotel has written Emergency Evacuation Plan.
- Hotel staff is trained annually in Emergency Procedures.
- Evacuation drills are conducted quarterly with Hotel staff.
- Hotel is equipped with an emergency power generator for back-up lighting.

GUEST ROOM SAFETY/SECURITY FEATURES

- All guest room doors are equipped with an electronic locking device.
- All guest room doors are equipped with peephole viewers.
- All guest room doors are equipped with a 1-inch deadbolt lock.
- All guest room doors are equipped with a secondary locking device – latch.
- All guest room doors automatically lock when closed.
- All guest room connecting doors are equipped with 1-inch deadbolt lock.
- All guest room phones have autodial emergency numbers posted.
- All guest rooms are equipped with smoke detectors, sprinklers & alarms.

SECURITY

- The Hotel employs a uniformed, in-house, full-service security department – 24hrs day / 7 days a week.
- All Security staff members are trained in First Aid, CPR/AED, Blood borne and Airborne Pathogens.
- All Security staff members are equipped with two-way radios.
- Upgraded CCTV system in use.
- Upgraded alarm system in use.
- Strict key control procedures in effect.



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EMERGENCY PROCEDURES

FIRE PROTECTION

The Ritz-Carlton, Grand Cayman Hotel is fully protected by a sprinkler fire suppression system as well as a dedicated smoke detector / fire alarm notification system.

The Ritz-Carlton, Grand Cayman Hotel complies with all local/state and federal fire protection codes.

In the event of fire or other unforeseen event that would require the evacuation of the Hotel, the following procedures would be implemented:

- Notification of a fire in any of the areas of the Hotel would be via the Fire Life Safety System alarm
- Upon activation of the alarm system on the fire panel, the Hotel Security will “acknowledge” the alarm on fire panel. The Hotel Security and Engineering staff would immediately investigate the cause of the alarm before a Hotel evacuation is ordered.
- If the Hotel Staff determines that evacuation is not necessary (false alarm), the hotel security will reset the fire alarm system to normal condition.
- If evacuation is necessary, the Evacuation pull station located on the guest floors exit stairwell and the General evacuation Pull station located in the Loss Prevention department are activated immediately.
- This alarm annunciates by audio sirens / horns as well as strobe lights. The alarm will sound on the floor of the alarm activation as well as the floor above, and the floor below the affected area.
- The guests are instructed via automated annunciator to exit the building immediately utilizing the nearest stairwells and to proceed outside the building. Guests are further instructed **NOT** to use the elevator.
- Procedure is in place to evacuate elderly and persons with disability rooms.
- Upon arrival outside the building, depending on the location, the Guests will be instructed to proceed to one of the emergency evacuation assembly points:
 - **Beach area,**
 - **Basketball Court**
 - **The Great Lawn**
- Once at one of these locations, the Hotel will conduct a “Role Call” to determine if there is anyone that is unaccounted for and possibly did not evacuate the Hotel. (In this event, the designated Hotel Staff will notify the Fire Department personnel and a search will be completed).
- The Hotel Guests and Staff will be permitted to return to the Hotel only upon clearance and notification by the Cayman Islands Fire Department officials and the General Manager.



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MEDICAL / ILLNESS

- The Ritz-Carlton, Grand Cayman Hotel Security department is the primary contact for all Medical Emergencies. All personnel on the Security staff are certified in First Aid, CPR / AED and Bloodborne and Air Pathogens.
- The Hotel staff may contact the Security department via phone and advise them of the situation and the need for a response.
- If the situation needs a Paramedic response, the Security at the scene will immediately notify 911 of the emergency and the Security staff will coordinate the arrival of Ambulance to the location of the emergency.
- If the situation is not of an emergency nature but the individual needs additional medical assistance, the Security staff will provide a list of the local medical care providers include On Call Doctor.

EVACUATION PROCEDURES

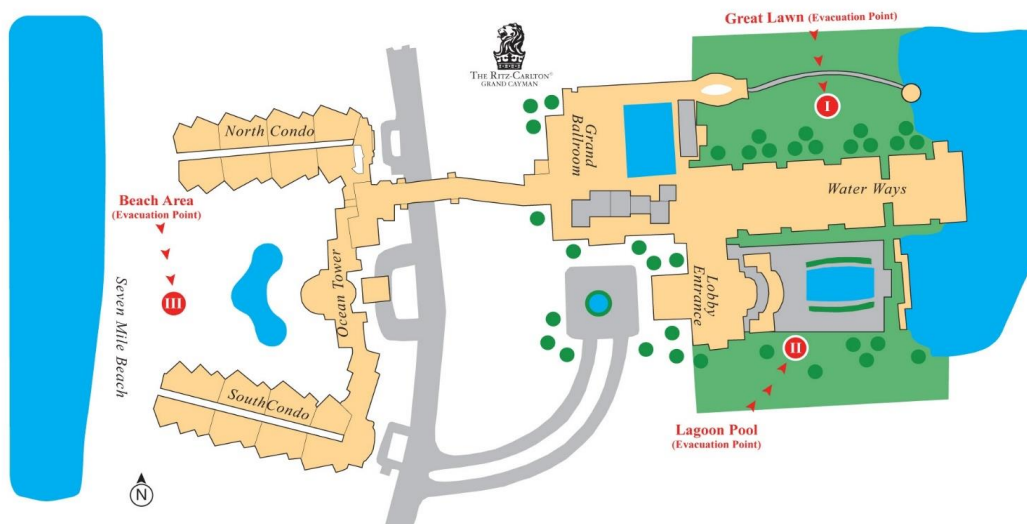
The evacuation of The Ritz-Carlton, Grand Cayman Hotel may become necessary due to unforeseen circumstances or Natural Disasters.

A Natural Disaster, in this region of Caribbean, normally takes the form of a Hurricane. During the Hurricane Season, June through November, these storms are constantly monitored and tracked by our staff and we would have advanced notice of their arrival.

In the event that Cayman Islands Government orders the evacuation of our Islands, we would have prior notice of this requirement.

We will communicate the process and timing of the orderly evacuation of the Hotel to the guests via Voicemail, In Room Television or Letter delivery to the guestroom.

RCGC EVACUATION ASSEMBLY POINTS





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LOCAL LAW ENFORCEMENT AND MEDICAL CARE FACILITIES

POLICE STATION

- **Agency:** Royal Cayman Islands Police Service (RCIPS) <https://www.rcips.ky/>
- **Address:** 80 Shedden Road, George Town, Cayman Islands
- **Non-emergency number:** (345) 949-4222
- **Emergency number:** 911

NEAREST HOSPITAL

- **Hospital:** George Town Hospital. <https://www.hsa.ky/contact-us/>
- **Address:** 95 Hospital Road, George Town
- **Capability:** 124 bed facility with available doctors and nurses 24/7. Hospital is equipped with an emergency room, operating room, medical lab, and decompression chamber for watersport related illnesses.
- **Emergency Room telephone number:** 911 or (345) 949-8600

NEAREST CLINIC/URGENT CARE

- **Facility:** TrinCay Medical Services. <https://trincay.ky/about>
- **Address:** Camana Bay, 55 Market Street. Seven-Mile Beach. Grand Cayman.
- **Operation Hour:** Monday to Friday 8am to 8pm. Saturday 8am to 1pm. Sunday Closed
- **Capability:** Trained doctors and nursing staff available with fully functional lab and pharmacy on site.
- **Telephone number:** (345) 943-4633

LOST AND FOUND PROPERTY PROCEDURES

- Property that does not belong to the Hotel if found by The Ritz-Carlton, Grand Cayman team member, that property is turned into the Security Department herein referred to as Loss Prevention for documentation and storage.
- The information about where the item was found, who found it, time turned into Loss Prevention and description of the property is entered into the Lost and Found MS Shift Lost and found database.
- The item is bagged and placed into storage facility with the other items that were turned in for that day.
- Loss Prevention attempts to identify the rightful owner and reunite them with their lost and found items.
- When a guest contacts Security concerning a lost item the Security Dispatcher checks the Lost and Found logbook to determine if the item has been located.
- If Security has the item it is then returned to the guest after proper ID is checked and the guest verifies, through description and location lost, that the item is theirs.
- If Security does not have the item the guest is asked for contact info, name and phone number and the information, concerning the item is entered into the Lost and Found Inquiry Log for future reference.
- If an item is matched with an inquiry, the guest is contacted and arrangements are made to return or ship the item to the guest.