

# Hotel Security and Event Planning Guide

Updated April 2024

## Hotel Contact Information

Hotel Name:	Hyatt Regency McCormick Place	General Manager:	Mathew Schalk
Hotel Street Address:	2233 South Martin Luther King Drive	Telephone Number:	(312)-528-4085
Hotel City / Country:	Chicago IL 60616 USA	Director of Rooms:	John Gill
Hotel Main Tele #:	(312) 567-1234	Telephone Number:	(312) 528-4175
Hotel Fax Number:	(312) 528-4000	Security Manager:	Jose Gonzalez
Hotel E-mail Address:	<a href="mailto:qualitychimc@hyatt.com">qualitychimc@hyatt.com</a>	Telephone Number:	(312) 528-4247

## Property Description Information

Located in Chicago's South Loop next to the Largest Convention Center in the US with 2.6 million square feet of prime space. The hotel is 2.6 miles from downtown Chicago; 19.4 miles from O'Hare International Airport; 9.3 miles from Midway Airport

## Facility Attributes

Total number of floors in main building:	33 In the South Tower, 16 in the North Tower	Total number of guest rooms on property:	1,258
Number of floors above ground:	33 In the South Tower, 16 in the North Tower	Number of floors below ground:	0
Number of stairways for use in an emergency in the main building:	2 stairwells in the South Tower. 3 stairwells in the North Tower		
Hotel has an emergency Generator to support basic infrastructure (lighting, lifts, etc.):	Yes		

## Chicago Police Department

Address:	1718 S. State
Telephone #:	(312) 745-4290 or 911
Distance to Hotel:	1 Mile

## Chicago Fire Department

Address:	212 W Cermak, Chinatown
Telephone #:	(312) 745-4210 or 911
Distance to Hotel:	1 Mile

## Ambulance Service

Name:	Ambulance Trans Inc
Address:	2819 S Stewart Avenue
Telephone #:	312-949-9110

## Hospital

Name:	Insight Hospital & Medical Center
Address:	2525 South Michigan Ave.
Telephone #:	(312) 567-2200

# Property Details

## Property Fire, Life Safety, and Security Information

1. Fire Systems	
-	Hotel has a fire emergency plan (including evacuation assembly areas) that may be reviewed at the office of the General Manager.
<b>Hotel has Smoke Detectors connected to the fire alarm system:</b>	
-	• In Guest Rooms
-	• In Public Areas
<b>Hotel has Sprinklers:</b>	
-	• In Guest Rooms
-	• In Public Areas
-	• In Utility Areas
-	Emergency exit doors are fixed with locks that enable immediate release and opening.
-	Hotel has systems and procedures to enunciate an alarm in the case of a fire or other emergency.
-	Hotel fire alarm system is tested on a regular basis.
-	Fire alarm system has a PA (public address) functionality to enable emergency announcements.
-	Fire alarm system has stand-by power supplied by batteries/charger.
-	The Hotel has fire extinguishers on guest floors, in public areas, and in key BOH areas.
-	Emergency lighting and fire extinguishers comply with local fire code and are regularly inspected.
-	Emergency stairs have self-closing fire resistant doors.
-	Emergency stairways are fixed with handrails and kept clear of obstructions.
-	Emergency egress route end points are locations that discharge persons outside the building.
-	Exit doors and Final Exit doors are clearly identified with appropriate signage.
-	Exit doors are unobstructed and Final Exit doors are unobstructed externally.
-	Corridors and stairways are fixed with emergency lighting units.
-	Public areas, corridors, and stairways contain signs indicating evacuation routes.
-	Corridors have no dead end more than 10 meters from evacuation stairway. (A dead end is an area where escape in an emergency is only possible in one direction).
<b>Heat detectors are located in:</b>	
-	• Boiler Room
-	• Kitchen Areas
-	• Maintenance/Inspection records for fire system and fire equipment are available for review at the office of the Hotel Engineer.

2. Security Systems and Equipment	
-	Hotel utilizes a CCTV surveillance system.
<b>Hotel CCTV surveillance system covers:</b>	
-	• Entrances to Hotel (public and employee)
-	• Public Areas (lobby, meeting room foyers)
-	• Loading Dock and Service Delivery Area
-	Hotel has video archiving system that retains surveillance video for minimum of 30 days.
-	Hotel car parks have entry and exit controls.
-	Measures are in place to stop unauthorized vehicles from parking adjacent to the hotel building.
-	Hotel has parking facilities adjoining or beneath the hotel.
-	Hotel has self-parking.
-	Hotel prohibits parking on the main entry Porte Cochere.
-	Loading dock and service delivery areas have separate access that is controlled.
-	Hotel has key-control protocol for daily accountability of assigned staff keys.
-	Hotel regularly audits the key-control protocol for accountability of hotel master keys.
-	Housekeeping keys are segmented to defined or assigned block of rooms.
-	Access to guest rooms can be electronically audited.

### 3. Lighting

-	Hotel has emergency lighting in public areas and evacuation stairwells.
-	Parking areas are lighted.
-	Premises and grounds are lighted.

### 4. Guarding

-	Hotel has onsite security staff 24 hours daily.
-	Hotel conducts periodic security/safety patrols of hotel and premises on 24-hour basis.
-	Public access entrances and exits are observed or supervised by hotel staff 24 hours daily.
-	Hotel staff controls access to the guest floors from public areas.
-	Hotel has a process for increasing security manpower for meetings or events upon request.
-	Hotel has a staffed command center that actively monitors hotel access control systems, CCTV system, and fire/life safety systems.
-	An internal emergency telephone number is available and is continually staffed.
-	Hotel Security staff wear name badges.
-	Hotel Security staff has means to readily identify themselves to others as premises security.

### 5. Health and Life Safety

-	Hotel has a food safety management system based on Hazard Analysis Critical Control Point (HACCP) principles.
-	Hotel conducts regular hygiene inspections.
-	Hotel has procedures to mitigate Legionella.
-	Hotel has pest control measures in place that cover Food Control areas, public areas, and guest room areas.
-	Upon request, a private licensed physician or medical care provider can be summoned to the Hotel.
-	Hotel staff has received basic First Aid and CPR training.
-	Hotel has First Aid Kits for emergencies.
-	Hotel has Medical Trauma Kits for emergencies.
-	Hotel has AED equipment on premises.

### 6. Guest Room Security

<b>Guest Rooms have:</b>	
-	• Deadbolt Locks
-	• Door Chain or Wishbone Latch
-	• Door Closure Mechanism
-	• View Ports
-	Guest room connecting room doors have a deadbolt lock.
-	Guest rooms are fixed with a convenience safe.
-	Guest rooms have a compendium that contains guidance for guests to follow in case of Fire and other Emergencies.
-	Guest rooms have Safety Exit maps on back of door.
-	Guest room windows have restricted opening capability of no greater than 100mm (4 inch equivalent).
-	Guest rooms have no gas-operated appliances or water heaters.

### 7. Elevators/Lifts

-	State the number of elevators/lifts in the hotel. (Operating certificates are available and may be reviewed at the office of the Hotel General Manager)	Total Number 23
-	Hotel elevators have regular maintenance inspections.	
<b>Hotel elevators have following notices displayed outside the lift on each floor:</b>		
-	• DO NOT USE IN CASE OF FIRE	
-	Hotel elevators are fixed with key-card control to prevent direct access to the guest floors from public areas.	
-	Hotel elevators/lifts have an emergency alarm and communication system.	

### 8. Swimming Pool and Fitness Center

-	Pool water is checked as per local regulations for pH and chlorine.
-	Pool has clearly designated depth markings visible from within the pool and around it.
-	Buoyancy aids are provided at the pool side.
-	Pool surround deck/area has non-slip surface.
-	Pool has general "pool regulations" notice board and signage that advises whether or not there is a lifeguard on duty during operating hours.
-	Fitness Center has controlled access
-	Fitness Center has a phone or alarm system to summon emergency assistance.

### 9. Security and Safety Training

-	Hotel has a Security Awareness training program for staff.
-	Hotel staff has undertaken training in Human Trafficking Awareness.
-	Hotel staff has received training in accident and medical incident response.
-	All Hotel staff receives training in actions to be taken in the event of a fire and other emergencies.
-	Key staff receives First Aid and CPR training.
-	Hotel Security staff receive in-house orientation and job specific training.
-	Hotel security staff receives training in control and restraint techniques.
-	Hotel is periodically reviewed by the brand's Corporate Security department.
<b>Hotel Security Staff trained and certified as:</b>	
-	• CLSO(AHLA)
-	• CLSD(AHLA)

### 10. Emergency Planning

-	The Hotel has emergency response protocols and procedures for security and safety contingencies and safety-related incidents that may be reviewed at the office of the Hotel Manager or Hotel Security Director.
-	Active Shooter
-	Bomb Threat/Suspicious Package
-	Natural Disasters relevant to location
-	Fire/Explosion
-	Food-Related Illness
-	Human Trafficking
-	Medical

### 11. Emergency Response/Crisis Management

-	The Hotel has a crisis management protocol and procedures that enables response coordination and support for natural disasters and other contingencies listed below.
-	Biological Threat
-	Civil Unrest/Protest Group/Demonstration
-	Criminal Activity
-	HAZMAT Incident
-	Hostage/Kidnapping/Extortion
-	Hostile Conflict
-	Information Technology/Data Breach/Technology & Equipment Thea
-	Nuclear/Radiological Incident
-	Pandemic
-	Regulatory Action
-	Transportation Disruption
-	Earthquake
-	Extreme Heat
-	Flood
-	Heavy Snowstorm
-	Hurricane/Tropical Storm/Typhoon
-	Tornado/Severe Weather/Thunderstorm
-	Tsunami
-	Volcano
-	Wildfire

## Reporting Security or Safety Incidents

The security and safety of our guests and associates is of utmost importance to us. If a health, safety, or security situation arises which should be brought to our attention, we ask that you observe the following reporting protocol:

If the situation is an emergency ----- dial 55 from any hotel phone and immediately report it. If the matter is not an Emergency, dial 6195 from any hotel phone, ask to speak to the Security Manager on Duty, and report the matter accordingly.

### For Further Assistance:

As you can appreciate, to avoid compromising Hotel security and safety systems, there are limits on what the Hotel may disclose, (such as information concerning security camera or alarm system plans), or routinely provide upon demand (such as copies of security plans or procedures, staffing information, training information, etc.).

These limitations are in the interest of protecting guests and associates. We recognize however, that you may wish to further discuss security or safety matters.

If so, you are welcome to contact the Hotel General Manager or:

**RON RUOTOLO**  
Director of Security  
*The United States & Canada*

**M:** 917.642.2803 **E:** [Ron.ruotolo@hyatt.com](mailto:Ron.ruotolo@hyatt.com)  
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