

IMMEDIATE RESPONSE PROVIDERS

NCM HOTELS – A&J SPECIALTY

APPLE REIT HOTELS – ACT (Advance Catastrophe Technologies)

The immediate response providers listed above will work alongside your disaster response plan to assist you should one of the following events occur:

- Fire
- Water / Sewage Back Up
- Board Up Emergencies (when the building envelope is compromised)
- Blood Pathogen Clean-up (A&J Specialty will handle for all NCM and Apple hotels)

NCM HOTELS – A&J SPECIALTY – 1-800-727-8990

A&J Specialty will assist in assessing the severity of the event, and through a series of questions will help determine whether your hotel team can handle the clean-up or if they should deploy 3rd party resources.

The procedure to follow when one of the four events occurs is:

- Step One: Manager on Duty to contact the General Manager
Step Two: General Manager (or MOD if GM is not available) to contact the Regional Vice President
Step Three: If that person is unavailable, contact **A&J Specialty**

If you reach your Regional Vice President, they will assess the situation with you and determine if the immediate response services of A&J Specialty are needed. If yes, you will then be instructed to give A&J Specialty a call so that they can gather firsthand information.

If you contact AJ Specialty without reaching your Regional Vice President, they will ask a series of questions (see Call Reports) to gather all the pertinent the information.

Once A&J Specialty has completed this brief questionnaire, the technician will contact (in the order shown) the following people until one answers.

- 1) RVP
 - a. Amy Simchak
 - b. Eric Rottier
 - c. Jonathan Bogatay
- 2) David Coe
- 3) Jeff Lenz

The NCG team member who answers is responsible for making a go, no-go deployment decision, and contacting any other appropriate person at the corporate level. If not done so already, you will be directed to contact the insurance agent for the hotel to give verbal notice of a possible insurance claim.

<<Re: >>

Only those individuals listed above can deploy A&J Specialty, ensuring that potentially expensive services are not incurred for situations that might easily be handled in-house.

Should the event require the services of A&J Specialty, the following procedure will occur:

- A&J Specialty (or their partner if not a Madison/Middleton hotel) will perform the remediation clean up as required.
 - They will use the Insurance approved xtime tool to determine costs of this clean up
- A&J Specialty (or their partner if not a Madison/Middleton hotel) will create a scope to rebuild the space based using their experience and expertise of where hidden damage might be found.
 - They will use the xtime program (to calculate costs) and charge NCG \$65 - 75 per hour (depending on personnel used) to create this document for accuracy and missing details.
 - This scoping document fee will be part of the insurance claim.
- NCG will review this scoping document, costs with our insurance company key contact (Curt Jorgensen) and create a mutually agreed upon budget.
- NCG will hire and oversee contractors for the reconstruction phase using this scope and budget.

APPLE REIT HOTELS – ACT – 888-747-1515

If water/sewage is involved (no matter the amount), or if damage to the building is expected to exceed \$25,000, you will use the services of ACT to protect, secure and clean-up any damage. The Apple Reit ownership always wants ACT to be involved with any water infiltration issues to ensure that no mold develops from the incident.

The procedure to follow when one of the four events occurs is:

- Step One: Manager on Duty to contact the General Manager
Step Two: General Manager (or MOD if GM is not available) to contact your Regional Vice President
Step Three: If that person is unavailable, call in this order until verbal contact is made

Eric Rottier
Amy Simchak
Jonathan Bogatay
David Coe

That person will assess the situation with you and together determine whether your hotel team can handle the clean-up, or if the immediate response services of ACT are needed. If yes, you will then be instructed to call ACT. Do not call ACT until you have contacted someone at NCG.

Should reconstruction be required, ACT will provide that service.

Useful numbers for Corporate Office team members:

1. Hausmann-Johnson Insurance (NCM Agent) – Craig Butler
 - Direct 608-252-9668
 - Office 800-729-4287
 - Voice 608-257-3795 (if after hours, Press 1 transferring you to an answering service – they will contact an agent to give a return call)

2. A&J Specialty Key Leadership (call in this order if an issue)
 - Francis Balthazor 608-209-6561
 - Kent Rawhauser 608-209-9259
 - Mark Schwenn 608-209-1063
 - Mark Finley 608-209-1820

3. ACT
 - Nationwide 888-747-1515