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**POLICY STATEMENT**政策声明

Ensure hotel employees know and should be aware of the hotel’s particular location and the surrounding hazards.

确保酒店员工知道并意识酒店所处的具体位置与周围环境存在的危害。


**PURPOSE**目的

Flood can be prevented with the cooperation from all hotel employees.

在所有酒店员工的共同合作下洪水将会被有效防止。

**PROCEDURES**程序


1. Flooding may be due to a variety of reasons, including:-  
发生泄洪可能会有以下原因，包括：
  - a) Defect in the drainage system especially during heavy downfall causing flash flood.  
排水装置损坏，尤其是大雨过后所引起的洪涝。
  - b) Burst pipes. 水管爆裂
  - c) Activation of sprinkler system. 自动洒水装置被激活
  - d) Miscellaneous intent. 其它混杂原因
  
2. The danger varies depending on the cause and extent of the flooding. In some cases, there may only be danger to property, as for example, a broken sprinkler head in guest room or corridor.  
洪水所造成的危险的将取决于洪水的起因及洪水的流量，有些情况，洪水只是对物品造成危害，如客房或走廊内的洒水喷头破裂所引发的洪水就只造成财产的损失。
  
3. It is not practical to consider all eventualities and some discretion will be needed depending on the situation encountered.  
凭空估测将来所有可能发生的意外是不现实的，一些判断则通常是根据实际发生的情况做出的。
  
4. The following basic instruction and guidelines relate to a “SERIOUS” situation.  
以下是在严重形势下的指令及指导方针：
  - a) All staff members should be aware of the hotel’s particular location and the surrounding hazards.  
所有酒店员工应确知酒店的详细位置及周边环境存在的危害。
  - b) Water found penetrating/percolating/flooding into the building should immediately be reported to AM, Security Supervisor on duty, duty engineering by dialing 6843 and hotel CCTV room 6855.  
如发现酒店内水管破裂/溢水/泄洪应立即报告酒店大堂副理、当班安保主管、值班工程师电话“6843”、酒店监控室电话“6855”。

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- c) Water is good conductor of electricity. Cut off supply or remove all electrical appliances in the area immediately. Use rubber gloves or similar means of cover especially when appliances are wet. **DO NOT** attempt to do this unless you have been trained and understand the danger involved.  
 由于水是电的导体，在周围器具湿时，应使用橡胶手套或其它的绝缘物来切断洪水区电源供应及电器的使用。但如果非经专业培训请不要试图去接触这些物品。
- d) If possible, remain at scene and wait for the arrival of emergency respond team. If you are in danger, leave the area immediately.  
 如果可能的话，在现场等待安全小组成员到来，如果你已陷入危险，则立即离开危险地带。
- e) If evacuation is implemented, lock up office(s) and proceed to the assembly area via the nearest fire exits. Your assembly area is at the open space parking lot opposite the hotel building.  
 如果撤离，应锁好办公室的门后通过最近的安全通道撤离，并在酒店对面的停车场处集合。

**SECURITY OFFICE 安保部**

- 5. On receiving a report of water penetration/percolating/flooding, immediately alert the following personnel to attend the scene via walkie-talkie or telephone.  
 在接到水管破裂/溢水/泄洪的报告时，应立即通过电话或对讲机通知以下人员到达现场。
  - a) AM on duty. 当班的大堂副理
  - b) Security Supervisor on duty. 当班的安保部主管
  - c) Duty Engineering. 当班的工程师
- 6. If a decision is made by the emergency team leader to seek assistance, telephone BOMBA or AMBULANCE. Alert other security personnel to clear entrance for vehicle and to provide escort for the authority.  
 如果安全小组负责人决定要寻求援助，应立即叫急救车或消防队，并要求其他安保部员工清理车辆入口并陪同相关人员 到目的地。
- 7. Alert nurse at the clinic to standby with aid kit during working hours.  
 请当班的医务人员携带医药箱随时待命。
- 8. Continue to monitor situation and coordinate with emergency respond team leader and telephone operator.  
 继续观察形势并与安全领导小组及总机及时沟通。
- 9. Open the emergency log and begin to log the incident in chronological order under a new heading "Flooding".  
 在紧急事件工作日志上以泄洪为标题并按年代为序记录整个事件。

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10. If the decision made by emergency respond team leader to evacuate the basement/flooded area, follow the procedure of evacuation planning.

在接到安全小组负责人从地下室/洪水区的撤离决定后，应立即按撤离计划程序撤离。

### **ASSISTANT MANAGER大堂副理**

The AM/Security Supervisor is the Emergency Respond Team Leader unless specified other arrangement are in force. The following description is base on the above arrangement:

在无特殊指定下，大堂副理/安保部主管是安全小组的负责人。以下是按如上安排进行的描述：

11. Proceed to the scene immediately and arrange point of rendezvous with Safety & Security Officer and Engineering staff through walkie-talkie.

立即赶赴现场，并通过对讲机与安保部主管/工程部员工安排集合地点。

12. Check the affected area with Safety & Security Officer and Engineering staff. Ascertain the cause of the flood as applicable and prepare immediate action plan.

同安保部主管和工程部员工一起检查受灾区域，查明原因后立即采取相适应的行动。

13. Deploy members of the emergency response team to attempt remedial work. If the situation warrants, assign extra staff members from other departments to organize a supplementary damage control team(s).

部署安全小组成员进行补救工作。如情况允许，指派其他部门的员工组建损失控制补救工作小组。

14. Assess situation. Instruct telephone operator to dial emergency service (BOMBA or AMBULANCE) for assistance where necessary.

估定形式，在需要时请总机叫救护车。

15. Gather available information and pass onto telephone operators to answer queries from the guests.

收集有效信息并告知总机以回答客人提出的质疑。

16. If situation is critical and/or may lead to extensive damage, instruct telephone operators to inform senior management.


如果情况严峻/损失扩大，应指示总机立即通知管理层。

17. If the flooding is out of control, execute evacuation planning (see evacuation planning). Evacuation may be partial or total depending of the situation. Note that assembly area available for a fire emergency may not be available when there is a flood.

如果泄洪无法控制，则立即撤离（详见撤离计划）。并依据形势采取部分撤离或全部撤离。注意消防安全集合地有可能不适合泄洪的集合地。

18. After execution of evacuation planning, instruct emergency respond team members to double check evacuation areas for staff left behind if situation permit.(Do not risk of endangering yourself).

撤离完毕后，如形势允许请安全小组成员再次确认受灾区有无漏下员工（但不要自己冒险）。

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19. Upon arrival of the authorities, brief the on the circumstances of the incident, action taken, person trapped, and etc. Remain behind with Security Supervisor and Engineering staff to coordinate necessary action.

救护人员抵达时向他们介绍事故的形式，已采取的措施，被围困的人员等等。与安保部主管和工程部员工随后以更好地配合其行动。

20. After the incident, follow the specified instruction as per the Fire Procedure to process insurance claim and to mobilize department.

事故发生后，按照消防程序的指令将损失的物品列单并进行保险索赔。

21. Record all details in the log book in chronological order. Compile an incident report (investigation) with Safety & Security Offices for senior management.

在交接本上按顺序记录好事故的经过。同安保部主管汇集事故报告（调查报告）呈交管理层。

#### **ENGINEERING DEPARTMENT 工程部**

22. Proceed to the scene with the emergency tool box immediately and establish point of assembly with emergency response team by walkie-talkie.

立即携带紧急工具箱到达现场并与安全小组的成员联系，选定集合地点。

23. Check the affected area and try to find out the cause of flooding. Report to the emergency team leader and recommend remedial action.

检查受灾区域并尽力找到泄洪原因，后向安全小组长汇报并向其建议补救措施。

24. Deploy team member/others available personnel to block/drains & etc. causing flooding by using sandbags impediments, vacuum machine, extra pumps, etc.

联合其他部门员工/其它工作人员一起使用沙袋、吸尘器及抽水机来挡水或排水以减少受害面积。

25. Bring affected lift to safe level, i.e above flood level and block them off.

将受阻的电梯开至安全楼层，比如将电梯开到泄洪楼层以上并停止使用。

26. Take all possible precaution to ensure that diesel and oil from generators are not contaminated by flood waters and that diesel and oil are available when needed for generators and other machines.


采取一切可能的预防措施防止发电机内的柴油或机油内浸水，并保证当发电机或其它机器需要油时能给予供给。

27. Cut off power supply and/or remove all electrical appliances from affected area(s) where applicable.

将在受灾范围内的电器电源切断并/或将其移走。

28. Advise team leader to call for emergency services assistance where appropriate.

建议安全小组负责人在适当时候请求紧急服务援助。

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29. Remain behind with the emergency team leader and Security Supervisor to assist the authorities upon their arrival at the scene.

当紧急援助小组抵达后，与安全小组负责人和安保部主管一同随后以提供必要的协助。

30. After the incident, investigate the cause of the flooding with AM and Safety & Security Supervisor. Submit estimation of the damage to financial controller’s office for necessary follow up processing and insurance claim.

事后，与大堂副理和安保部主管一起调查事件原因。并向财务部提供损失估计报表以便做必要的跟进工作及向保险公司索赔。

31. Coordinate with other departments concerned to restore the affected area(s) back to normal conditions.

协同相关部门员工使受灾区域恢复常态。

### **TELEPHONE OPERATORS总机**

32. On receiving report of flooding, the operator on duty should immediately communicate the information to CCTV Room by dialing 6855 or 5110.

在收到泄洪报告后，当班总机接线员应立即将此信息反馈给安保部监控室“6855”或“5110”。

33. Instruct all operators to monitor the situation.

告知所有的总机当值接线员时刻监视泄洪情况。

34. He or She should continue to monitor the situation and gather more information from the emergency team leader and security office when available in order to respond to guest queries.

他/她应继续监视泄洪情况并及时从安全小组与安保部获得信息以回答客人提出来的质疑。

35. Initiate group message for all Crisis Response Member.

发信息给酒店所有危机事件小组成员。

36. If instruct by emergency team leader to alert senior management, operators on duty will immediately inform all the following personnel in the following sequence. Call them at home or mobile number if outside office hours.


如现场安全小组负责人指示接线员将信息汇报至管理层，则当班的接线员就立即按下列次序通过手机通知以下人员(如不在工作时间可打其家庭电话):

- a) Chief Engineer. 工程部总监
- b) Chief of Security. 安保部总管
- c) Deputy General Manager. 副总经理
- d) General Manager. 总经理
- e) Division/Department Head concerned. 各部门领导

37. If evacuation order has been issued by the emergency team leader, inform all member of group.

如果现场安全小组负责人做出撤离的决定后，应通知在场的全体人员。

38. If telephone operator’s room is affected, evacuate the room and re-route all calls to Front Office..

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如总机房也受侵害，当班人员立即撤离并将电话转至前台。

39. The Supervisor/Telephone operator on duty will keep a log of the incident in chronological order in the emergency log to facilitate follow-up enquiries.

总机主管/当班的接线员应在紧急事故交接本上按顺序记录事件过程以便跟进质疑。

### **HOUSEKEEPING客房部**

40. Upon receipt of an emergency group call, check with the operator (0) or security office (6855) to ascertain the area or location affected.

如收到紧急情况的信息，应与总机（0）或安保部（6855）联系确认受侵害的具体位置。

41. Deploy as many general service staff with appropriate equipments and supplies as soon as possible and send to the scene to assist the emergency respond team. Coordinate this activity with the emergency team leader and obtain his approval prior to dispatching staff.

与紧急救助小组负责人保持联系并取得他的同意后，组织尽可能多的普通服务员并让其将设备及器具尽快送到受灾区支援紧急救助小组。

42. Continue to coordinate with the emergency respond team until incident is over.

继续与安全小组人员协作直至事件结束。

43. After the incident, assist the Chief Engineer and Security Manager to compile a summary of replacement cost of damage if applicable.

事件结束后，协助总工程师和安保部经理对补救损失进行估算并列出现统计表。

44. If an evacuation order is issued, proceed immediately to assembly area for roll call and await further instruction from management.

如已接到撤离指令，立即到达集合区点名并等待管理层的进一步指示。

**NOTE:** The following areas in the hotel will be subject to flooding easily:

通知：酒店的以下区域将极易受到洪水侵害：

- a) Hotel platform. 酒店各外平台
- b) Basement car park area. 地下停车场