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POLICY STATEMENT政策声明:

Ensure that hotel employees remain calm and knows the procedures in the event of an armed robbery took place.

当武力抢劫事件发生时，确保酒店员工能够准确了解程序并保持镇静。

PURPOSE目的:

To assist in memorize a complete description of the persons who are perpetrating the robbery.

为能准确全面地记住抢劫者的容貌特征。

PROCEDURES程序:

1. Armed Robbery:武力抢劫

In the event of armed robbery in the hotel vicinity, all employees or victims should remain calm and not to aggregate the robber. Observe closely the description of the person:
如果在酒店附近发生武力抢劫，所有的员工及受害人都应保持镇静，不要围集抢劫者。仔细观察抢劫者的特征。

a) Physical appearance – eye & hair color and height.

外表特征-眼睛及头发的颜色、身高。

b) Physical characteristics – accent. 典型特征-口音

c) Clothing. 衣着

d) Weapon. 武器

e) Vehicle. 交通工具

f) Direction of escape 逃亡方向

g) What did he say 所讲的话语

2. Security Personnel on hearing or learning about the robbery should inform the Safety & Security Officer on duty immediately. Safety & Security Officer must:

安保部员工听到或发现抢劫事件应立即报告给当值安保主管，安保主管则应立即：

a) Inform security control room to observe the CCTV and to preserve the recording tapes

通知监控中心查看录像并保管好录像记录。

b) Inform Chief of Security / Security Manager and assistant manager.

通知安保部总监或经理和大堂副理。


c) AM on duty shall inform Director of Room Division, General Manager / Deputy General Manager and Public Relations Manager immediately.

大堂副理应立即通知房务总监、总经理/副总经理以及公关部经理。

d) Deploy other security personnel to observe the robbery site and other means of escape.

部署其他安保部员工勘察抢劫的地点和可能采取的逃跑方式。

3. After the robbery, Chief of Security / Security Manager shall contact the police and to submit an official report.

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在抢劫事件发生之后，安保部总监或经理应及时报告公安机关并向其提交正式报告。

4. After office hours or on public holiday, AM on duty shall inform the police and to submit the police report with the assistant from Chief of Security / Security Manager on duty or the Director of Room Division.
如抢劫事件发生在非营业时间或公共假期，大堂副理应在安保部总监或经理或房务部总监的协助下通知公安并提交正式的报告。
5. The Safety & Security Officers on duty must ensure that the scene of the crime is protected and identify all the witness for the police interview.
当班的安保部主管应确保犯罪现场予以保护应识别目击证人以安排其接受公安部门的询问。
6. While waiting for the police to arrive, the subject of the robbery should write down the details.
在等待警察到达期间，应记录下被抢劫物品的详单。
7. All incidents to be logged in security log book and AM's log.
在安保部工作日志上及大堂副理工作日志上应有对所发生事件的详细记录。
8. If the victim is an in house guest, AM is to liaise with him/her to ensure assistance is provided as necessary. At all times, the AM or Security Supervisor on duty are not to admit any hotel liability without proper approval from General Manager or Director of Room Division or Financial Controller.
如果受害者是住店的客人，大堂副理应确保在需要时给他/她提供帮助。但如果没有总经理或房务部总监或财务总监的批准，大堂副理或安保部主管不能随便向客人承认饭店的责任。
9. Marketing & Communication Manager is to ensure that all information pertaining to the incident is being handled with care. Stopped, checked and evicted if necessary.
公关销售部经理应确保谨慎处理有关事件的所有消息，必要时停止、检查或收回消息。

In case of cashiers, the following precautions can be taken as follows:-

如果是出纳员，可以采取下列防范措施：

- a) Keep cash in hand to minimum for operations.
将手头上的运作现金降至最小额度。
 - b) Transfer excess cash regularly to strong safe kept out of sight of the general public.
额外的现金要适时地投到公共视线之外的保险箱内。
 - c) Keep an eye's, on suspicious people loitering nearby especially people hanging around for unusually long period of time.
保持警惕，特别是注意在附近长时间徘徊和逗留的可疑人物。
10. Bearing in mind that robbers are usually desperate people who would not hesitate to become violent. Staff who are confronted, are advised to:
要记住，抢劫犯常是亡命之徒并会不顾一切地使用武力，所以现场的员工应注意：

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- a) Follow their instruction and demands.
遵守他们的指示和要求。
 - b) Avoid taking any necessary risks. Property lost can be acquired again, but not human lives.
避免任何不必要的冒险，财产失去了可以通过努力再获得，而生命却仅有一次。
 - c) Avoid annoying an armed robber. Very few of them have the patience or inclination to bargain.
避免惹怒武装的抢劫犯，他们中很少有人会有耐性去讨价还价。
11. Never scream or shout for attention. Try to signal other staff in the best possible means, the follow up action will be done by the Management.
不要为引起注意而大声尖叫，尽力用最好的、可行的方法向其他员工发出暗号，酒店管理层将会采取跟进措施。