Upon a fire occurs the telephone operator should immediately inform members of Hotel emergency response team for timely contain the fire and evacuation. Hotel emergency response group is consisted by GM, DGM, MOD, Chief of Security, Chief Engineering and other department division heads. GM is the command (DGM or other authorized deputy to be command in General Manager's absence). The assembly point is hotel crisis command center (B1 CCTV room)

一旦发生火灾应由总机接线员立即通知酒店紧急事件处理小组成员，以便及时扑救和有效疏散。酒店紧急事件指挥处理小组由总经理，副总经理、值班经理、保安总管、工程总监以及其他各部门总监/经理组成。总经理任总指挥（总经理不在店时由副总经理或被受权的其他危机小组成员担任），集合点在酒店危机指挥中心（B1酒店监控室）。

Scope 范围：
All employees
所有员工

Policy and Procedure 政策与程序：

General 总则

1. In the event of a fire, fire volunteer team should be organized before the arrival of the fire brigade, contain the fire according to the four fire safety competencies.
   发生火灾时（在消防队到达前）及时组织志愿消防队，依据消防安全"四个能力"协同保安人员灭火。

2. On the event of a severe fire, it's required to evacuate the entire hotel swiftly.
   发生重大火灾时，要迅速组织酒店全员疏散。

3. A quick decision, immediate fire fighting and efficient evacuation is important to ensure safety of guests and employees.
   为保护顾客及员工生命安全，一个快速的决定、及时扑救和有效的疏散行动是首要的.

4. Guests to be evacuated in an orderly manner, the alarm and the emergency broadcast should be activated immediately. Instruct each floor supervisor and volunteer fireman to inform occupied rooms.
   按疏散要求有顺序的疏散客人，疏散区域的警报和应急广播立即拉响，各楼层主管及应急消防分队成员立即通知该区域顾客。

Points of assembly
集合地点

The Hotel emergency command team is quickly summoned to CCTV Room, the command center is also can be designated temporarily by GM according to the location of fire or other special status.
酒店紧急事件指挥中心在B1酒店监控室，也可由总指挥根据火灾发生位置或状况临时指定。

The points of assembly for hotel guests and employees are hotel backyard. The second assembly point is the backyard of Inzone Quancheng hotel. Other undesignated staff should evacuate to the point of

assembly after receiving evacuation information.
员工、顾客疏散集合点在酒店后院；酒店第二避难场所为同一业主的银座泉城大酒店后院，在必要时及时撤离到第二避难场所。未指派具体任务的酒店其他员工为被疏散人员，听到疏散信息后立即撤离到集合点。

Command & control
命令及控制

Once the command issue the partial / general evacuation orders, each department division heads should inform your own employees to evacuate in an orderly manner, pay close attention to evacuation situation and report to command in time.
一旦总指挥下达"局部"或"全员疏散"的命令后，各部门负责人立即通知到责任区域所有人员按**正确的疏散方法有序疏散，**并认真关注责任区域疏散情况，及时向总指挥汇报。

Security Department
保安部

Based on the instruction of the commander in chief following is carried out.
根据总指挥的指示进行以下各项工作：
1. Post a security guard at the main entrance and associated driveway to guide fire engines to the nearest water pump coupling.
    在主入口和车道处安排一名保安员，便于引导消防车至最近的水泵结合器。
2. Contact with police officials to ensure the hotel is cordoned off to prevent entry of undesirable elements and property being taken away.
    确保酒店受警戒以防有不良人员乘机进入酒店行窃，协助公安部门疏散围观人员。
3. Control the fire elevator on the first floor.
    把消防电梯控制在一层。
4. Keep on organizing the volunteer of fire to extinguish.(use effective method while extinguishing.)
    组织志愿消防队员灭火（用科学有效的方法灭火）。

Engineering
工程部

Cooperate with Fire Control Center to complete the following work:
配合消防控制中心进行以下各项工作：

1. Switch off electricity, A/C affected areas and ensure the emergency lights in good order.
    将受影响区域的电源、空调关闭，确保应急照明的正常工作。
2. Open the exhaust system and air supply system of fire passage.
    打开排烟系统和安全通道的送风系统。
3. Cut gas connection to kitchen.
    切断煤气管道与厨房的连接。
4. Make the fire water supply and communication in good status.
    确保消防用水的正常供给和通讯的畅通。

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5. Assistant to fight fire and all the other actions of fire service.
   协助灭火，随时协助消防队行动。
6. Keep the fire elevator running in good status.
   保证消防电梯正常运行。

Front Office
前厅部

1. Print out a list of all in-house guests.
   打印入住所有客人名单。
2. Switch all computers off.
   关闭所有计算机。
3. Keep the cash and guest materials well.
   保存好现金和住客资料。
4. The telephone operator goes to the night mode by switching the console to reception, based on the information from the commander in chief.
   电话接线员依据总指挥的命令转换控制盘（接前台），使电话进入夜间工作方式。
5. Bellboy should be designated to stand by at hotel main exit, guest elevator landing area and staff lift hall on the first floor to instruct and direct people towards the evacuation area.
   在一楼正门出口、一楼客梯厅、一楼员工电梯厅疏散步梯口处各安排一名行李员指引人员疏散。
6. The GRO must ensure all the main entrance doors are left open to help the guests proceed to the evacuation area.
   疏导人员确保所有的主出入口门处于敞开状态，帮助于客人撤退至疏散区。
7. The Receptionist & GRO assigned at the evacuation area must check all the guest names against the list provided by the Front Office computer.
   安排在疏散区的接待员及疏导员必须依前台提供的客人名单进行人员核对。
8. The Front Office Manager with all the agents provides explanation, conciliation and unlimited assistance.
   前台经理带领接待人员对客人进行解释和安抚，并提供尽可能多的帮助。
9. Report the guest evacuation situation to commander in chief.
   及时向总指挥汇报顾客疏散情况。

Rooms (floor attendant)
客房部（楼层服务员）

1. According to the service list and guest register provided by Front Office check every room and show the exit positions to them.
   根据服务单和前台提供的住客表检查每个房间并疏散客人向他们指明出口位置.
2. Make ensure nobody in room, close the doors and write a mark **"√"** on door.
   确定房间无人滞留，将房门关闭并在房门上作一记号**"√"**。
3. Close all the doors of rooms and pantry rooms and collect all the keys of them.
   将所有的客房及服务间门锁好，并收集所有的钥匙。
4. Leave away from floors and proceed at the evacuation area.

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离开楼层，向疏散区撤退。

Rooms (locker room attendant)
客房部（更衣室管理员）

Check that all locker rooms are vacant and lock the doors and report to evacuation area.
检查所有的更衣室已无人滞留并锁上门撤到疏散区并汇报。

Human Resources
人力资源部

1. Secure all official materials such as payroll diskettes, attendance diskettes, etc., in provided fire-proof safes.
   将所有公务资料等保存好并带到安全区域。
2. Close all the doors behind you and proceed promptly to evacuation area.
   随手关好门并迅速向疏散区撤退。
3. Collect staff rosters and signature in/out form of all departments; summarize the number of the total, the present, the missing and the on-duty staff. Written report should be submitted to commander (GM).
   现场收集各部门排班表和出勤表，并统计各部门参加本次演习"应到人数、实到人数、失踪人数、现在岗人数"。
4. Report the hotel staff evacuation situation to the commander.
   向总指挥书面汇报员工疏散情况。
5. To organize and keep on the points of assembly in good order.
   组织维护集合点秩序。
6. To assist doctors to rescue the injuries.
   协助医务人员救护伤员。

Finance department
财务部

1. Once receiving the evacuation order, all important paper documents must be transferred to a safe place.
   一旦发布了疏散命令，必须立即转移所有重要的书面文件到安全的地方。
2. Store electronic data, cash, etc. in the appropriate fire-proof safes.
   将数据存盘并和现金等一起存放在规定的防火保险柜中。
3. The outlet cashiers must secure and remove all money, credit card imprints and keys.
   各出纳员必须保护转移所有的现金、信用卡印记和钥匙。
4. All staff must proceed promptly to the evacuation area, and the Director of Finance / manager must ensure the evacuation progresses safely.
   所有的员工必须迅速向疏散区撤退，总监/经理必须确保疏散过程安全。
5. After all Finance Staff have been evacuated and all room have been locked confirmed by the director of finance / manager, the Director of Finance shall proceed to the evacuation area and report to commander.

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总监/或经理确保所有员工已全部撤离，并确保责任区域内所有的房门已锁好后，及时向总指挥汇报。

Kitchens
厨房

1. Once the evacuation order has been given out, the chef is to order all the kitchen staff to stop working and shut down any equipment they are currently using.
   一旦发布了疏散命令，厨师长立即要求所有的厨房工作人员停止工作，关闭正在使用的设备。
2. Switch off all the gas immediately in order to minimize the explosion possibilities.
   立即将所有的煤气关闭，降低爆炸的可能性。
3. Stewards shall remove the chaffing dish alcohol jelly to a safe distance outside the building.
   管事部立即将保温锅固体酒精等移到大楼外的安全位置。
4. Remaining managers / supervisors are to shut down all exhaust-AHU systems and as much electrical equipment as possible.
   其他经理/主管关闭所有排烟系统、空调机组及尽可能多的电气设备。
5. Direct the cooks, stewards and all other staff present towards the nearest safe Fire Exit to the evacuation area.
   厨师长指导在场的厨师、管事及其他员工向最近的紧急出口迅速而有秩序地撤退。
6. Make a final check of the whole kitchen area, including the stores and chillers, in order to ensure that all the staff have been evacuated.
   厨师长最后一次检查整个厨房区域，仓库及高温冷库，确保所有员工已撤离。
7. All staff must be instructed to remain calm, fight the fire and fully assist any hotel guest if needed.
   员工必须保持冷静，需要时尽全力灭火和帮助酒店客人撤离。

Staff Canteen
员工餐厅

1. The staff canteen supervisor switch off all electrical equipment and turn off the gas   stove, and advise staff to proceed towards the evacuation area.
   主管关闭所有电气设备及煤气灶,并通知员工向疏散区撤离。
2. Before reporting to the superior, the supervisor should make sure that all the staff have been evacuated, i.e. The supervisor will be the last person to leave the area.
   餐厅主管确保责任区域内的所有员工均已撤离，并及时向上级汇报。（注：餐厅主管是该区域最后一个撤离人员）

Linen Room
布草房

Once receiving the evacuation information, switch off or unplug all the electrical appliances and lock the doors then proceed to the point of assembly.
听到撤退命令信息后，关闭所有电器电源锁上门，所有员工立即撤离到集合点。

Restaurants, Bars and Banquet
各餐厅、酒吧、宴会厅

1. Upon receiving general evacuation information, immediately stopping service to guest.
   一旦听到疏散警报或全员疏散信息后，立即停止服务。
2. Request all the guests to extinguish their cigarettes and evacuate the guests from the outlet.
   请求所有的客人熄灭手中的香烟并疏散客人。
3. Direct the guests out of the outlet by pointing the way to the nearest exit.
   为客人指明最近的紧急出口途径。
4. First, evacuate the guests who are seated at the tables closest to the Fire Exit. Then, work towards the center of the outlet, advising the guests seated at the other tables to leave.
   首先疏散靠紧急出口最近的客人，依次向中心位置通知其它桌位的客人撤离。
5. If any guest needs assistance to evacuate the outlet, instruct the other able bodied guests to assist them, or assist them after all other guests have left the outlet.
   如有客人撤离酒店时需要帮助，指导其它健全客人帮助他们，或在其他所有客人已离开酒店时再帮他们撤离酒店。
6. If any guest refuses to leave, they must be escorted out of the outlet by one or two waiters.
   如有客人拒绝撤离，必须由一个或两个服务员护送其离开酒店。
7. Extinguish all the burners used for heating food and all the burning candles.
   熄灭为食物加热的所有炉火和蜡烛。
8. Switch off all electrical equipment used in the outlet, e.g., coffee warmers, toasters, etc.
   关闭所有的电气设备如咖啡加热器、烤面包炉等。

Each Outlet Managers
各区域经理

All Outlet Managers / Assistants must adhere to the following procedures ：
所有的区域经理/助理必须遵循以下程序:
1. Give full information to all customers about the emergency status.
   向客人宣布紧急状态的全部情况。
2. Each member of the emergency command team reports the evacuation situation to the command at any moment.
   随时向指挥组汇报疏散情况。
3. Move all customers, starting with children and elderly people, to the evacuation area. Once this has been completed to leave the area at last.
   指挥员工转移所有顾客，先从老人和孩子开始，确信撤离完毕后最后一个撤离该区域。

Sales office
销售部

1. Save all currently opened files on the PC.
   将打开的文件存盘。
2. Turn off the PC and disconnect all the wires on the CPU.
   关闭计算机并断开所有电源。

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3. Carry all the camera equipment and other valuable material with you.
   随身携带所有的照相器材等贵重物品。
4. Assist the front office to calm the guests.
   协助前台做安抚客人工作。

Series actions after finding a fire
发现起火后的行动

1. Dial telephone number 5119 or 5110.
   立即拨打5119或6855、5110。
2. Tell them your name and department and extension you belong to.
   您的姓名及所属部门及电话。
3. Tell the exact fire position and the items just burning.
   起火的确切位置，正在燃烧的物质。
4. Break the alarm box glass for alarm.
   击碎该区域的报警盒玻璃，按下报警。
5. Security and hotel volunteer use fire extinguishers and fire hydrant to contain the fire.
   酒店保安和志愿应急消防队用灭火器和消防栓灭火。
6. It's very important to call 119 according to the situation of the fire.
   根据火势大小及时拨打"119"报警电话是非常重要的。