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POLICY STATEMENT/政策声明

This P&P refers to fire, robbery, and bomb incidents in the hotel area.
该政策程序适用于本区域内发生的火灾、抢劫、爆炸等紧急事件。

PURPOSE 目的:

The purpose of the policy is to improve employees’ competency of handling emergency incident through set up emergency response group, effectively organize and take proper action, assist Security Department to handle the incidents and minimize the loss of hotel.

目的是通过组建突发事件应急分队提高员工对紧急事件初级阶段的处理能力，有效组织，迅速做出反应，协助保安部处理紧急突发性事件，将酒店的损失降到最低。

SCOPE 范围:

All employees / 全体员工

RESPONSIBILITY 责任:

1. All departments Manager is responsible to set up the emergency response group and arrange daily responsibility of your staff according to this policy.
各部门经理负责本部门应急分队的组建，并根据此政策每日安排当值员工担任各职责。
2. Effectively evacuate guests and employees, rescue and remove the values at the incident’s earlier stage.
使事件在初期阶段得到控制，并有效引导疏散顾客和员工，抢救、转移贵重物资。
3. Security Department to ensure the procedure is smoothly implemented and managed.
保安部将确保该程序的落实与管理。


PROCEDURE 程序:

1. When there is an emergency incident in hotel, each department must set up emergency group and control the situation immediately before the arrival of the security officers. At the same time, contact Security Department and report to MOD.
当酒店所辖区域发生紧急事件，在保安员未赶到之前，部门立即组织应急分队进行控制事态的发展。同时立即与保安部取得联系，并通知值班经理。

If the incident gets under control in a short time, concerned department should be contacted to solve it as soon as possible.

如果在短时间能得到控制，则应联系相关部门解决问题。

If the incident affects guests and the hotel operation, the duty department supervisor must report to the Director / Manager of department for instruction. Appease and make an explanation to guest

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to avoid bad influence, provide necessary assistance to ensure the safety of guest.

当客人或饭店营业部门受到影响时，当值部门主管人员必须通知部门总监/经理进行指导，对客人进行安抚、解释，避免扩大影响，并提供帮助，确保顾客的安全。

2. Hotel all departments / outlets should set up emergency group, the command should be taken by department supervisor level above. The ordinary employee should serve as alarm man, fire fighter and evacuation man. All members of the emergency response group must be trained and take their concerned responsibility.

酒店各部门/分部门要组建应急分队，指挥员要由部门主管以上职务人员担任，普通员工担任报警员、扑救员和疏散员，经过培训明确分工，责任落实到人。

3. Emergency group member and responsibility. / 应急分队的成员及职能。

- 1) Member: Commander, Alarm man, Fire fighter, Evacuation man.

组成：指挥员、报警员、扑救员、疏散员。

- 2) Responsibility / 职能：

- Commander / 指挥员：

As a commander, she/he should remain calm and need to react quickly, timely organize and take effective evacuation to control the situation of scene. She/he should arrange a clear division of responsibility to each member.

作为一名指挥员，首先要保持冷静，快速反应，及时组织行动，有效的疏散，控制现场状态，对小组分工明确，落实到人。

- Alarm man / 报警通讯：

Alarm man is the first person to find the potential hazards. Alarm man should use the nearest alarm facility to give out an alarm to security department in time. Alarm telephone number is 5119, 5110. The alarm content include: fire location, burning material, fire situation, alarm mans' name and contact number. Alarm man needs to assist commander on the spot and inform the operator to activate "Crisis Response Procedure", report the evacuation situation to the general commander as soon as possible.

报警员是初期隐患发现者。报警员应迅速的利用就近的报警设施进行准确及时地向保安部报警。报警电话5119、5110，报警内容包括：火灾发生的位置、燃烧物、火势大小、报警者的姓名和联系电话。报警通讯员还要在现场协助指挥员，通知总机启动饭店危机小组行动方案，及时向总指挥汇报火灾疏散情况。

- Fire fighter / 扑救员：


Fire fighter should be familiar with the correct operation method of the fire equipment, and know the location of the hotel fire facilities. Try to control the fire at the first time.

酒店区域的消防设施，争取在第一时间控制火灾。

- Evacuation man / 疏散员：

Evacuation man must know well hotel layout and all safety exits. After receiving the evacuation order issued by commander, evacuation man must direct and guide all people to the nearest safety passageway, arrange evacuating in an orderly manner as quickly as possible.

作为一名疏散员要熟悉酒店的地形和所有安全出口。在接到指挥员下达的疏散口令后，应迅速地把现场所有人员引导到就近的安全通道，有秩序地进行疏散，迅速将人员疏散到安全地带。

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4. Department Manager is responsible for setting up the < emergency group name list > in time, ensure the accuracy of the name list.
部门经理负责建立《应急分队名单》，确保名单的准确性。
5. Department Manager needs to ensure their emergency group member knows their responsibility well when they are on duty.
部门经理确保本部门的员工了解其当班期间在应急分队中所担任的职务。
6. Department Manager should put the < emergency group member list > at a evident place on the department notice board.
部门经理负责将《应急分队名单》张贴在部门布告栏中的明显位置。
7. Security Department is entitled to check the person whose name on the < emergency group member list >.
保安部有权随时对张贴的《应急分队名单》中的人员进行检查。
8. If employee absence from duty, on leave, dismissed or other reasons, the departmental Mgr. must arrange a substitute who was trained before to ensure the completeness of fire volunteer team in a case of emergency.
如果有员工缺勤、休假、离职，部门经理要安排通过培训的人员替补，以保证义务消防队的完整，发生紧急事件时，能够在短时间内组织一支高效完整的义务消防队，控制事件的发展。
9. All employees should be the member of emergency group; have the accountability to assist Security Department to handle incident and share the responsibility for evacuating, control the emergency incident at its earliest stage as quickly as possible.
酒店所有员工都是应急分队队员，均有义务配合保安部处置紧急事件、分担疏散责任，把紧急事件消灭在初期阶段。
10. This P&P will be a part of orientation. After new employee is on boarding, department manager is responsible for assigning division.
该政策程序将作为新员工入职培训的一部分。新员工到岗后，部门经理负责给新员工分工。
11. Any new policies issued by the Executive Management will form a part of this Policy.
今后行政管理层签发的任何新的政策将成为此政策的一部分。