## 1. *Purpose 目的*

Ensure all the employees are fully familiar with the hotel action on the Bomb Threats.
确保所有员工在饭店发生爆炸恐吓时完全熟悉酒店的行动程序。

## 2. *Scope 范围*

All employees 所有员工

## 3. *Responsibilities 责任*

It is the responsibility of the following personnel (All the Dept Division Heads, Managers and Hotel Crisis Management Team Members) to ensure that this procedure is duly carried out when the Hotel receives a Bomb Threat.
所有部门总监、经理和紧急事件管理小组有责任保证此程序能适时地得以执行。

## 4. *General Precautions 总则*

4.1 Prevention is important and every department should be constantly vigilant and responsive to unusual occurrences that might hint of such potential dangers.
防范是非常重要的，每个部门都应随时保持警惕，并对可能预示着此类潜在危险的不寻常事件的发生作出迅速响应。

If a Bomb Threat is received, the Hotel Telephone Operator must be informed of the details and who will also **immediately** inform the Hotel Crisis Management Team Members:
若饭店受到爆炸物恐吓，则必须立即将详情通知饭店的总机接线员，由总机接线员**立即依次**通知饭店危机事件管理小组以下成员：
GM and DGM 酒店总经理、副总经理
Chief of security / security Manager 保安部总监或经理
Director of Engineering 工程部总监
Director of Rooms 房务部总监
Other members 其他危机小组成员

Lobby security officer checks the suspicious luggage carefully at the elevator and maintain close surveillance of any dubious-looking persons or visitors within the hotel.
大堂保安在电梯口处检查可疑行李箱，对酒店内任何可疑人员或来访者的密切监视。

*i)* *Chief of security / Security Manager 保安部总监/经理*

a) Maintain close surveillance of any dubious-looking persons or visitors within the hotel.

对酒店内任何可疑人员或来访者的密切监视。

b) Conduct careful checks on visitors (including contractors and equipment brought in) entering the back of the house area. Should there be any doubt, the Officer must verify their presence with the Department concerned.

对进入酒店后勤区域的来访者(包括供应商及所携带器械设施)进行仔细检查，如有任何疑问，检查人员必须与相关部门进行核实。

c) Screen Hotel Guest Register for any possible leads or unusual registration of guest particulars. Assign a staff to screen the CCTV tapes of the day for suspicious guest behaviours.

对任何可能的情况或客人登记时的不同寻常细节进行跟进，指定员工放映当天的监控录像带查看可疑客人的行为。

d) Place the Emergency Team on readiness.

安排应急分队待命。

*ii)* *Housekeeping Manager 客房部管家/经理*

a) Housekeeping employees are requied to check all public areas, floors thoroughly, do not miss any places. Any suspicious personnel and unfamiliar objects must report immediately.

要求当值人员彻底对公共区域、楼层做到定时清理及时检查，任何犄角旮旯都不要放过，发现可疑人员、可疑物品要及时上报。

b) Inform Housekeeping employees not to handle misplaced or suspicious looking articles found unattended. Discovery of such items is to be reported to Security Department at extension "6855" or "5110" .

告知客房部员工不要触摸放错的或没人注意的可疑物品，若发现类似物品应立即报告保安部 "6855" 或 "5110" 。

*iii)* *Chief Engineer 总工程师*

a) Review the physical protection of the hotel building i.e. adequacy of lighting and supply, fire escape exits, etc. and ensure the fire fighting team is on standby alert.

检查酒店大楼所有设备设施状况是否正常；保障足够的照明和供应品、火警逃生出口正常等。并保证义务消防队处于高度警戒状态。

### iv)　*Front Office Manager* 前厅部经理

a) Scrutinise registration of room guests and to monitor hotel lobby etc responsible area movements.
仔细检查住店客人的登记情况，密切监控酒店大堂等责任区域异常情况。

b) Carefully check prior to the acceptance of any article from any outside party.
在接收任何来自外部的物品之前进行确认。

c) Suspicious-looking articles should be reported.
发现可疑物品应立即上报。

d) Check the Luggage Room carefully.
仔细检查行李房

### v)　*PR Manager* 公关部经理

PR will co-ordinate all communications with the mass media according to instruction of hotel GM or DGM.
根据酒店总经理或副总经理指示与外界进行协调沟通。

## 5.　*Procedures* 程序
### About Bomb Threats
关于炸弹威胁

It is critical that the person receiving a bomb threat remain calm and try to obtain as much information as possible without exciting the caller. Listen carefully. Pay attention to voice characteristics and background noises. In most cases, the hotel operator will receive the bomb threat; however everyone should be aware of the procedures. A bomb threat checklist is provided and should be completed while talking to the caller. Telephone record function should be checked regularly.
当员工收到炸弹威胁时保持冷静并尽量获取尽可能多的信息，认真倾听，注意其声音特点及其周围噪音，在通常情况下，酒店话务员会接到炸弹威胁，所有员工

都应知悉此事件的应急程序，在与来电者通话的同时应填写所提供的炸弹威胁检查单，总机定期检查电话录音功能是否正常有效。

If extortion is involved with a bomb threat, all demands will be turned over to the authorities and the General Manager. Do not hesitate to contact the General Manager on his mobile telephone.
如果此炸弹威胁带有勒索性质，所有要求将直接转给相关人员和总经理，可直接通过手机与总经理联系。

Bomb threats usually come in the following manner:
炸弹威胁通常以下列方式

| | Location given<br>提供地点 | time to set off<br>引爆时间 | demands made<br>所提要求 |
|---|---|---|---|
| 1. | yes/有 | no/没有 | no/没有 |
| 2. | yes /有 | yes/有 | no/没有 |
| 3. | yes/有 | yes/有 | yes/有 |
| 4. | no/没有 | no/没有 | no/没有 |
| 5. | no/没有 | yes/有 | no/没有 |
| 6. | no/没有 | yes/有 | yes/有 |

**Telephone Operator 总机话务员**
Usually, the telephone operator is the first person to answer a bomb-threat call. She plays a most important part in helping management and the Public Security Bureau in the evaluation and investigation of the threat.
通常情况下总机话务员是接到爆炸恐吓电话的第一人，帮助公安局及管理层估测及调查此恐吓事件的过程。

Whoever receives a bomb-threat call, should try their best to follow the points as stated here below which are most helpful:
尽力遵循以下规定：

- Keep as calm as possible;
  保持冷静

- Try very best to take down every word the caller said;
  记下来电者的每一句话

- Try to know more information of bomb threat while speaking with the caller;
  与来电者周旋时尽力了解炸弹恐吓信息

- Signify to fellow operators who should immediately inform the Emergency Management Team of the call;
  暗示身旁的同事立即通知危机管理小组。

- Concentrate in listening to the caller's voice, speech, language, accent, manner and also the background noises;
  仔细辨认来电者的声调、语音、语言、口音、说话方式和对方环境等信息。

- Keep caller on the line as long as possible by asking the caller to repeat the message;
  以让来电者重复他的要求为借口，尽量拖延通话时间。

- Try to obtain information as to the location of the bomb, time of possible detonation, what kind of devise it is and how is it packaged - size, shape, colour etc;
  尽量获取关于炸弹安放地点、爆炸时间、如何设计和伪装，如尺寸、形状、颜色等的信息。

- Ask the caller for his intention in placing the bomb in the Hotel;
  询问来电者在酒店安置炸弹的目的。

- If the caller gives his intention of why he is placing a bomb inside the Hotel, tell the caller that an operator cannot make any commitments but will pass the message to the Management and tell the caller to call again;
  如果来电者说出了他在酒店安置炸弹的目的，告诉他一个接线员无法做出任何许诺但可以将这些信息转给管理层，让他再打一次。

- If possible, ask how to contact the caller;
  如果可能，得到他的联络方式。

- Create some questions to see if the caller is familiar with the Hotel's building and operations;
  设计一些问题看来电者是否对酒店的楼层和运营情况熟悉。

- Tell the caller that the Hotel is fully occupied. Many innocent people might be killed or seriously injured if the bomb detonates. Listen to his reply;

告诉来电者我们酒店入住率极高，如果炸弹爆炸会造成许多无辜的人严重受伤甚至死亡，听他的反映。

- Once the caller hangs up, relay all information to the General Manager who will initiate the "Bomb Threat Procedure."
  一旦来电者挂断电话，立即通知危机管理小组，总指挥根据情况启动"炸弹恐吓程序"。

- Emergency Management Team to proceed to the point of assembly.
  危急管理小组到达指定地点集合。

- Stay alert and wait for further instructions and/or calls that may be forthcoming.
  保持警觉并等待下一步指示。

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**BOMB THREAT CHECK-LIST**
ENTITY OF THE CALLER

| | | |
|---|---|---|
| Origin of the call<br>电话来源 | Local City Call.................<br>本市电话 | Internal Call......................<br>内线电话 |
| Identity of caller<br>来电者身份 | Male 男性..............................<br>Adult 成年人............................. | Female 女性............................<br>Juvenile 未成年人........................ |
| Language of Call<br>来电者语言 | English 英语.........................Putonghua 普通话.......................<br>Cantonese 粤语.......................Sichuan 四川话...........................<br>Others 其他............................. | |
| Accent<br>口音 | Local 本地人............................. | Foreign 外地人........................... |
| Voice<br>语调 | Loud 大声的.............................<br>High 高声的.............................<br>Rough 粗犷的.........................<br>Disguised 经过伪装的...................... | Soft 柔和的.................................<br>Deep 低沉的...............................<br>Pleasant 舒服的...........................<br>Others 其他............................. |
| Speech | Fast 快的...............................Slow.慢的................................. | |

| 语音 | Distinct 清楚的.......................Distorted 嘈杂的.......................... |
|---|---|
| | Stutter 有口吃.......................Nasal 有鼻音................................. |
| | 1 person 一个人.....................2 persons 两个人........................ |
| Background Noises<br>周围环境 | Office 办公室.........................Factory.工厂............................. |
| | Street.大街.............................Animals 动物园............................ |
| | Airplane 机场.........................Train 火车................................. |
| | Vehicles 汽车上.....................Music 有音乐............................... |
| | Voices 音控的........................ Quiet 很安静................................. |
| | Others 其他............................ |
| Manner<br>说话方式 | Calm 冷静的.........................Angry 生气的. ............................ |
| | Rational 理智的.....................Irrational 不理智的.......................... |
| | Coherent 连贯的................... Incoherent 不连贯的........................ |
| | Sober.镇定的.........................Intoxicated 喝醉的......................... |
| | Emotional 情绪化的............... Deliberate 蓄谋的........................... |
| | Humorous 幽默的.....................  Aggrieved 愤愤不平的.......... |
| | Others 其他............................ |

Please write down clearly what the caller said 请清楚的写明来电者的话

.................................................................................................................. ..................
.................................................................................................................. ..................
Date of Call.来电日期.................................... Time of Call 来电时间...............................
Duration of Call 来电时长.......................................Operator's Name 接线员姓名....................

## Emergency Management Team Members

### 紧急事件管理小组成员

- The commander in chief of the Emergency Management Team (EMT) is the General Manager and all orders should be issued by him or approved by him before any action could be taken.

  总经理为该小组总指挥，在采取行动之前所有程序都必须由他颁发和批准。

- The General Manager will furnish to all EMT members the exact and complete information as it was received by the operator.

  总经理将接线员上报的来电者的要求告知所有小组成员。

- With the advice of the Emergency Management Team, the General Manager makes the decision as to whether the police should be called at this stage. (Under the above situation of 1, 2, 4 and 5, it is advisable not to contact the

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|---|---|---|---|
| | Originating Department: Security Department<br>发布部门：保安部 | Supersede P&P No:<br>取代政策号码： | |
| | Subject: Bomb Threat Emergency Procedure<br>主题：爆炸恐吓应急程序 | | |

Public Security Bureau until a suspicious object has been found. However, for situations like 3 and 6, it is recommended to call the Public Security Bureau as soon as possible.)

就紧急事件管理小组的建议，总经理做出是否应在这一阶段报警的决定。（依照上述 1、2、4、5 几种情况，在可疑爆炸物被找到之前报警是不明智地。但是 3、6 两种情况下，建议尽快报警）

- The General Manager will give out search order, concerned responsibility department proceed to search.

  总经理将下达搜寻命令相关责任部门对责任区域进行搜索。

- The search is to be conducted under the utmost secrecy and no word is allowed to filter out to the guests, staff or the public.

  搜寻工作保密进行不能向任何客人和无关人员泄露。

- Each search team is to be equipped with strong flashlights.

  搜寻小组装备手电筒。

- Each head of department organize staff to search and searching result must report to Crisis Management Team.

  各责任区域负责人立即组织人员进行搜索及时将搜索信息反馈危机管理小组。

- During the search, all parties should report in any suspicious objects located and these suspicious objects should not be touched or moved at all.

  搜寻过程中，及时汇报所发现的可疑物品的安置地点，不要移动。

- The area where the objects are found should be cordon off and no one is allowed to approach it without the permission of the General Manager.

  发现可疑爆炸物的地点应警戒、隔离，未经总经理允许任何人都不得接近。

- By the arrival of the authorities of PSB, the whole information of scene should be handed over to them immediately and we should assist with them for dispose.

  公安机关相关部门赶到之后，立即汇报现场情况，配合公安机关进行处理。

- They may also ask the hotel to initiate an evacuation, the General Manager initiate evacuation instruction at once.

  公安机关要求酒店组织人员疏散，总经理立即下达疏散指令。

- Evacuation announcements will be made under a different pretext but definitely not under the subject of Bomb Threat. Avoid panic.

使用其它理由进行疏散，不能泄露炸弹恐吓事件，避免引起人群恐慌。

- After some time when nothing is found, the authorities may give an "All Clear" signal which means all is back to normal.

如果未确认爆炸物，公安机关给危机管理小组一个"解除警报"的信息，一切恢复正常。

- The General Manager should advise Accor Shanghai of this bomb threat with all details.

总经理应向雅高上海总部汇报整个事件的详情。

**Security**

保安部

All actions undertaken by Security Department will come from the General Manager and the Security Manager.

所有行动根据总经理和保安部负责人指令进行。

- A member of the security will be at the entrance to guide the authorities of PSB to the suspicious objects area.

一名保安人员要在酒店入口指引公安人员进入可疑物品发现区域。

- All guards posted at the perimeter of the hotel should remain thereat.
所有警戒人员都应坚守岗位。

- Be prepared to assist in the evacuation process if so required.

如果需要时刻准备人员疏散。

- Immediately identify suspicious vehicles, control well each main entrance.

立即识别可疑车辆，控制好主要出入口。

- Do not allow visitors to enter upon any pretext without prior confirmation that they are expected.

可疑物品未处理完毕前暂停任何外来人员以任何理由进入酒店。

**Engineering**

工程部
- Prepare duplicate sets of floor plans with indications of area responsible by individual departments.
准备两套注明各部门分管区域的酒店建筑平面图。

- Be very careful when searching areas under construction and other important areas.

  在搜可疑爆炸物时，对于正在施工和重点部位多加小心。

- Technicians who are posted at the workshops and equipment plants of the hotel should remain threat.

  酒店工程师要坚守岗位。

- Be prepared to assist in the evacuation process if so required.

  如有需要时刻协助疏散人员。

**Other Departments**

其他部门

- Upon receiving emergency evacuation order, evacuate people strictly according to Hotel Emergency Evacuation Procedures:

  一旦接到紧急撤离指令，要严格遵照酒店紧急撤离程序进行人员疏散。

  > Housekeeping Department – hotel in-house guests;
  >
  > 客房部-客房内的客人；
  >
  > Food & Beverage Department – restaurant guests;
  >
  > 餐饮部-餐厅内的客人
  >
  > Front Office Department – lobby guests and rooming lists;
  >
  > 前厅部-大堂和正在入住的客人
  >
  > Accounting Department – all ledgers and cash;
  >
  > 财务部-所有账目和现金
  >
  > Human Resources Department – staffing lists;
  >
  > 人力资源部-员工

  All guests and staff should assemble at the point assigned by hotel.

  所有客人和员工都应到酒店指定区域集合。

- Do not make any statements to any outsiders or to the media without consent of the General Manager or the police.

  未经总经理或警方允许不可以向外界或媒体透露任何信息。

**Search Techniques**

搜寻技巧

- Define search area.

  确定搜寻区域

- Be alert to sounds and smells.

  注意声音和气味

- Develop a systematic search procedure -- from right to left, from low to high.

  从右向左，从低到高

- During <u>first sweep</u>: enter the room and then go to the opposite side till the end, stand still and feel the sounds, smells and vibrations. Look around for anything new or abnormal.

  搜索第一步：进入房间，安静的站着感觉声音，气味和震动。察看周围是否有异常。

- During the <u>second sweep</u>: Search from floor to height, expanding outward from the starting point.

  搜索第二步：由地面向高搜索，从起始点向外扩大搜索范围。

- During the <u>third sweep</u>: Search curtain, door, ceiling etc. suspicious area.

  搜索第三步：检查窗帘、门、天花板等可疑区域。

- Search anything abnormal and improper. Something that is out of context or should not be there at all (e.g. packages, pipe, fuses, plastic etc.)

  对非正常现象提高警惕：如房间里本来没有的东西（包裹、管道、塑料袋等）

- Do not change the environment. If entering a dark room, use a flashlight instead of turning on the lights.

  不要破坏现场，如果进入了一间暗房，不要开灯，用手电筒代替。

- **DO NOT TOUCH** anything suspicious.

  不要触碰任何可疑物品。

- **DO NOT USE** any other radio frequency communication devices.

  <u>不要使用任何通讯和音频设备。</u>

### COMMON AREAS TO SEARCH
公共区域的搜索

Guests Floors 驻客楼层
Housekeeping Department 客房部
Restaurants, Bars & Function Rooms   餐厅，酒吧和多功能厅
Food & Beverage Department 餐饮部
Public Areas including Car Parks etc. 公共区域包括停车场等等
Security Department 保安部
Roof, Basements & Workshops 顶层，地下室和车间。
Engineering Department 工程部

**These areas must be searched thoroughly.**

以下区域必须彻底的搜查

- Elevator shafts 电梯间
- Lockers 储藏室
- Planters 花盆
- Under stairwells 楼梯间
- Vents/ducts 同风口/排泄管道
- Fire extinguisher cabinets 灭火器
- False ceiling 天花板
- Lobby 大厅
- Service areas 服务区域
- Carts 手推车
- Behind curtains 窗帘后
- Under/behind furniture 家具下面和后面
- Automobiles 汽车

- Crawl spaces
- Trash cans 垃圾桶
- Drawers/cabinets 抽屉/橱柜
- Closets 壁橱
- Laundry chutes 布草通道
- Fire hose cabinets 消防软管
- Inside hollow bases 中空箱
- Meeting rooms 会议室
- Paper towel dispensers 毛巾消毒柜
- Toilet tanks 厕所卫生桶
- Vending machines 自动售货机
- Luggage 行李
- Mail Room (for letter bombs)寄件室

## IF A BOMB OR SUSPICIOUS OBJECT IS LOCATED

如果发现炸弹或可疑物品的位置

- Contact the Crisis Management Team, via the telephone at least 10 metres away from the object found, and report findings.

  联络危机管理小组，在至少远离可疑物 10 米之外的地方，汇报情况。

- Cordon off the area and evacuate the area including the floor above and the floor below.

  用警戒线围绕该区域并疏散该区楼上楼下的群众。

- Assist Police and Fire Department personnel as needed.

  协助警察和消防人员。

- Cease checking in guests.

  停止登记客人入住。

- Follow instructions given by authorities.

  依照公安人员的命令行事。

  REMINDER: DO NOT USE MOBILEPHONES OR OTHER COMMUNICATION DEVICES AS THESE COMMUNICATION DEVICES CAN ACTIVATE A BOMB.
  注：不要使用手机等通讯设备，因为这些通信装置可能会引爆炸弹。

**Evacuation**
撤离/疏散

**General Evacuation procedures**
基本撤离程序

- Upon hearing the alarm, all staff should lock up important files, cash, etc., and remain alert for instructions from their direct superior;
  一旦听到警报，所有员工应锁好重要文件、现金等等，保持警觉并服从其直属领导的指示。

- Do not make unnecessary telephone calls.
  不要拨打不必要的电话。

- If evacuation of a particular floor is ordered, listen to the broadcast for areas to be evacuated;
  如果首先安排好了某个楼层的撤离，听从广播按顺序逐一撤离。

- After hearing the announcement for evacuation of a certain floor, staff on that particular floor should assist guests and direct them to nearest fire staircase;

听到各个楼层的撤离指示后，该楼层的员工应协助并指导客人由最近的逃生楼梯撤离。

- All fire exit doors should be kept closed after the guests have evacuated.
  客人撤离完毕后所有防火门都应关闭。

- When the general alarm for total evacuation has sounded or the broadcast announcement, everyone must leave the building, and do so in an orderly manner;
  当发布全体疏散信息时所有人员应有序撤离。

- When evacuating, do not panic, quickly walk up or down the fire staircase by the nearest exit to the point of assembly;
  在撤离时不要慌乱，由最近的出口迅速到达集合区域。

- Do not use the LIFTS, do not re-enter the floor or room, and do not return to collect personal belongings
  不要乘坐电梯，不要重新进入危险楼层或房间，不要回头再去取私人物品。

- After evacuation, no one is allowed to re-enter the hotel until permission is given by the Public Security Bureau;
  撤离之后，无关人员不许再进入酒店直到公安机关批准。

### Evacuation Order
### 撤离秩序

If evacuation instruction is ordered by the Public Security Bureau, the Crisis Management Team should organize for partial or total evacuation.
如果得到公安部门疏散指令，危机管理小组应立即组织局部或全部疏散。

All Department Heads should immediately take up evacuation activities as stated in department's roles.
所有部门负责人应当按照各部门分工迅速指挥疏散。

### Evacuation Departmental Roles
### 各部门职权：

### Security Department
### 保安部
All Security personnel should take instructions from the Security Manager.

所有保安部人员都应服从保安部负责人指挥。

All Security personnel should remain at their post.
所有保安人员都要坚守岗位。

Security guard at the driveway should ensure that the driveway is free from any obstruction that might hinder the entry of fire trucks or ambulances.
负责车道的警卫必须保证道路通畅，以便使消防车和救护车顺利实施救援。

Security guard at the driveway should also clear all cars parking in car park.
负责车道的警卫还应清楚停车场停靠的每一辆车。

Security guards at various entrances should prevent the entry of unauthorized persons into the hotel, with the possibility of theft during the confusion.
驻守各个出入口的警卫应阻止未经允许的人进入酒店，以防有人趁混乱进行偷窃

Security guard at the driveway should clear away all curious onlookers at the front of hotel by setting up barriers.
负责外围的警卫应在酒店门前设置警戒线以阻挡好奇的围观群众。

Security personnel should assist in the evacuation of guests from the guest floors, direct them to assembly area.
保安人员应协助客人从房间撤离，指引到达集合区域。

Security personnel should control the crowd at the assembly point in an orderly manner.
保安人员应控制好集合区域人群。

### Housekeeping Department
### 客房部

All Housekeeping personnel should take instructions from the head of department.
所有客房部员工应服从部门负责人的指挥。

Upon evacuation, floor supervisors and room attendants should check whether any guests are inside the rooms.
撤离开始，楼层主管和客房服务员应检查是否还有客人被困房间。

Floor supervisors and room attendants should go door by door to alert guests who may not be aware of the evacuation or are asleep.

楼层主管和客房服务员应当逐个房间提醒那些没有注意到警报或还在睡觉的客人撤离。

After room being checked, draw "√" mark with chalk on the door to indicate room has been vacated.
在检查完的房间门上用粉笔画上"√",表示房间已经清空。

During the evacuation, pay special attention to the elderly or disabled guests who may need assistance.
在撤离过程中，要注意需要帮助人员。

Ensure no guests are left behind before leaving the floor.
确保楼层客人全部疏散。

Report to the Housekeeper about floor situation after finishing your evacuation duty.
责任区域疏散完毕后，向上级汇报楼层情况。

The priorities for evacuation are:
优先疏散：

- a/ Guests on the floor where the suspicious article is found;
  发现可疑物楼层的客人
- b/ The elderly, disabled and children;
  老人、伤残人士和儿童
- c/ Guests on one floor above suspicious article floor;
  发现可疑物楼层的上面一层。
- d/ Guests on one floor below suspicious article floor.
  发现可疑物楼层的下面一层。

### Front Office Department
前厅部

Front office staff should take instructions from the head of department.
员工应服从部门负责人指挥。

Print a list of all in-house guests, bring along the list of all in-house guests to point of assembly.
打印一份所有住店客人的名单，携带所有客人的名单到达集合地点。

Assist the elderly and disabled guests and direct them to evacuation assembly point.
帮助年老、残疾等需要帮助的客人并指引他们撤离到集合地点。

Bellboys should guard the lift lobby and make sure nobody enters the lifts.
门童应当把守住大厅的电梯，保证没有人进入。

Head of F/O should calm guests and avoid panic.
安抚客人以免发生骚乱

Recreation staff should try to help guests for evacuation.
应尽力帮助客人疏散。

Report to the Manager after completing the evacuation duty.
完成人员疏散后向上级汇报。

## Food and Beverage Department
餐饮部

Food & Beverage staff should take instructions from the Head of Food & Beverage.
员工应服从餐饮部负责人指挥。

Outlet cashiers should ensure that all valuables, cash and confidential materials are locked in a fireproof safe.
各部门收银员应当保证将所有贵重物品、现金和机密资料锁入防火保险箱。

Restaurant service staff should control the crowd and avoid trample.
餐厅疏散员控制好拥挤的人群，避免踩踏。

Restaurant service staff should assist in the evacuation of guests by directing them to the fire exits leading to first floor and then to the evacuation assembly point.
应协助客人撤离并指引就近安全出口疏散到一楼，到达集合点。

In an evacuation, all power and gas supplies to the equipment must shut off before leaving the kitchens.
所有电器设备的电源、煤气都必须在离开厨房前关闭。

## Accounts Department

财务部

Accounting staff will follow the instructions of the Head of Department.
员工要服从部门负责人指挥

Upon hearing the alarm, all accounts staff should:
当警报声响起，所有财务部员工应当：

- a/ Stay alert for further information;
  保持警觉搜集更多的信息

- b/ Ensure all valuables, cash and confidential materials are locked in a fireproof safe or cabinet;
  确保所有贵重物品、现金和机密材料都装进防火保险箱或橱柜里。

- c/ Keep calm and wait further instructions;
  保持冷静等待下一步指令

- d/ Switch off all equipment and close the doors and windows before leaving your work stations.
  在离开你的工作岗位前关闭所有电器设备和门窗

## Sales and Marketing Department
## 销售部

Sales and Marketing staff should follow the instructions of the Head of Department.
员工应服从部门负责人指挥。

Sales and Marketing staff should assist guests in the evacuation process and direct them to evacuation assembly point. Sales and Marketing staff is responsible for appeasing guest at assembly point.
协助客人疏散到达集合点。在集合地点安抚客人。

## Human Resources Department
## 人力资源部

Human Resources staff should follow the instructions of the Head of Department.
员工应服从人力资源部负责人指挥。

Set up the First Aid Team led by Hotel Doctor.
成立急救小组。

Print a list of all staff on duty and conduct head count of staff at evacuation assembly point.
打印该天所有上班员工的姓名，到达员工集合区域核对人数。

Organize and control the staff at evacuation assembly point.
控制疏散集合区域员工。

Report the status of staff head count to Crisis Management Team.
向危机管理小组汇报疏散员工人数。


**Other Important points to note:**
**其他几个重点：**

The "All Clear" signal should only be given by the General Manager after receiving it from the Public Security Bureau.
"警报解除"信息只能由总经理在接到公安部门的通知后发出。

All staff should not give any information about this incident to outside without any authorization.
酒店所有人员未经授权不能向外界发布任何信息。

General Manager should advise Accor China Headquarters of the incident.
总经理应向雅高中国总部报告本次事件。