	<b>RESOURCE LIBRARY – SECURITY</b> <b>Food Poisoning Emergency and Prevention</b>	<i>CODE:</i> 03.19.032
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 3

### **Purpose** 目的

Effectively control & avoid hotel poisoning incident.  
 为了积极有效地预防酒店投毒、食物中毒事件发生，特制定本预案。

### **Scope** 范围

All departments.  
 本预案适用于索菲特银座大饭店所有部门。

### **Responsibilities** 责任

#### **Security Dept** 保安部

Security Dept responsible for public area patrolling management, strictly control the outside person enter and leave back of house through personnel guard, technique guard and equipment guard. Supervise and check the important area especially for the chemical dangerous articles.  
 负责公共区域的巡查管理，利用人防、技防、物防、严格控制外来人员出入后勤区域管理。监督检查重点要害部位防范管理，尤其是有毒化学危险品要重点监管。


#### **Finance Dept** 财务部

Food purchase must meet national health standard to ensure goods safety and avoid pollution or artificially destroy on the way of transportation, make sure safety storage. Storage management department must strictly store according to the different types and nature of material, parts need provide certification of inspection quarantine should be together stored with the goods. Purchasing date, number of purchase, purchaser, receiving person etc information should be marked while dispense.  
 采购食品必须符合国家卫生标准，保证采购物品安全，运输途中防止污染或人为破坏，确保安全入库。仓库管理部门严格按照不同物质的种类、性质存放。部分需要提供检验检疫证明的需同采购物品一同入库。发放时注明采购日期、批次、采购人、领用人等信息。

#### **F & B Dept** 餐饮部

All kitchen chefs and restaurant managers must strictly keep food well in your respective precinct. For the storage of food in bulk must be locked, for bags, bottles and other items found in confined damaged packaging, if ensure they are safety we can continue to use it. Any rotten articles are strictly prohibited to use, carefully observe suspicious personnel and inform security department in time.

各厨房厨师长以及各餐厅经理，一定要严格保存各自管辖区域食品。对存放的散装食品进行上锁管理，袋装、瓶装等密闭包装的物品发现破损，在能确保安全的情况下，可以继续使用，变质物品禁止使用。要加大对自助餐台等开放的重点部位监管力度，定人定岗重点防范，发现可疑人员立即通知安保部。

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Food Poisoning Emergency and Prevention</b>	<i>CODE:</i> 03.19.032
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 3

### Eng. Dept 工程部

Engineering Department has to effectively patrol the riser, ventilation A/C, exhausts etc. facilities and hidden places to prevent personnel who throw toxic gas or harmful substance; the water tank or other water source should be locked. Preventative Maintenance Program for all Kitchen Equipment, especially Chillers, Freezers and Holding Equipment needs to be in place, regularly checked by Chief Engineer and Management.

对管道井、通风空调、通风风道等管理范围内的设施设备和隐蔽位置工程进行巡查、检查防止不法分子投放有毒气体或不明有害物质；要对管理范围内的水箱等水源进行加锁管理。

### Front Office 前厅部

While concierge receiving guest articles should pay attention to the nature and scent of articles, also the storage status should be asked clearly. If there is special taste or any suspicious status should inform security department in time.

接到顾客托管物品时应注意物品的性质、气味，问清楚存放的相关情况，如有特殊气味或其它可疑情况应立即通知安保部。

### HSKP 客房部

Reinforce management for rotten and toxic material, strengthen training for new employees about nature of material to prevent unsafe incident occurs.

加强对腐蚀、刺激、有毒性物料的管理，及新入职员工掌握物料性质培训，预防不安全事件发生。

### HR 人力资源部

Reinforce management for hotel clinic, prevent staff to bring excessive drugs at the work area.

加强卫生室管理，防止过量药品被员工携带上岗。


### About Food Borne Illnesses

#### 关于食物中毒

- Food Borne Illness is defined as persons gotten sick by ingesting certain unclean, improperly cooked and/or leftover foods over an extended period at outlets of the hotel.

食物中毒被定义为有人在酒店餐厅用餐时食用不卫生，烹饪不当及贮存时间过长的食品导致生病或是认为故意投毒。
- The victims of food illnesses possible are hotel in-house guests, local guests dining in-house and hotel employees.

食物中毒当事人为住店客人、店内用餐本地客人、酒店员工。
- The illness usually involved the following symptoms: nausea, vomiting, diarrhea, abdominal pains and fever. Death may result in serious cases.

	<b>RESOURCE LIBRARY – SECURITY</b> <b>Food Poisoning Emergency and Prevention</b>	<i>CODE:</i> 03.19.032
		<i>EDITION:</i> 1
		<i>PAGE</i> 3 OF 3

病情出现一般为下列症状：恶心，呕吐，腹泻，腹痛和发烧。病情严重可能导致死亡

- Food Borne Illnesses usually can be detected at an early stage, as people get poisoned, within a relatively short time of each other, and especially the same food was taken at the same establishment with similar symptoms.

食物中毒一般来讲可以提早发现，因为中毒者会在相同餐厅特别是食用相同食物以后短时间内出现相似症状。
- The reasons of food borne illnesses mainly are rot and degeneration of foods due improper cooking or storage; failure to remove toxin contained in the foods whilst cooking and contrived poisoning.

食物中毒主要原因为不合规程的储存和烹饪造成食品腐烂变质，在烹饪中没有有效的去除食品的霉菌造成人为中毒。
- Food borne illness victims may have left the premises even before the symptoms become apparent.

食物中毒者在症状发做明显前可能已有感觉。

**Emergency Procedure:**

紧急程序

Once food borne illness is reported by guests or staff, please follow The “Food Borne Illness instructions on separate file >> “Food Borne Illness Notification Process”

一旦发现投毒可疑人员处理程序：

Note:

Only the persons authorized on the Food Borne Illness Notification Process form are allowed to handle reported cases.

No communication with anyone outside the hotel is authorized!