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PURPOSE 目的:

When there is a power failure, a high voltage short-circuit and/or a faulty power conversion that causes the whole hotel to be without electricity or “black-out”, All departments should establish proper emergency preventions, efficient and effective communications, to respond to an abrupt power cut effectively so as to secure the hotel premises for the safety of our customers and staff.

目的是本酒店遇到电源跳闸、短路或电路搭接不当，就会造成大面积停电。各部门应建立相关应急措施，使用快捷有效的沟通方式，迅速有效地对停电做出反应，以保证酒店顾客和员工的人身安全。

SCOPE 范围:

All employees
 全体员工

RESPONSIBILITY 责任:

All Division Heads and Managers are to ensure the proper implementation of this Policy & Procedure.

所有部门总监经理要确保该程序& 政策的顺利实施。


When there is a “black-out” in the hotel, the following events will occur:

当酒店发生突然断电时，以下是相关注意事项：

A What is on and what is off

应保持和应关闭的电源:

- 1 PABX, Computer and BA systems with power supply from UPS.
 总机机房交换机，电脑及楼宇自动化系统配备UPS后备电源。
- 2 Diesel generator will auto start up and auto on-line within 10 seconds:
 柴油发电机在10秒钟之内自动启动。
 - a/ All guest lifts and service lifts with emergency power supply;
 所有客用及服务用电梯配备紧急启动电源
 - b/ All emergency lights on including offices and outlets;
 包括办公区域及餐厅的应急电源立即启动。
 - c/ Fire Alarm panel protection system (pump and control) normal;
 消防报警控制面板保持正常工作状态
 - d/ All sump pumps with emergency power supply system;
 所有水泵配备紧急电源。
 - e/ Kitchen exhaust on acting as emergency fire exhaust.
 厨房排烟机启动预防火警
 - a/ All cold rooms and its cooling systems are off;
 所有制冷机房及制冷系统关闭。

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b/ All domestic water system pumps are off;
所有内部用水管关闭.

c/ Chiller plant is off - Air-conditioning stops.
冷却器关闭, 空调停止.

PROCEDURE 程序:

1. When a blackout occurs, the respective duty Department Executive must send staff to inspect their work area. The duty department Executive must inform the department head for direction when guests or operation outlets on affected. The department head and the MOD will attend to hotel guests and recover normal operation as quickly as possible.

当饭店突然发生停电, 当值部门主管人员必须立即安排员工对自己所管辖的区域进行巡查。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本部门总监/经理进行指导。部门总监/经理将与值班经理一起关照酒店顾客, 并尽快恢复营业。

2. If a large area is affected, the respective department heads will organize staff to explain to the customers the situation and offer help so as to ensure the comfort and safety of the guests. If a large area is affected, the respective department heads will organize staff to explain to the customers the situation and offer help so as to ensure the comfort and safety of the guests.

如果受影响区域面积较大, 各部门总监/经理迅速组织员工对顾客进行解释和安抚工作, 并提供帮助, 以确保顾客的舒适与安全。

3. The MOD must find out from the Security Supervisor and CCTV room if there are guests in the elevators and liaise with the security supervisor to control the main exit of hotel strictly and place extra staff at cashier stations. All HODS will be called to supervise their departments as summarized below. Head of Department / Manager will be informed and supervise your department according to the following request.


值班经理应通过当值保安主管和监控录像查明电梯内有无乘客, 并联系保安主管严格控制大饭店的主要出入口, 额外安排员工保护收银处, 负责通知各部门总监/经理按照下述要求监管各自的部门。

4. **Security 保安部**

The COS will send enough guards check every important area.

保安总管安排足够的员工到达各个重点部位。

- To control strictly all staff entering or leaving including inspection of items taken in and out of hotel south and north gate, hotel customers included.
严格控制进出大饭店南、北门的所有饭店员工和顾客及对其所携带物品的检查。
- Lobby security guard go on tour of inspection with flashlight and offer necessary help for guest.
大堂内保安员持手电进行安全巡查并给客人提供必要的帮助。
- CCTV monitoring room immediately to check if there are people got trapped in guest lifts or service elevators and on which floors by calling each lift through the elevator telephone system. After confirmation, inform AM (#6166), elevator maintenance contractor or duty engineer and concerned personnel to the scene.

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电视监控室迅速查明所有客梯和员工电梯中是否有人员被困并确认客梯所停留的楼层，及时通知大堂副理（#6166）、电梯维保（6857）或工程部当值人员（6844、6843）以及相关部门人员立即赶赴现场。


- Supervisor should arrange three guards to patrol guestroom floors repeatedly. These guards should assist when they meet guest, and report to duty supervisor periodically as well as to the COS.
保安主管应立即指派三名保安负责楼层的反复巡查，当遇见顾客时，应向顾客提供帮助，并定时向当班主管和保安总管汇报。

5. Engineering. 工程部

- Chief Engineer and Duty Engineer should assist concerned department resume power supply immediately and inform lift maintenance personnel as well.
工程部总工程师和值班工程师应迅速配合相关部门尽快恢复照明，同时通知电梯维保人员。
- Rectify clock in the guestroom after renew power supply.
恢复照明后将客房内的时钟重新调整正常。
- If there are guests trapped in lift, measures should be taken to free them (refer to P&P A&G No.026)
如有乘客被困客梯，应及时采取措施，将乘客从电梯内救出（参阅电梯故障紧急情况处理程序）。

注：Engineering Department - course of action 工程部行动准则

- a/ Inform telephone operator at extension “0” to advise all departments concerning this “black-out” and not to panic;
拨打分机号码“0”通知总机传达到各部门目前突然断电，不要惊慌。
- b/ All engineering staff on duty should immediately return to Engineering Office to receive emergency orders;
所有工程部当值员工立即回到办公室等候应急指令。
- c/ One electrician to check the UPS for PABX, Computer and BA systems are in good working condition and then to report back to Engineering Office to standby for emergency calls;
一位电工检查电话交换机UPS后备电源，电脑房及楼宇自动化系统是否在工作状态并马上报告工程部值班室，等候紧急指令。
- d/ Plumber to check all sump pumps and domestic water pumps and then to report back to Engineering Office to standby for emergency calls;
管道工检查所有污水管道和内部水管并马上报告工程部值班室，等候紧急指令。
- e/ Air-conditioning technician to put on standby air-conditioning for PABX, Computer and BA rooms and then to report back to Engineering Office to standby for emergency calls;

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空调工启动备用空调应用于电话交换机，电脑及楼宇自动化系统并马上报告工程部值班室，等候紧急指令。

- f/ Air-conditioning technician to reset cold rooms cooling systems and check all cold rooms condition and then to report back to Engineering Office to standby for emergency calls;.

空调工重新设置制冷机房制冷系统，检查冷藏室状态并报告工程部值班室，等候紧急指令。

Note In case of black-out during watch handover time, Duty engineer should keep all off duty staff for emergency call/work.

注：

值班工程师处应留下所有下班员工以备紧急指令或工作，特别是在交接班时突然断电。

6. Front Office 前厅部


- Front desk agent must be at the reception counter to explain to guests about power cut and also operator should comfort guests and keep reporting to the FOM/DOR.
前台接待员负责在接待台处向顾客解释关于停电的情况；同时电话接线员负责做好顾客解释安抚工作的同时，要随时向前厅经理/房务总监汇报。
- Cashiers drawers must be locked immediately.
立即将收银员的抽屉锁闭。
- The telephone exchange operator issue the information to all departments which in accordance with the Eng.Dept offered.
总机接线员根据工程部提供信息发布到各部门。

7. Restaurants, bars and ballroom 餐厅、酒吧、宴会厅

- To reduce service and explain the situation to guests.
减少服务，向顾客提供解释工作。
- To request smokers to extinguish cigarettes and guests to hold on to their belonging. Inform kitchen to switch off ovens and stoves.
提醒吸烟者熄灭手中的香烟，顾客保管好自己的物品。通知厨房将烤箱和炉灶的电源关闭。
- To remind cashiers to lock drawers and look after their area.
提醒收银员锁闭收银台抽屉并照看各自的区域。
- Lead guests to service lifts No.8 fire lifts and fire stairs if necessary and send guests out of hotel.
在必要的情况下，引领顾客通过8#员工电梯或消防安全步梯，将顾客送出大饭店。

8. Kitchen 厨房

- Get ready guests' breakfast earlier, if power cuts are advised in advance.
提前准备好客人早餐，如果停电提前放好“客信”。

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- In the event of power cut, kitchen supervisors to instruct staff to shut off heating equipment such as gas stoves.
一旦停电，厨房主管应要求厨房工作人员关闭煤气炉等加热设备。

9. Finance 财务


- IT Office to save all important information.
电脑房做好所有 相关信息的保存工作。
- Cashier should watch over their cash and receipts.
财务出纳员必须看护好各自的所有现金及收据。
- All storerooms should be closed for security reasons.
各仓库为保障安全停止工作。

10. Room attendants and staff on guest floors 楼层服务员和楼层员工

- Send guest letter to all guestroom about power off, put the flashlight on night table and remind guest.
将有关停电事宜的客信发到每一个房间，将手电放到床头柜上并提醒客人。
- To explain and comfort guests. Room guests can use torches but not light candles.
做好对顾客的解释和安抚工作。住店客人可以使用手电筒，但不可以点燃蜡烛照明。
- To guide guests to service lifts No.8 and staircases if required and send guests to lobby if they wish.
必要时引领顾客通过8# 员工电梯或消防安全步梯将顾客送至大堂。

11. Other departments 其他部门

- To explain and comfort guests in the respective working areas and offer help as much as guests need.
努力做好本工作区域内顾客的解释与安抚工作，尽可能提供帮助。
- To stay at working positions and protect the safety of hotel belongings.
坚守工作岗位，维护酒店财产的安全。
- 注意事项：
 - a/ Whole hotel will only get emergency lighting;
饭店所有部门只能提供应急照明
 - b/ No air-conditioning for the whole building;
整栋大楼没有空调供应
 - c/ Hot water would cool down;
热水会很快转为冷水
 - d/ Kitchen staff should shut the gas inlet valve as a safety precaution.
厨房员工应当关闭煤气阀门预备紧急情况发生。

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12. When power resumes 供电恢复后

- a/ Diesel generator auto off-line and auto stop after 10 minutes no-load run;
柴油发电机在10分钟后自动关机
- b/ Air-conditioning technician to start up chiller plant;
空调工启动冷却装备
- c/ Air-conditioning technician to check and reset cold rooms cooling systems;
空调工检查并重新设置制冷机房的制冷系统
- d/ Air-conditioning technician to turn off air-conditioning units for Computer, BA and PABX rooms;
空调工关闭备用空调器，取消电脑房，楼宇自控室及交换机房备用空调。
- e/ An electrician should check all lighting and electricity supply for whole building;
电工检查整栋大楼照明及电器设备
- f/ Plumber to check all sump pumps and domestic water pumps and ensure that all are back in working condition;
管道工检查污水泵及内部水泵并确保恢复正常状态。
- g/ An electrician to check on all elevators and ensure these are running properly.
电工检查所有电梯确保运行正常。