

	RESOURCE LIBRARY - TECHNICAL SERVICES Fire Training and Evacuation	<i>CODE:</i> 07.02.021
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Description描述:

OBJECTIVE/目的:

- To ensure all staff and management understand the procedures to be followed in the prevention of fire and action to be taken in the event of a fire.
保证所有员工及管理人员理解火灾防护程序及在火灾发生时能够采取措施。

APPLICATION/适用范围:

The General Manager should ensure that the requirements of this policy are complied with. Fire training must not only be conducted but done so effectively either by the Chief Engineer or the Training Manager.

总经理确保员工遵循本政策的要求。不止要进行火灾培训，而且工程部总监或培训经理给予有效执行。

STATEMENT OF POLICY政策详述:

- The Training Manager (where relevant) and or the Chief Engineer are to coordinate and conduct the fire training of all staff as follows:
培训经理或工程部总监监督员工接收火灾防护培训:
All new employees on joining the hotel are to automatically receive an off the job training session on fire prevention and the fire evacuation plan for the hotel as well as their department. Their Departmental Evacuation Plan must be given to them as a handout in a language they understand. They should be physically shown to the hotel's Fire Assembly Point and Fire Exits.
所有入职员工都要自觉接受酒店火灾培训及疏散的培训。制定部门内部的疏散计划时请使用普语。
 - Thereafter all employees are to receive a refresher training session every year.
以后，所有员工都要每年复习相关培训内容。
 - All Fire Party members are to receive off-job training every six months to include fire evacuation, fire fighting and emergency resuscitation. One session should include input from or a visit to the local Fire Brigade if possible.
所有火灾疏散小组成员需每半年接受培训包括火灾疏散计划，灭火及紧急救护。
- All employees must attend fire training when it is scheduled. The sessions should be scheduled at times compatible with the business patters of the hotel and target the night duty staff as a high priority.
有火灾培训计划时，所有员工一定要参加。夜班值班人员由其要接受次培训。
- Employees must sign for their attendance at fire training and non-attendees must be followed up with the respective Heads of Department. If necessary, lack of attendance should be raised as an agenda item at Management Team Meetings to secure cooperation for full attendance. As a last resort disciplinary procedure may be applied to non-attendees.
每次培训时，员工需要签到。不参加培训的员工需要向部门经理解释原因。
- All hotels are to purchase one new fire training video every year from the training budget to avoid long serving staff being bored by repetitive session content that consequently impacts attendance levels.
酒店每年购置新火灾培训计划，以避免重复的课程内容导致培训签到人员的减少。

5. Each hotel must have a specific evacuation plan for each department which should be displayed clearly in as many different languages as required to ensure full comprehension. It is the responsibility of the Chief Security to compile the evacuation plans in close communication with and approval from the local Fire Authority.

酒店各部门必须有内部火灾疏散计划，并且使用多种语言进行描述保证部门员工完全理解疏散内容。保安部经理获得当地消防局批准其实施相关疏散计划。

6. Each XYZ hotel is to appoint a Fire Party who will have the specific task of safely and quickly evacuating the hotel in the event of a fire. Members of the Fire Party should include but are not limited to the following:

- General Manager 总经理
- Resident Manager 驻店经理
- Chief Engineer 工程部总监
- Assistant Chief Engineer 工程副总监
- Front Office Manager 前厅部经理
- Controller 成本控制经理
- Personnel Manager 人力资源部经理
- Training Manager 培训部经理
- Executive Chef 行政总厨
- Assistant Front Office Manager 前厅部副经理
- Night Manager 夜班经理
- Executive Housekeeper 行政管家
- F & B / Banqueting Manager 餐饮部宴会经理
- Head of Security 保安部经理
- Guest Relations Manager 宾客关系经理
- Staff Accommodation Supervisor 员工宿舍主管

7. On hearing the fire alarm the Fire Party are to report to the General Manager's office immediately for instructions.

在接到报警警报后应立即报告总经理办公室。

8. In the event of the fire alarm ringing continuously – each staff member is expected to put their relevant evacuation plan into action without hesitation or waiting to receiving permission.

报警警报不间断持续时，每位员工实施灭火计划，或等待进一步指示。

9. Fire drills are to be held at least every six months for staff members only and should be called without warning. All drills are to be recorded as proof of completion. A full review and feedback is to take place and a meeting called with the fire party to discuss how well or otherwise the drill went and any necessary actions that need to be taken as a result.

火灾演习需每半年演习一次并无需提前通知。演习结束后进行结果记录。记录演习的结果和反馈，并反思如何才能将演习进行得更加圆满。

10. Guests who are involved in a real evacuation should be regarded as top priority after re-entering the hotel. There should be refreshments available, if the evacuation lasted for more than 30 minutes, and an apology letter signed by the manager must be distributed as soon as possible thereafter. The Night Manager should have a copy of such a letter to use in the event of a night time evacuation.

客人进入酒店后发生火灾时，我们的第一要务就是保证客人的安全。如果演习时间超过30分钟，由总经理签名的致歉信应表示歉意。夜班经理需要拷贝一份致歉信，以供夜间疏散使用。

11. In the event of a real fire, the procedures outlined in the Emergency Policy must be implemented.

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如有火灾发生请按总经理政策执行相关措施。