

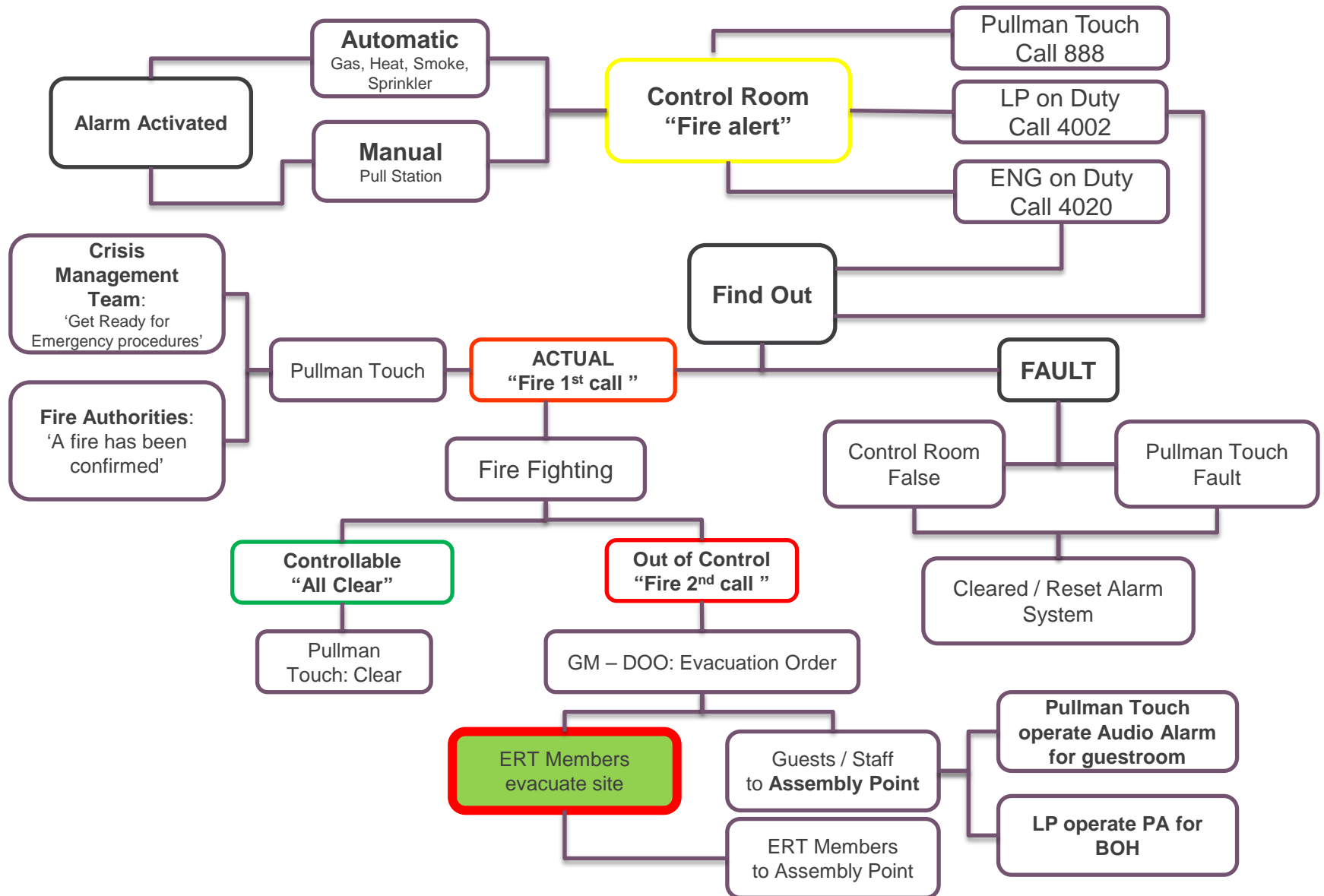
ภาคผนวกที่ 9

แผนฉุกเฉินกรณีเกิดเหตุเพลิงไหม้

Fire Emergency Plan



Fire Emergency Flow Chart



PULLMAN TOUCH

1. Receive a call from Control Room “Fire Alert at (Location)”

☐ Record in log and standby in case of the guest call and ask for information

“Thank you for your call, we have fire alarm device activated, our emergency response team is checking the system. Please stay calm and remain in your room/villa. We will keep informed once we have completed safety check. Thanks”

2. Receive a call from Control Room “Fire First Call” at (Location)”

☐ Call Fire Department & Ambulance for standby

☐ Send SMS to all Crisis Management Team

“Fire 1st Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

☐ Call all Crisis Management Team

“Fire 1st Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

3. Receive a call from Control Room “Fire 2nd Call”

☐ Call Fire Department & Ambulance to be on site

☐ Send SMS to all Crisis Management Team

“Fire 2nd Call- Fire is out of control. Proceed to evacuation procedure”

☐ Call all Crisis Management Team.

☐ Call back to LP office “Crisis Management Team called is done”

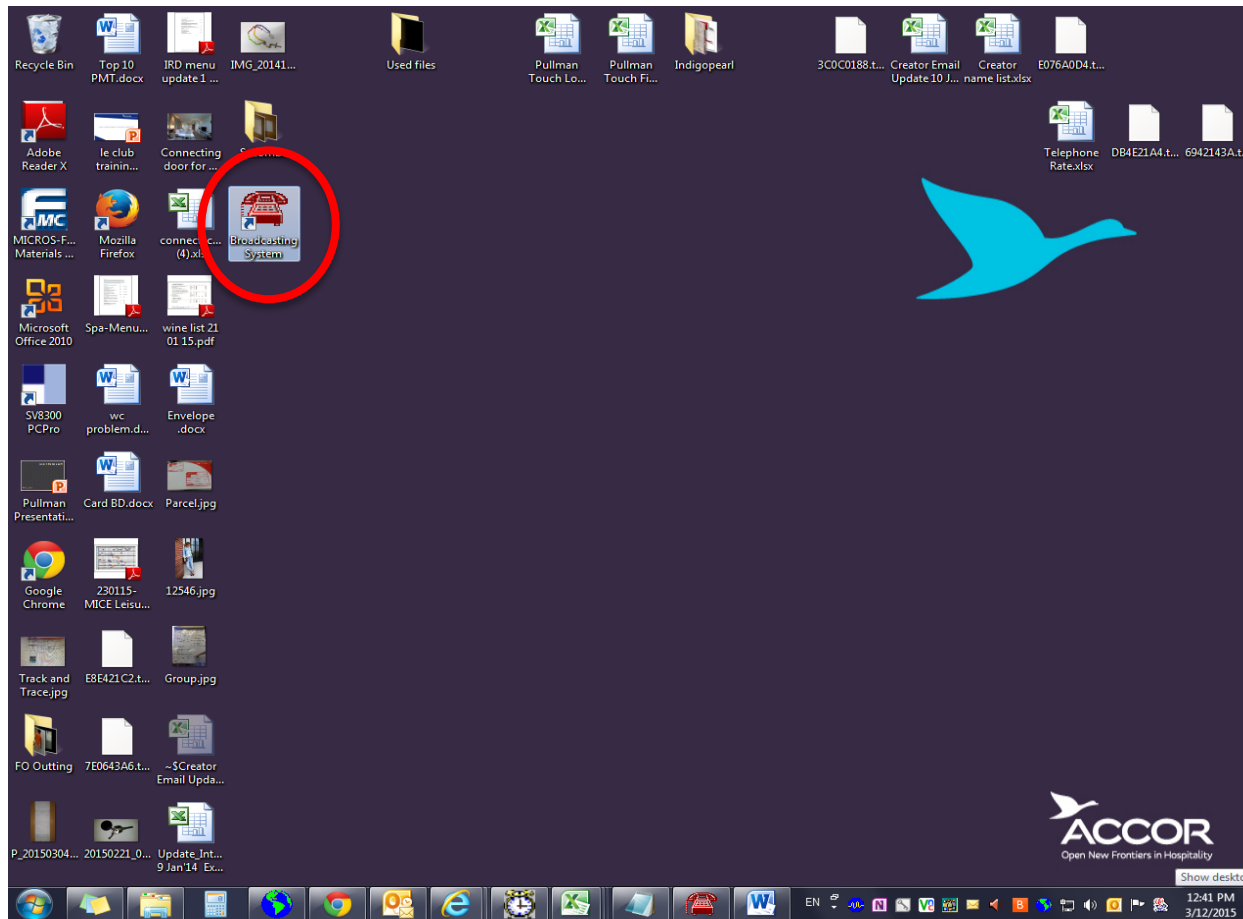
“Fire 2nd Call- Fire is out of control. Proceed to evacuation procedure”

☐ Wait until the 2nd bell alarm sound is finished and Operate the “Audio Alarm System” for guest room

☐ Evacuate to Assembly point

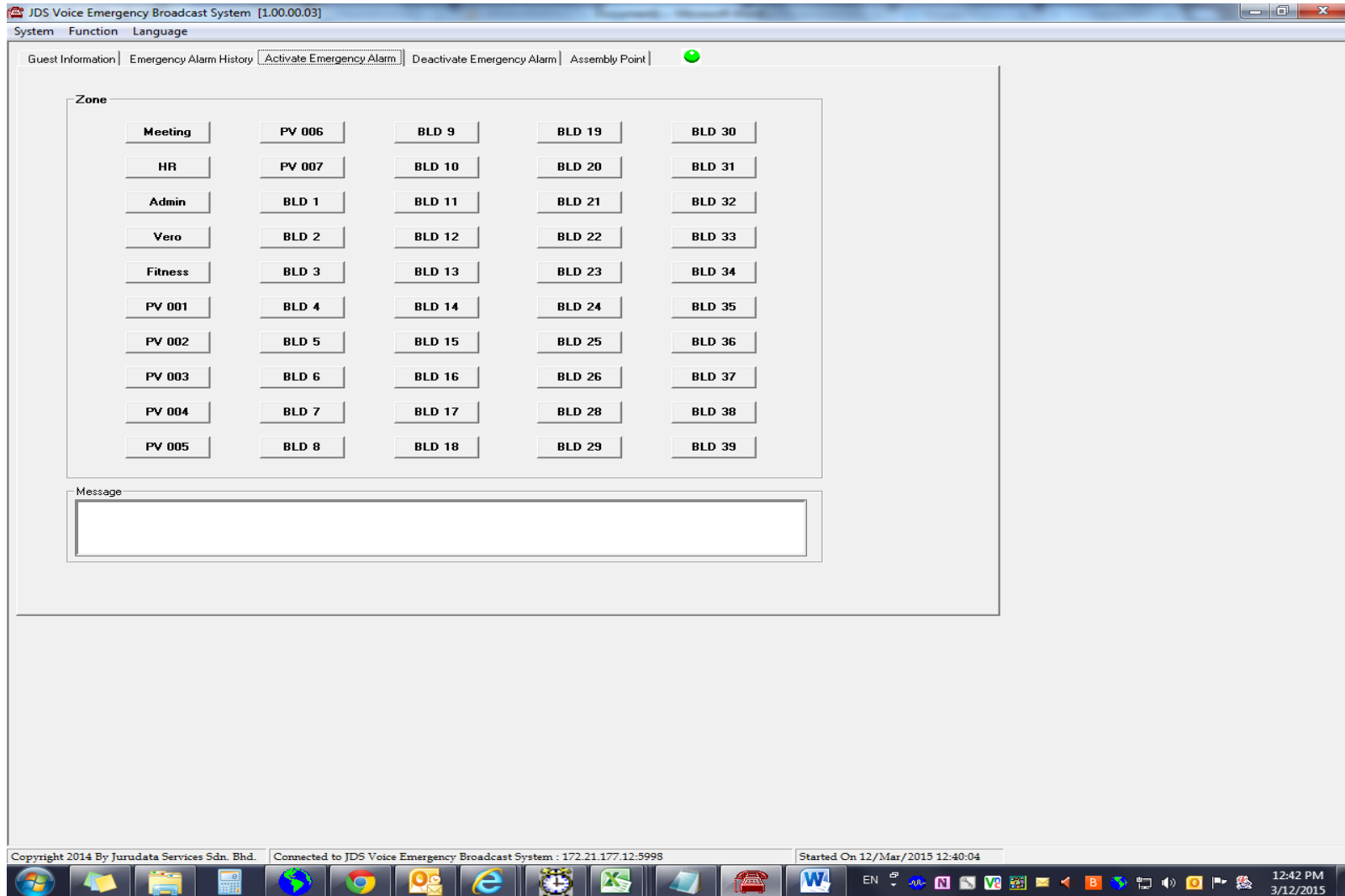
AUDIO ALARM SYSTEM (GUEST ROOM)

1. Click “Board Casting System” from Pullman Touch Personal Computer desktop



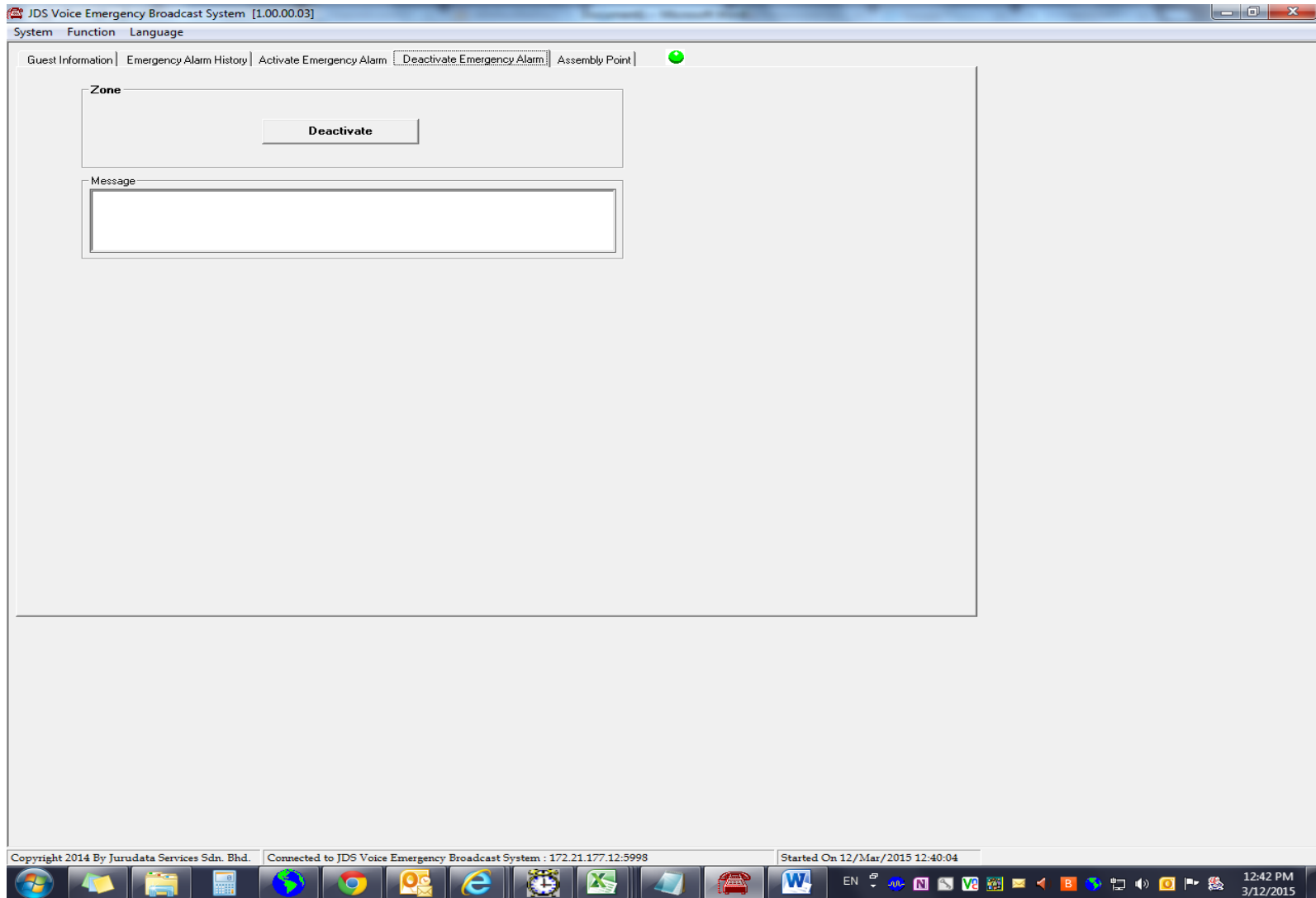
AUDIO ALARM SYSTEM (GUEST ROOM)

2. Click tool bar “Activate Emergency Alarm and click the building which discovered of fire (The phone will be rang for 8 rooms (Occupied) at the same time. Then, the next 8 rooms around will be rang”



AUDIO ALARM SYSTEM (GUEST ROOM)

3. Click tap bar “Deactivated Emergency Alarm” and click “Deactivate” for stop the audio alarm system



Local Crisis Management Committee

Pullman Phuket Arcadia Naithon Beach

No	Role	1 st person	Mobile	2 nd person	Mobile
1	Chief Commander*	K. Brett	081-3707116	N/A	N/A
2	Property Coordinator*	K. Jack	062-8854566	K. Nae	089-5921144
3	Safety & Security Coordinator*	K. Zax	087-2683680	K. Pan	086-4343609
5	Connector Coordinator*	K. Jeab	099-3642265	K. Honey	080-5211189
6	Guest Coordinator*	K. Ing	081-7871058	K. Mook	080-1009930
7	Finance Coordinator	K. Orn	081-8116224	K. Cheena	089-2993920
8	Beverage Supply Coordinator	K. Albert	080-112-1693	K. Pong	061-6530677
9	Food Supply Coordinator	K. Dennis	082-1509611	K. Ya	062-2452177
10	Living Supply Coordinator	K. Pla	081-9581013	K. Tri	095-1462826
11	Communication Coordinator	K. Chai	081-8937876	K. Man	086-7160864
12	Public Relation Coordinator	K. Kampi	081-9381809	K. Pinky	085-7828884
13	Recorder	K. Bhum	086-9445882	K. Bee	089-4743779

1. GENERAL MANAGER (CHIEF COMMANDER)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ Go to the Office to collect his Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and get ready for evacuation procedures

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ Move immediately to Assembly Point.
- ☐ Communication with the guests at Assembly point.
- ☐ Inform Crisis Team at Bangkok

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

2. DIRECTOR OF OPERATIONS (2ND CHIEF COMMANDER)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Go to the Office to collect his Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and get ready for evacuation procedures**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Move immediately to Assembly Point.**
- ☐ **Communication with the guests at Assembly point.**
- ☐ **Inform Crisis Team at Bangkok**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

3. CHIEF ENGINEER (PROPERTY COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Loss Prevention Office.
- ☐ Go to the Office to collect his Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and standby for evacuation procedures.
- ☐ Assign Duty Engineer to switch off main electrical switch, cut off main gas valve and turn on Fire Pump (During manual system).

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ Assign Duty Engineer standby at Fire Pump.
- ☐ Switch off all electrical equipments in respective area.
- ☐ Take working roster and close the door and evacuate to Assembly Point
- ☐ Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

4. LOSS PREVENTION MANAGER (SAFETY COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Go to the Office to collect his Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and standby for evacuation procedures.**
- ☐ **Immediately proceed to fire scene.**
- ☐ **Assist ERT to stop fire**
- ☐ **Decision maker to evacuate all guests & staffs if need**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Evacuate to Assembly point**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

5. FRONT OFFICE MANAGER (GUEST COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Loss Prevention Office.
- ☐ Go to the Office to collect her Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and standby for evacuation procedures.
- ☐ Print out guest name list by room number for 5 set standby for evacuation process.

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ Inform all guests and staffs in respective to evacuate to Assembly Point.
- ☐ Make sure that all guests and staffs in respective area are evacuated to Assembly Point.
- ☐ Secure and remove all important paper document and cash to keep it in Safe area.
- ☐ Switch off all electrical equipments in respective area.
- ☐ Take working roster and close the door and evacuate to Assembly Point
- ☐ Get staff name list, department sign from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.
- ☐ Conduct roll call for all guests & report the result to ERT Leader.

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your

6. DIRECTOR OF TALENT & CULTURE (STAFF COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Loss Prevention Office.
- ☐ Go to the Office to collect her Walkie Talkie (Using channel 1) and unpack Emergency bag, wear the reflective jacket, check torch, whistle and standby for evacuation procedures.
- ☐ Print out name list report of all staffs who are working on duty from Eagle System to standby for Evacuation process.
- ☐ Keep all important documents in emergency bag.

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ Inform all staffs in respective to evacuate to Assembly Point.
- ☐ Make sure that all staffs in respective area are evacuated to Assembly Point.
- ☐ Switch off all electrical equipments in respective area.
- ☐ Take working roster and close the door and evacuate to Assembly Point
- ☐ Take staff name list, department sign, close the door and evacuate to Assembly Point
- ☐ Distribute staff name list to manager of each department

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your

7. DIRECTOR OF FINANCE (FINANCIAL COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately send at least 2 staffs (ERT) to Loss Prevention Office.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Inform all staffs in respective to evacuate to Assembly Point.**
- ☐ **Secure and remove all important paper document and cash to keep it in Safety Box (Fire Proof)**
- ☐ **Make sure that all staffs in respective area are evacuated to Assembly Point.**
- ☐ **Switch off all electrical equipments in respective area.**
- ☐ **Take working roster and close the door and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

8. DIRECTOR OF F&B (BEVERAGE SUPPLY COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately send at least 2 staffs (ERT) to Loss Prevention Office.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Inform all guests and staffs in respective to evacuate to Assembly Point.**
- ☐ **Secure and remove all important paper document and cash to keep it in Safe area.**
- ☐ **Make sure that all guest and staffs in respective area are evacuated to Assembly Point.**
- ☐ **Switch off all electrical equipments in respective area.**
- ☐ **Take working roster and close the door and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**
- ☐ **To be in charged for beverage supplier (If need)**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

9. EXECUTIVE CHEF (FOOD SUPPLY COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately send at least 2 staffs (ERT) to Loss Prevention Office.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Inform all staffs in respective to evacuate to Assembly Point.**
- ☐ **Secure and remove all danger equipment, chemical and keep it in store.**
- ☐ **Make sure that all staffs in respective area are evacuated to Assembly Point.**
- ☐ **Switch off all electrical equipments in respective area.**
- ☐ **Take working roster and close the door and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**
- ☐ **To be in charged for food supplier (If need)**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

10. EXECUTIVE HOUSEKEEPER (LIVE SUPPLY COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately send at least 2 staffs (ERT) to Loss Prevention Office.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Inform all staffs in respective to evacuate to Assembly Point.**
- ☐ **HK Supervisor and Room Attendant knock the guest’s door and point them go to Assembly Point. Then, use chalk to mark “X” on door if no guest in room, “/” on door if disable guest. Make sure that the guests in respective area are evacuate to Assembly Point. Contact Executive Housekeeper in case of disable or injured guests found in room.**
- ☐ **Shut down Laundry machine (Night mode)**
- ☐ **Make sure that all staffs in respective area are evacuated to Assembly Point.**
- ☐ **Switch off all electrical equipments in respective area.**
- ☐ **Take working roster and close the door and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**

Note: If you are not in the hotel and can’t come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

11. IT MANAGER (COMMUNICATION COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ Immediately report to Loss Prevention Office.
- ☐ Standby and get ready to operate PA system (Evacuation Public

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ Wait until the 2nd bell alarm sound is finished and operate PA system (Evacuation Public Announcement) for BHO and Public areas.
- ☐ Switch off all electrical equipments in respective area.
- ☐ Take back up tape, monthly roster, close the door and evacuate to Assembly Point
- ☐ To be in charged for communication supplier (If need)

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

12. PUBLIC RELATIONS MANAGER(PUBLIC RELATION COORDINATOR)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately send at least 1 staff (ERT) to Loss Prevention Office.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Inform all staffs in respective to evacuate to Assembly Point.**
- ☐ **Secure and remove all important paper document and cash to keep it in Safe area**
- ☐ **Make sure that all staffs in respective area are evacuated to Assembly Point.**
- ☐ **Switch off all electrical equipments in respective area.**
- ☐ **Take working roster and close the door and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**
- ☐ **To be in charged for Media (If need)**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

13. PERSONAL ASSISTANT TO GM (RECORDER)

The 1st SMS or Call / “Fire 1ST Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Immediately call General Manager / Director of Operations to remind him for situation.**
- ☐ **Check record of disable guest in house and report the information to ERT leader**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Switch off all electrical equipments in respective area and evacuate to Assembly Point**
- ☐ **Get staff name list from HR and conduct roll call to ensure all staffs are safe and report the result to ERT Leader.**
- ☐ **To be in charged for Recorder and send information to Loss Prevention Manager.**

Note: If you are not in the hotel and can't come back to hotel, you should immediately call your assistant or senior person who can in charge for your role!

14. EMERGENCY RESPONSE TEAM LEADER (ERT LEADER)

The 1st SMS or Call / “Fire 1st Call- Fire confirmed in (Location), stay calm & get ready for evacuation procedure”

- ☐ **Assign role of each ERT members. Then, ERT stand by and get ready for evacuation procedures**
- ☐ **Coordinate with LP & Duty Engineer in case of more ERT required.**

The 2nd SMS or Call / “Fire 2nd Call - Fire is out of control. Proceed to evacuation procedure”

- ☐ **Send ERT member to the post as per assignment.**
- ☐ **Send ERT member to take disabled guests to Assembly area**
- ☐ **Proceed to Assembly point.**
- ☐ **Coordinate department head for result of guest and staff number counting.**
- ☐ **In case of guest or staff missing, he will coordinate with ERT member for searching**
- ☐ **Wait until all guests and staffs include ERT members move to Assembly Point. Then, he will report the result to Chief Commander.**

ERT Post Allocation

No	Department	Report Time	Team	Name	Contact Number	Time out	Time in	Remark
1				/				
2				/				
3				/				
4				/				
5				/				
6				/				
7				/				
8				/				
9				/				
10				/				
11				/				
12				/				
13				/				
14				/				
15				/				

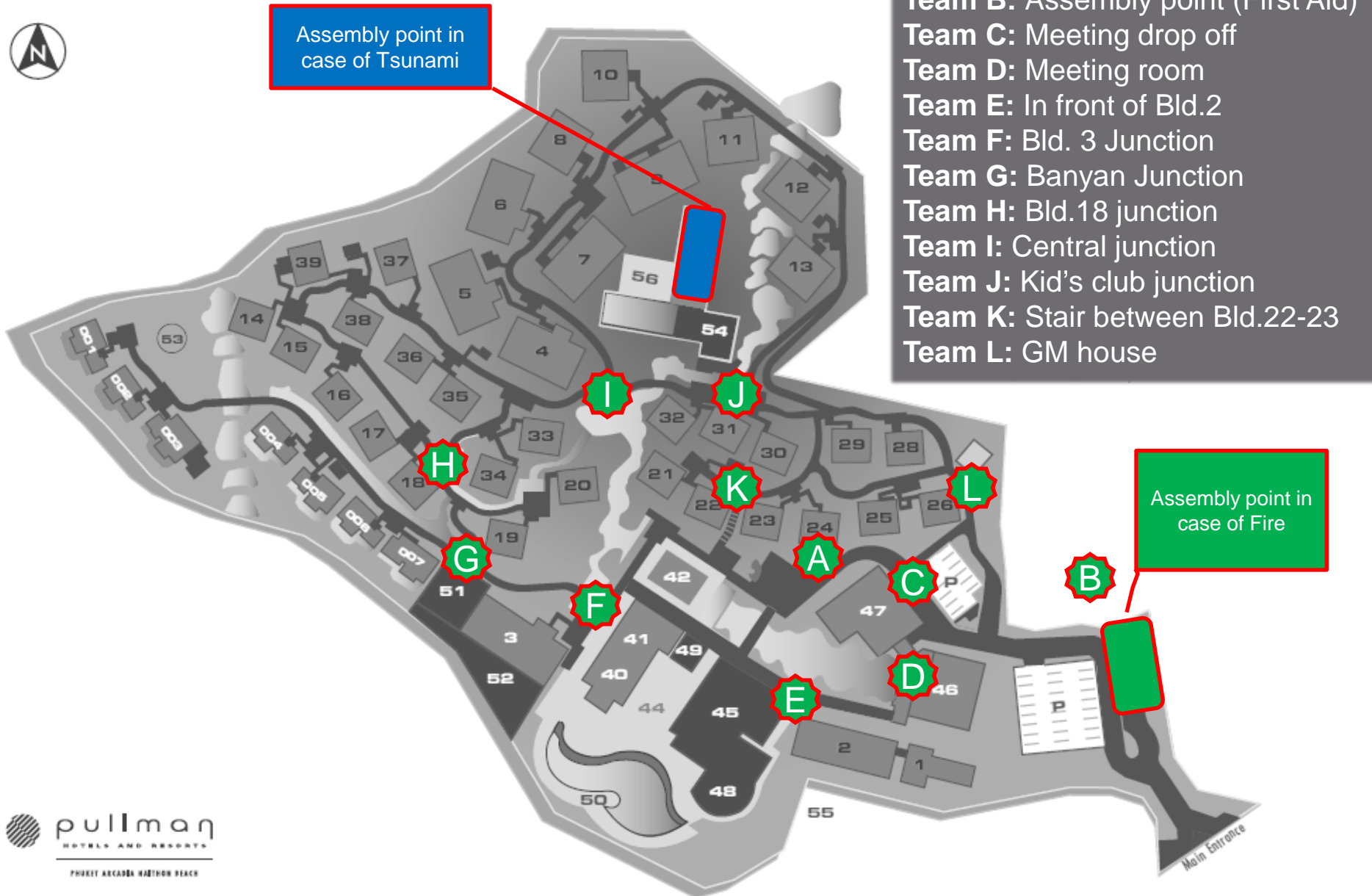
ERT Post Allocation



Assembly point in
case of Tsunami

- Team A: Fire scene
- Team B: Assembly point (First Aid)
- Team C: Meeting drop off
- Team D: Meeting room
- Team E: In front of Bld.2
- Team F: Bld. 3 Junction
- Team G: Banyan Junction
- Team H: Bld.18 junction
- Team I: Central junction
- Team J: Kid's club junction
- Team K: Stair between Bld.22-23
- Team L: GM house

Assembly point in
case of Fire





Fire Evacuation Route





Tsunami Evacuation Route



Assembly Point in
case of Tsunami

PULLMAN PHUKET ARCADIA RESORT MAP

GUEST ROOM BUILDING 1 - 39

POOL VILLA 001 - 007

DINE & IMBIBE

- 40 : Elements all day dining
- 41 : Vera trattoria & wine bar
- 42 : Deli
- 43 : Float pool bar
- 44 : Azur pool bar
- 45 : C-bar

MEETINGS

- 46 : Arcadia ballroom, Naiton room
- 47 : Saku room, Boardroom, Chill out space

RECREATION & RELAXATION

- 42 : Boutique
- 45 : Lobby
- 48 : Dhatri spa
- 49 : Connectivity lounge
- 50 : Infinity beach
- 51 : Banyan deck
- 52 : Sunset deck
- 53 : Garden sala
- 54 : Fit lounge, Kid's club
- 55 : Beach Access

EMERGENCY EVACUATION

- 56 : Tsunami Evacuation
- 57 : Fire Evacuation point



ภาคผนวกที่ 10

แผนฉุกเฉินกรณีเกิดแผ่นดินไหวและสึนามิ

Subject: Tsunami activation	Date Issued: July 1, 2014
CC: Front Office and Loss Prevention	Effective Date: January 1, 2017
Prepared by: Worradech Saelim Position: Loss Prevention Manager Signature:	

OBJECTIVE:

To make sure that all creators know exactly what to do when the Tsunami is activated

POLICY:

To provide highest safety for life and belongings of guest, creator and owner

PROCEDURE:

Loss Prevention will stand by "Earthquake Center" website:

<http://www.seismology.tmd.go.th/eq-monitor.html>

Any earthquake nearby Phuket higher than 7.00 Richter

1. Loss Prevention or First person will inform Pullman Touch "Earthquake alert in (Location) at (Level) Richter"

2. Pullman Touch will send message and call to Crisis Team and ERT Leader "Earthquake alert in (Location) at (Level) Richter"

- Crisis Team members will meet at Get Closer Room (Command Center)

- ERT members will meet at Loss Prevention Office (Meeting Center)

3. Senior Loss Prevention will call and check Tsunami news at "Earthquake Center"

A. 02-3994547

B. 02-3669410

C. 02-3990969

D. 1182

If the Earthquake Center confirm that no Tsunami

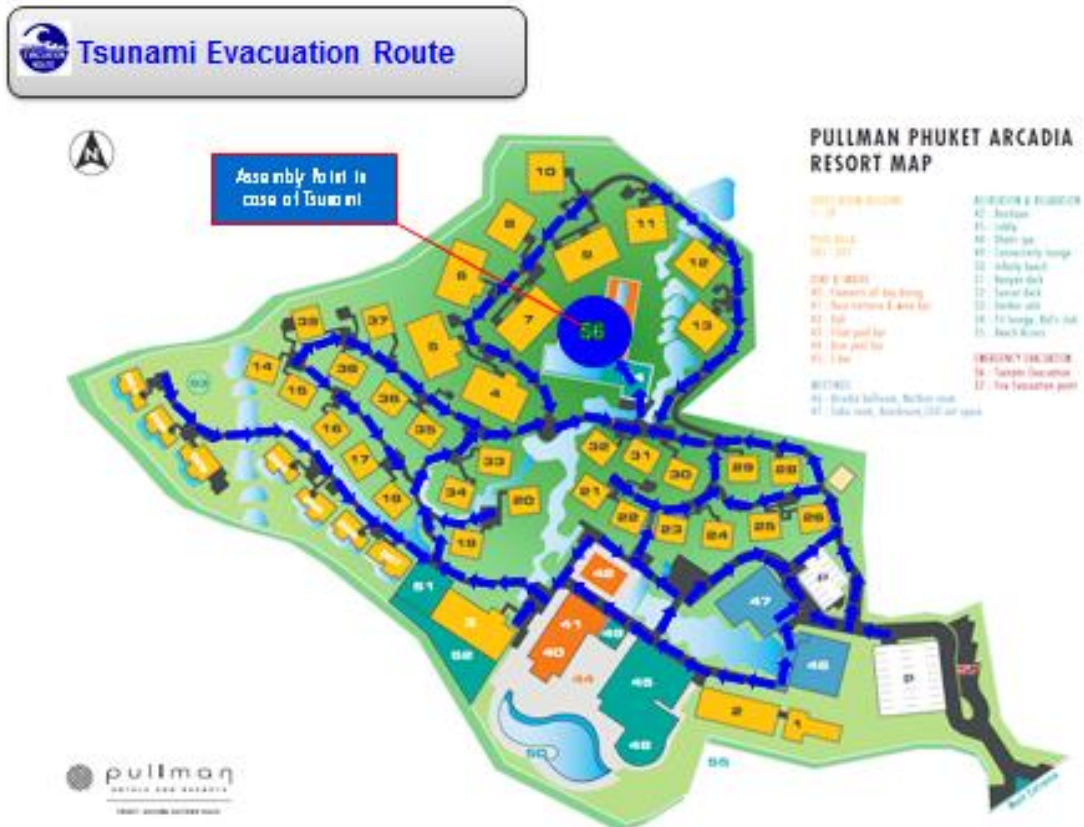
1. Senior Loss Prevention will inform Pullman Touch, using code: "All Clear"

2. Pullman Touch will send message "All Clear" to Crisis Team and ERT Leader.

If the Earthquake Center confirm for Tsunami Evacuation or The alarm was activated at Naithon beach

1. Senior Loss Prevention will inform Pullman Touch, using code: "Tsunami Alert, please proceed to evacuation procedure"
 2. Pullman Touch will send message ""Tsunami Alert, please proceed to evacuation procedure" to Crisis Team and ERT Leader.
 3. Crisis Team Leader will make a decision to do "Evacuation Order"
 - Control Room will press "DRILL" on fire alarm control panel and open PA system for BOH areas.
 4. All guests & creators will evacuate to Assembly point (Float Area).
 5. In case of the waiting period at Assembly point longer than 3 hours, see below of procedure
 - Start lock down procedure by putting security guard at all entrances of Assembly point "No one is allow to move out from Assembly Point" until the Tsunami alert had been canceled by local authorities or approval by General Manager.
 - Engineering – Make sure the Generator is work & support all necessary tools.
 - Loss Prevention – Checking the news with local authorities and update situation among Local Crisis Management Committee.
 - General Manager – Update situation to guests & creators.
 - Housekeeping – To provide 2 housemaids stand by at Public toilet.
 - Front Office – Move the sickness, disable, old and child guests to Fitness Centre.
- First aid provided by Emergency Response Team.
- Talent & Culture – Move the sickness creators to Fitness Centre. First aid provided by Emergency Response Team.
 - Houseman A Team – Correct towels from HK pantry & deliver to Fitness Centre for first aid medical.
 - Houseman B Team – Correct drinking water from store & distribute to all guests & creators. It's responsibility of Executive Housekeeper to order drinking water and stock in HK storage at a par level of 100% hotel occupancy used for 2 days at least. If it's out of stock, they will correct from hotel storage which had par level at a minimum 2,000 bottles.
 - Kitchen & FB – Set up food station & arrange food for guests & creators.

- The fresh goods will be kept in fridge storage. It can be reserved for the guests and staffs for 3 days. The Generator will support the power for fridge and the portable gas will be used for cooking.
- The dry foods will be kept in KC storage. It can be reserved for the guests and staffs for 7 days. The portable gas will be used for cooking.



Approved By:

(Name of HOD)
(Position)

Brett Wilson
General Manager

28.EARTHQUAKE

NOTICE

This guidance is an aid to managing sensitive situations.
Its recommendations may be followed simultaneously, or in a different order, as the situation requires.

Swift action is essential: the first hour is crucial.

The top priority is to take effective action.

Managing sensitive situations is a team effort involving all levels of the organisation.

Definition: ground-shaking that can induced the collapse of buildings and tsunami.

You first need to be aware about the seismic risk with intensity level for your hotel and you also need to know if your building is adapted to seismic risk and until which level. In case of doubt, please check with your risk manager.

TO ALWAYS KEEP IN MIND, especially if the hotel is located in a seismic zone:

>> First of all - before

Check regularly your equipment

- ☐ Check that all high furniture units (above 1.20 meter) are well fixed to the wall with adapted fixation. Edges on shelves can also prevent some objects from falling off.
- ☐ Check that electric cabinets and the generator are well fixed to the wall (foot and head).
- ☐ Check that hanged pipes (gas, water) are correctly fixed in order to minimise swinging in case of vibrations.
In hotels where seismic risk is high, specific seismic gas shutoff valves need to be installed.
- ☐ Check that all the emergency equipment is suitably stocked.
- ☐ Check that alternative means of communication (satellite telephone, HF radio handsets, etc.) are working properly and can be used at any moment (batteries are charged).
- ☐ Conceal sensitive equipment and documents (IT equipment, accounts, insurance documents, guest and staff lists, etc.).
- ☐ Have some basic equipment and foodstuff (drinking water, dried food, torches, first aid kit, tools, etc.) in place.
- ☐ Take health advice on using water, managing sanitation and waste, etc.

Prepare the team to respond

- ☐ Identify a second assembly area. In case of an earthquake, assembly area in front of the hotel or any building is not safe. You need to find a large open area with no tall or other falling hazards building.
- ☐ Have relevant staff received training on the earthquake preparation and response procedures including how to determine if evacuation is required and how to manage an evacuation.

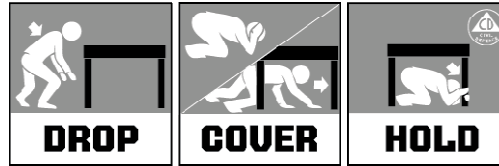
Important NOTE: During an earthquake, **it is often much safer to stay inside a building** rather than immediately going outside as glass and masonry can fall onto the street. You do not need to evacuate a building straight away unless it's showing obvious signs of distress or you need to leave due to a tsunami risk.

- ☐ Consider which job roles will be involved in the earthquake response and evacuation. It is not realistic for the Duty Manager to take on all tasks.
 - What job roles can tasks be delegated to?
 - What will the procedure be at night time when limited staff are available to assist?

>> During an earthquake

Security measures

- ☐ Keep calm
- ☐ Quickly **DROP**, **COVER** & **HOLD**



- **Drop** to the ground (to avoid falling).
- Take **cover** under something strong, like a study desk or table.
- **Hold** onto it until the shaking stops.

If possible:

- ☐ Move away from glass windows & doors and equipment or shelves that may fall.

If outside:

- ☐ Move away from buildings, trees, and power lines, then **DROP, COVER, & HOLD**.

>> When the tremors stop

Response and rescue

- ☐ Expect aftershocks. If they happen repeat the above procedure

If possible:

- ☐ Protect yourself from further danger by putting on long pants, a long-sleeved shirt, sturdy shoes and work gloves.
- ☐ Check yourself and others for injuries, provide first aid assistance. Set up a safe area for the injured if required.
- ☐ **Only if safe to do so**, conduct a building check to assess damage (walls, floors, doors, staircases & windows) and check for people who may be trapped. Instruct building Chief Engineer to:
 - Lookout for live electric wires and any other hazards. If live wires or a gas or water leak is detected, staff should immediately evacuate and report this to the building Chief Engineer who will arrange for the service to be turned off at mains if possible.
 - Check for small fires and put them out, if trained and it is safe.
 - Check for people who may be trapped, including elevators or toilets (doors opening can be blocked after the shake), or those who may need special assistance, and report back. Any required rescue operations should be left to trained specialists.
- ☐ Call the emergency services if required. Designate a member of staff to greet and guide the emergency services and authorities if relevant.
 - If phone lines are down, use the satellite phone to contact emergency/rescue services. Refer to emergency contact list for relevant phone numbers.
- ☐ Check all services (water, gas, electricity): turn them off at the first time after the Earthquake, preventing derive other disaster. Moreover:
 - When you are in a jam gas leak: cover your mouse and your nose with a wet towel or clothes; do not use fire or turn on electrical equipment, pay attention to metal shock.
 - Grovel on ground when meet fire, cover your mouse and your nose with a wet towel and creep to safe place against the wind.
 - When meet poisonous gas revealed, cover your mouse and your nose with a wet towel and run to upped hand against the wind.

- ❑ Do not expect fire fighters, police or paramedics to help you, they may not be available.

- ❑ Update General Manager and Chief Engineer. Use satellite phone if phone lines are down.
If they cannot be reached contact the country/region management (immediate line manager and HR) and the crisis coordinator at the country/region head office.
- ❑ Inform guests and staff: do not use elevator, do not jump, do not crowd.

Proceed to evacuation

- ❑ Advise everyone to evacuate. Advise people to take essential belongings with them if safe to do so (mobile phone or other mean of communication, ID, keys, important medicine...)
In a serious earthquake you may not be able to re-enter the building for a significant time.
- ❑ Advise guests not to use elevators. Check fire escapes are safe to use. If possible, secure cash & premises before leaving.
- ❑ Take most recent back-up reports, rosters, and guest in-house lists, mobile phone and hotel satellite phone with you.
- ❑ The safest route and assembly area must be identified before leaving the building. If usual assembly point is not safe, move everyone to a large open area with no tall or other falling hazards buildings **❑ DO NOT make the assembly area in front of the hotel or any building: the potential building facade collapse represent a vital risk.**
- ❑ If guests have already begun evacuating, assign staff members to check external emergency exits and redirect guests to the safe evacuation point. Instruct the staff in charge of evacuation to proceed with caution when outside and look out for any unstable objects which may fall from above.
- ❑ In an evacuation:
 - All power and gas supplies must shut off before leaving, if it is not already done.
 - After room being checked, draw a mark as a "X" on the door to indicate that the room has been evacuated.

>> Once the immediate danger has passed

- ❑ Designate the Crisis Committee, convene a meeting with the members to coordinate the next steps to take.

Organise help for victims

- ❑ Designate a member of staff to greet and guide the emergency services and authorities.
- ❑ For hygiene and decency reasons, if the disaster has disrupted the emergency services, help in dealing with the bodies of the deceased:
 - maintain the person's dignity (no photography)
 - protect the sensitivities of those present until the emergency services arrive.
Ideally, bodies should be stored in a cool place (e.g. a cold store) and out of sight.
- ❑ Using staff and guest lists:
 - identify eventual victims and anyone injured.
 - mark off attendance to determine who may be missing.
- ❑ Collect key information about the victim.
Name, address, people to contact, medical information, etc.
- ❑ Instruct any available staff to look after guests and provide reassurance.
- ❑ Ensure family/friends are looked after (especially children and dependent adults) if they are in the hotel.
- ❑ Update hotel staff.
 - *Keep to the facts to prevent rumours.*

- Remind them to make no comment if asked questions by the media or other guests.
- Ensure hotel's goods and eventual victim's personal effects are kept securely.

Organise management of the event

- Monitor networks likely to provide advice and information. Local radio stations will be broadcasting the most appropriate advice from emergency management officials.
For example: online, radio, TV, specialist warning networks, information from the authorities.
- If the damage is severe and widespread you may be required to supervise guests and staff on site for an extended period e.g. 72 hours. Secure adequate water and food supplies and locate Civil Defence kits.
- Plan rostering accordingly considering staff availability.
- Hygiene protection: water should be protected and disinfected, strengthening check and supervise food → preventing flies and disinfect tableware, eliminate mosquitoes
- Medical aid: first aid team members (and if possible a doctor) check medicine and other medical supplies to see whether it is enough for the next days in case rescuing teams may not be reached in time.
- Security guards, if any, should ensure that the driveway is free from any obstruction that might hinder the entry of fire trucks or ambulances and prevent the entry of unauthorized persons into the hotel with the possibility of theft during the inevitably confusion period that follow.

Report to immediate line manager and country/region crisis coordinator

- Contact the country/region management (immediate line manager and HR) and the crisis coordinator as soon as possible.

If they cannot be reached, contact the Worldwide Crisis Committee on +33 609 100 200 (24/7).

Assess the situation with the person contacted:

- *Is there still a danger (risk of aftershocks, for example)?*
- *Is anyone injured or dead?*
- *How many hotel guests and staff are on site?*
- *Do the victims include any children?*
- *Do the hotel guests or victims include any celebrities?³¹*
- *What do the authorities recommend?*
- *What is the impact on the hotel's business and on other guests or employees?*
- *How extensive is the damage to property?*
- *How long might it take to resume normal operations?*
- *Is there a media presence on the site?*

- If possible, send the Report on initial information.

Template downloadable from AccorLive/Safety and Security Department/Crisis Management/Hotels.

Recipients: immediate line manager and country/region crisis coordinator:

*Copy: Worldwide Crisis Committee (**alert.hotline@accor.com**) if necessary.*

If it cannot be sent from the hotel, ask the country/region crisis coordinator to send it.

Manage communication and potential media pressure

- Contact the country/region Communications Department and follow their instructions.
 - Pending specific instructions:
 - Avoid making any comment. The following response can be used to deal with inquiries:
"Our priority is to help those affected and ensure the safety of our guests and staff. We are working closely with the authorities and following their instructions. We will update you as soon as possible."
- Even if the media make repeated inquiries, it is advisable not to agree to any interviews and repeat the "holding message" until instructions are received from the Communication Department.*
- Remind staff of this directive.
 - Provide a suitable, separate holding area for the media.

³¹The involvement of a celebrity does not change the assistance provided by Accor, but it might have an effect on how information and communication are handled.

- Check call handling at the switchboard/reception (call forwarding or collecting of contact details).

Continue to manage the event

- ☐ Open the log book at the earliest possible opportunity.
Template downloadable from AccorLive/Safety and Security Department/Crisis Management/Hotels.
Record events, decisions taken, steps taken and names of the persons involved, in detail and with exact timing, as and when they occur.
Always record the identity of persons involved in on-site operations (excluding the emergency services).
- ☐ If possible, make arrangements for hotel guests and employees to telephone their families or friends.
- ☐ Coordinate informing the families of guests and employees who have been killed or seriously injured with the country/region Crisis Committee, police and consular services.
- ☐ Ensure the family/friends of victims are looked after if they go to the hotel.
Inform them about the event while keeping to the facts and without disclosing any medical information
- ☐ Keep guests and staff regularly informed of the facts as known.
Set up a notice board and update the situation regularly

Organise the post-disaster phase

- ☐ Plan for the supply and distribution of drinking water.
- ☐ Plan to feed guests and staff present.
- ☐ Provide clothes to any victims who might need them.
- ☐ Organise sanitation.
- ☐ Organise sleeping arrangements.

>> Monitoring the situation

Keep an audit trail of events, decisions and actions

- ☐ Continue to update the log book, and keep it and all documents related to managing the event secure.
- ☐ Continue to keep guests and staff regularly informed of the facts as known.
- ☐ Keep CCTV footage, and prepare a copy for the police if necessary.
- ☐ Photograph or film the site concerned (but do not photograph victims) and damage to property.
- ☐ Submit a claim to the insurance company and/or broker.

Assist victims with future arrangements

- ☐ Offer counselling to staff and guests who might need it.
Remember to retain documents providing evidence of assistance offered.

If applicable in the country in question, convene a meeting of the Occupational Health and Safety Committee.

Reminder:

- Hotel's construction norms being often higher than those for classic habitation, hotels may become the safe place of refuge for population or may be requisitioned by authorities and emergency services.

APPENDIX – WHAT TO DO IN CASE OF AN EARTHQUAKE – TO BE DISPLAYED

WHAT TO DO IN CASE OF AN EARTHQUAKE

During the shake



Take cover behind a door, a beam, arch or near the wall. If you stay in the middle of the room it's dangerous, glasses and plaster could fall.

Do not use the stairs or the lifts.

Do not try to escape. It is often safer to stay inside the building unless it's showing obvious signs of building distress.

Take cover under a table, under a beam, arch or under a desk.

After the shake



Get out of the hotel. Caution, there might be fallen objects: pots, tiles or broken glasses. You may be hurt.

If you leave the hotel by car, do not block the street, the rescue must reach the hotel. Use the car only if it is necessary. Before leaving, report yourself to the hotel staff so that we know you're alive.

Go to the collection point indicated but do NOT make the assembly point in front of the building because the facade might fall (follow the indication).

Do not block the rescue team, leave the communication system free (mobile phone, internet).