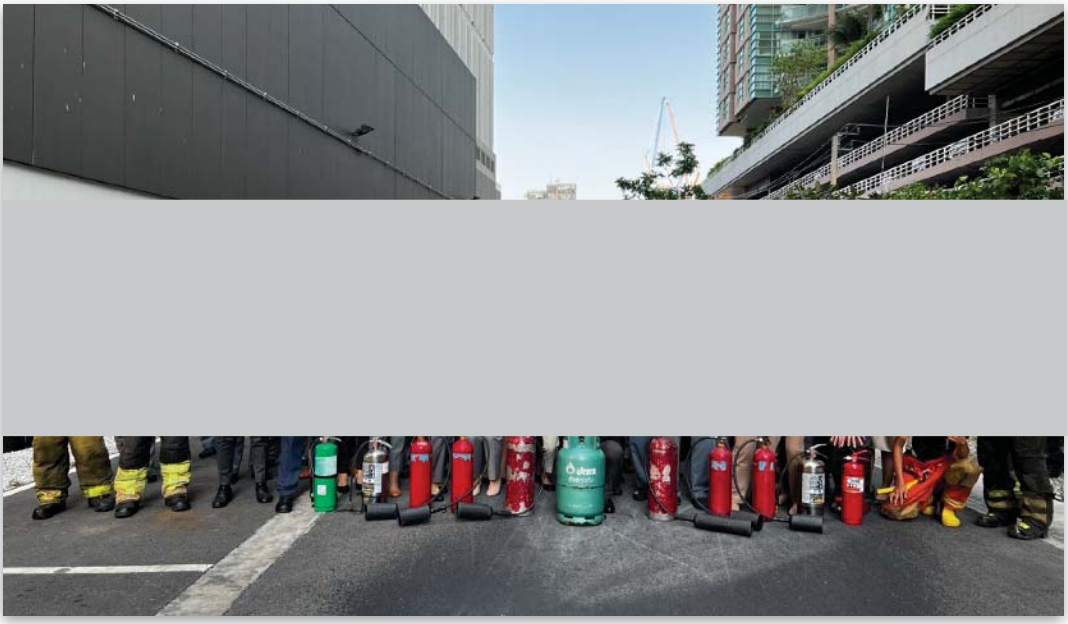
7.14 แผนฉุกเฉินและการซักซ้อมหนีไฟ
อพยพคนกรณีเกิดเพลิงไหม้ ปี 2566

BASIC FIRE TRAINING



According fire and life safety measures, Engineering department provided the basic fire training for four seasons employees on Monday of 20th March 2023 conducted by CKK firefighting academy.



09:00-14:00 Theory training at Studio III.



14:00-16:30 Practice fire extinguisher.

Sections	Attendees	Request	Employees in total	Certified in total	Certified Percentage
Room and Operations	8	9	132	42	32%
Engineer	6	5	41	17	41%
Food & Beverage	12	16	169	77	46%
Culinary	14	16	140	44	31%
UWC	4	3	28	8	29%
Security	5	3	15	10	67%
Finance	-	1	21	5	24%
Sales & Marketing	2	1	46	25	54%
People & Culture	1	1	8	4	50%
FSH TOTAL	**52**	**55**	**600**	**232**	**39%**

Sections	Attendees	Request	Employees in total	Certified in total	Certified Percentage
Residences	2	2	36	20	56%
Engineer			7	3	43%
Security			9	6	67%
Finance			3	2	67%
FSR TOTAL	**2**	**2**	**55**	**31**	**56%**

*The number of employees was updated on

Attendance Record

Course: **Basic fire training**
Date: **20-Mar-23**
Time: **09:00 - 16:00**
Venue: **Studio III**
Trainer: **CKK fire academy**

FOUR SEASONS HOTEL BANGKOK AT CHAO PHRAYA RIVER

No.	Staff ID	Name	Nickname	Department	Position	Signature
1	10385442					
2	10367052					
3	10407709					
4	10386595					
5						
6						
7	10399475					
8	10391128					
9						
10	10375680					
11	10367045					
12	10402724					
13						
14	10368161					
15	10377210					
16	10394679					
17	10402210					
18	10391130					
19						
20	10375680					
21	104 10892					
22						
23	10404160					
24						
25	10385439					
26	10369021					
27	10402209					
28	10281468					
29						
30	10408503					

1036 40

Attendance Record

Course: Basic fire training
Date: 20-Mar-23
Time: 09:00 - 16:00
Venue: Studio III
Trainer: CKK fire academy

FOUR SEASONS HOTEL BANGKOK AT CHAO PHRAYA RIVER

No.	Staff ID	Name	Nickname	Department	Position	Signature
31	10386529					
32	10386961					
33	10405207					
34	10402925					
35	10369081					
36	10400804					
37	10236699					
38	10403453					
39	10400628					
40						
41	10402707					
42	10406006					
43	10403380					
44						
45	10363142					
46	10403672					
47	10368951					
48	10356767					
49	10396864					
50	10368190					
51	10405989					
52	1039[illegible]63					
53	104029 0[illegible]					
54	104091[illegible]					
55	P402925					
56	104085[illegible]					
57						
58	[illegible]8824					
59	1039544[illegible]					
60	102029					

แบบลงทะเบียน

รายชื่อเข้ารับการอบรม "หลักสูตรการดับเพลิงขั้นต้น"

บริษัท เออร์เบิน รีสอร์ท โฮเต็ล จำกัด (โรงแรมโฟร์ซีซั่นส์ กรุงเทพ) วัน 20 มีนาคม 2566

ลำดับที่	รายชื่อเข้ารับการฝึกอบรม	รหัสบัตรประจำตัวประชาชน	ภาคเช้า (ลงชื่อ)	ภาคบ่าย (ลงชื่อ)	คะแนน Pre test	คะแนน Post test
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
				สรุปคะแนนเฉลี่ย		
				สรุปคะแนนคิดเป็นเปอร์เซ็นต์		

แบบลงทะเบียน

รายชื่อเข้ารับการอบรม "หลักสูตรการดับเพลิงขั้นต้น"

บริษัท เออร์เบิน รีสอร์ท โฮเต็ล จำกัด (โรงแรมโฟร์ซีซั่นส์ กรุงเทพ) วัน 20 มีนาคม 2566

ลำดับที่	รายชื่อเข้ารับการฝึกอบรม	รหัสบัตรประจำตัวประชาชน	ภาคเช้า (ลงชื่อ)	ภาคบ่าย (ลงชื่อ)	คะแนน Pre test	คะแนน Post test
31						
32						
33						
34						
35						
36						
37						
38						
39						
40						
41						
42						
43						
44						
45						
46						
47						
48						
49						
50						
51						
52						
53						
54						
55						
56						
57						
58						
59						
60						
				สรุปคะแนนเฉลี่ย		
				สรุปคะแนนคิดเป็นเปอร์เซ็นต์		

CAPELLA
BANGKOK

MEMO: M 04 - 04 - 2023 Fire Drill Training

Date/Time: Thursday 27th, April 2023

Memo To: [redacted]
General Manager / CMT Manager

Memo CC: All GTs and HODs

From: [redacted] / Director of Loss Prevention

Subject: Annual Fire Drill on 27th April 2023

Objective:

1. Fire and Life Safety is our first priority that we serve to all guests, colleagues and visitors, we have to ensure that all colleague understand and perform with fire and life safety procedures as Capella Hotel Group requirements
2. To ensure and develop all colleague skills and properly re-action in case of Fire and Emergency situation, and help to the guest safely

Training topics

1. Class room session and Exercise

Fire Safety
- Understanding the fire triangle
- Establishing workplace fire safety
- Safety fire precautions in a hotel
- Learning about fire extinguishers

Fire Prevention Plans
- Controlling hazards
- Fixed extinguishing systems and employee alarm systems
- Portable fire extinguishers
- Exit route requirements

Basic Fire Safety
- Fire behavior and types of fire
- Fire prevention for properties, homes, and businesses
- Dealing with fire incidents

Firefighting & Fire Extinguisher Safety
- Fire types
- Extinguisher classifications
- Fire extinguisher operation procedures
- Extinguishing techniques for small fires

2. Fire Drill / Emergency Evacuation & Assembly Point Procedure
3. Capella Bangkok Crisis Management Team – Table Top Training @ Fire & Emergency Situation Procedure and Practicing Protocol

Number of colleague participants

Fire Emergency Briefing, Table top @ Executive Meeting Room/ Fire Emergency Control Room for Department Head & Crisis Management Team Response & Assembly @ LL on 26 & 27 April 2023

- 21 Colleagues

Fire Simulation / Fire Emergency Response Team on 26 & 27 April 2023

- 13 Colleagues

Basic Fire Training @Training room on LL from 09:00 – 16:00 h. on 27 April 2023

- 54 New Colleagues = 16 % from all colleague who will get certificate from BMA

Fire Evacuation @ Colleague's Assembly Point from 16:15 – 16:45 h.

- 128 Colleagues @ Assembly Point
- 52 Colleagues on duty

TRAINING PHOTOS & SEQUENCE OF EVENT:

On 25th April 2023 at 16:15 – 17:00 h.
Crisis Management and Department Heads briefing regarding to Fire Drill protocol & sequence of Fire simulation, department evacuation and close down procedure as Table Top training on 27th April 2023
Total 14 persons



Hotel's fire simulation from 16:00 – 17:15 h.
Location of Fire: Executive Store on Lower Level

16:05 h. Fire Smoke Detector activated, Engineering on Duty and Loss Prevention on Duty immediately went to observe with fire extinguishers and confirm fire to House Manager and LP dispatcher at Fire & Emergency Control Room via walkie – talkie.
16:09 HM & LP dispatcher acknowledged and immediately assembly Hotel's Fire Fighting Team to support at Fire Location, informed to GM and Crisis Management/ Department Heads concerns via Hotel's official Line, LP called to report Yannawa Fire Brigade to support as large fire burning in the store (simulate)
Group and Mobile phone

(On 26th April 2023 simulation photos)

16:14 h. LP dispatcher at control room assembly our internal fire fighters and rescue arrived to fire incident location, they then replace observing team, extinguish by extinguishers and fire hose reel nearby







Additional Fire Extinguisher and Fire Hose Reel Training Photos













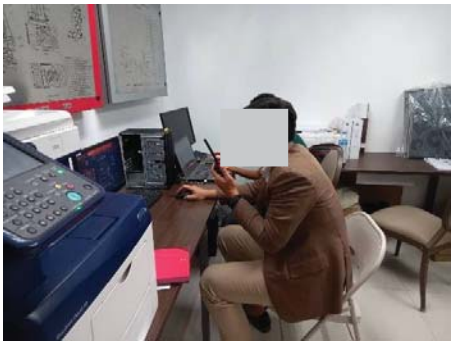
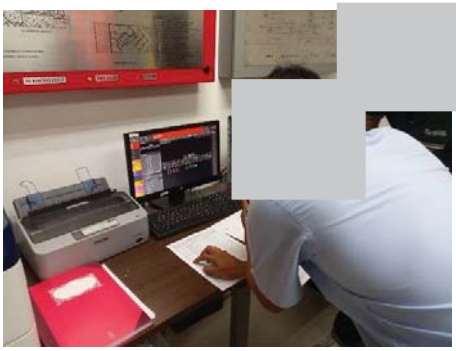
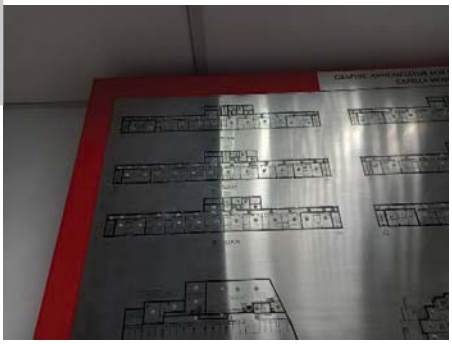
All simulation group photos

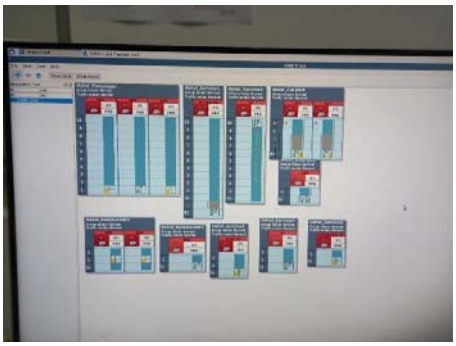


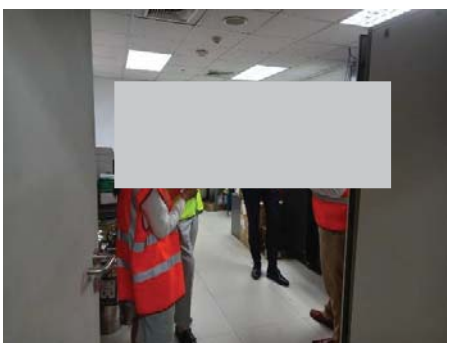
16:19 h. During fire fire fighters extinguishe at fire incie=dent location, at Fire Emergency control room – General Manager as Crisis Management and all CMT member assembly, asking LP dispatcher to call Yannawa Fire Departemtnt to support as same time immediately annouce building evacuation via offical Line Group and activate General alarm to evacuate all guest, colleague and visitor to assembly point as soon as possible (Do not use elevator)

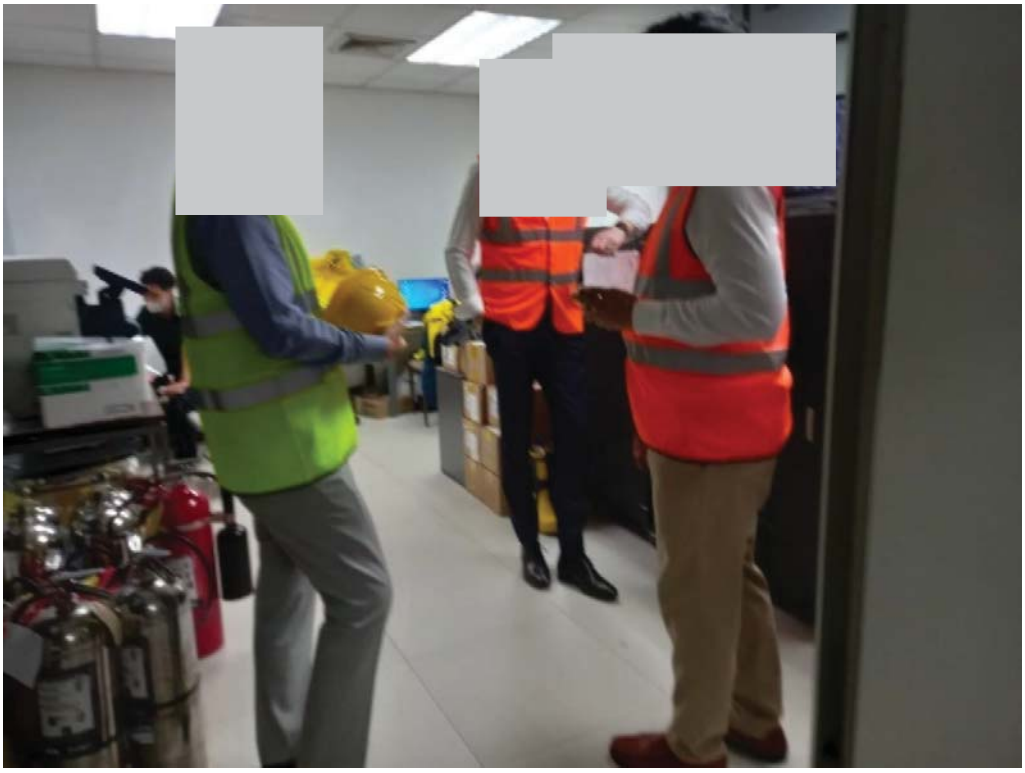
16:45 h. All colleague who not on duty evacuated to assembly/ Colleague's entrance – 128 persons (on duty 52 persons to after clearing fire incident, safety inspection. Crisis Manager allow all to return the building safety

Fire commander team / Crisis Management Team assembly at Fire Emergency Control Room on LL for further preparing assembly point equipment, support and guiding to evacuate of all colleague / guest/ visitor out from the building

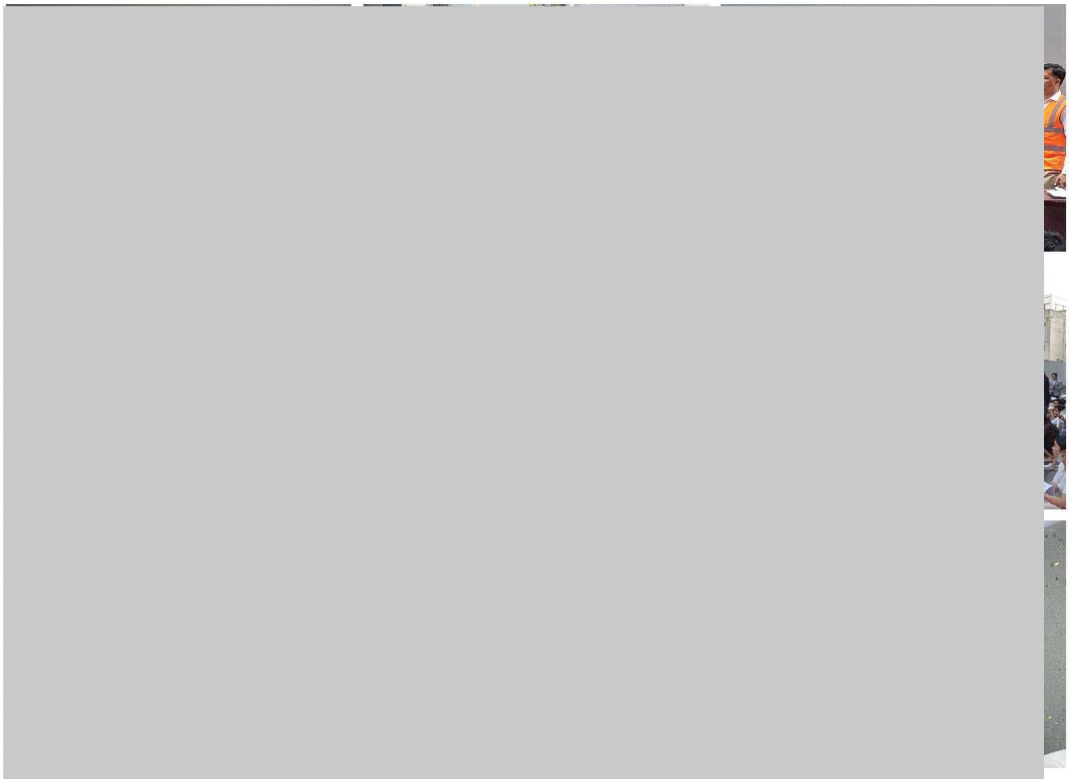




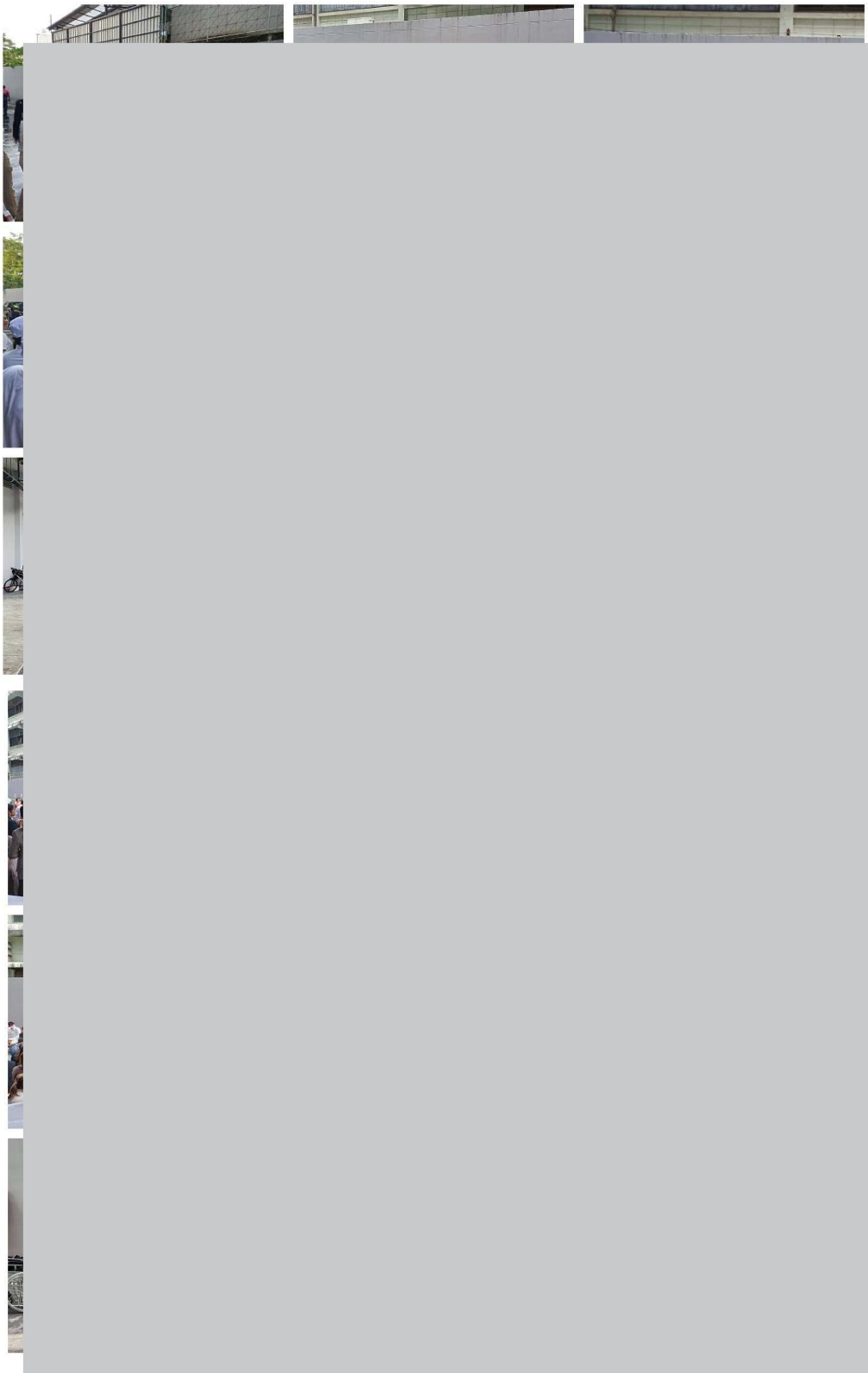


Hotel's Assembly point (Colleague's assembly point)





Basic Fire Training to 60 Colleagues @ Training Room – LL and Fire Extinguishers Practicing
Photo: 09:00-16:00 h. Basic Fire Training in Training Room
















ประเภทของไฟ
แบ่งออกเป็น 4 ประเภท
ตามมาตรฐาน NFPA
(National Fire Protection Association)


ประเภทของไฟ
แบ่งออกเป็น 4 ประเภท
ตามมาตรฐาน NFPA
2.
B
เชื้อเพลิงเหลวและก๊าซ


การติดต่อลุกลาม
การนำความร้อน (CONVECTION)
การแพร่ความร้อน (RADIATION)


ประเภทของไฟ
แบ่งออกเป็น 4 ประเภท
ตามมาตรฐาน NFPA
1.
A


ประเภทของไฟ
แบ่งออกเป็น 4 ประเภท
ตามมาตรฐาน NFPA
4.
D

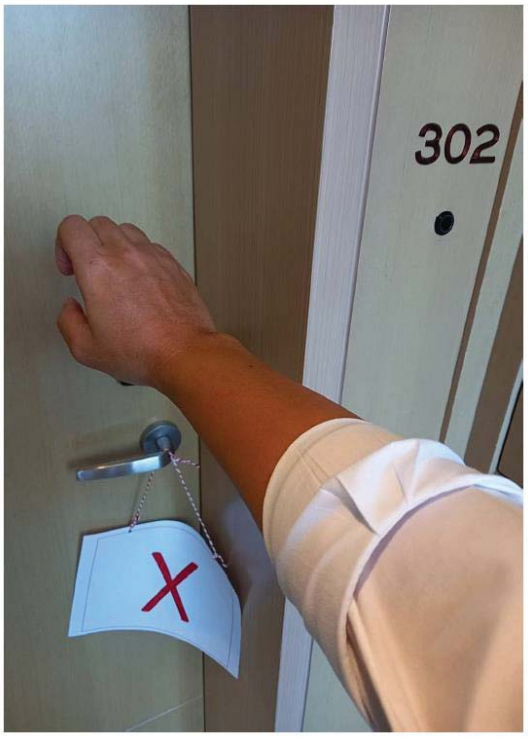


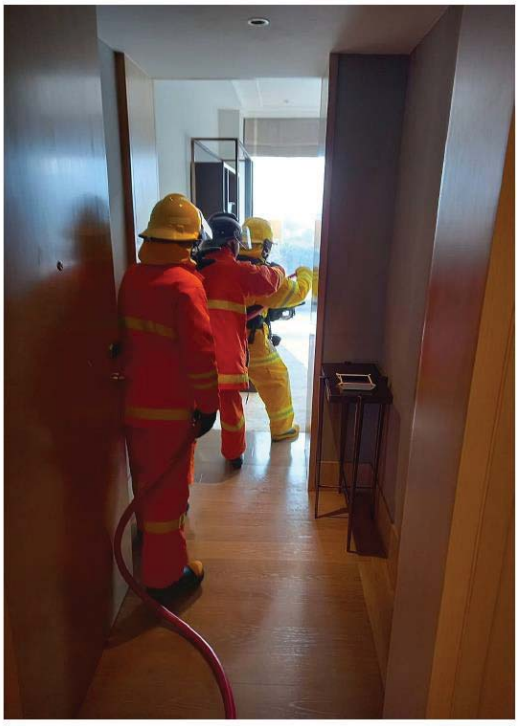

ประเภทของไฟ
แบ่งออกเป็น 4 ประเภท
ตามมาตรฐาน NFPA
3.
C
อุปกรณ์ไฟฟ้าที่มีกระแสไฟไหลอยู่

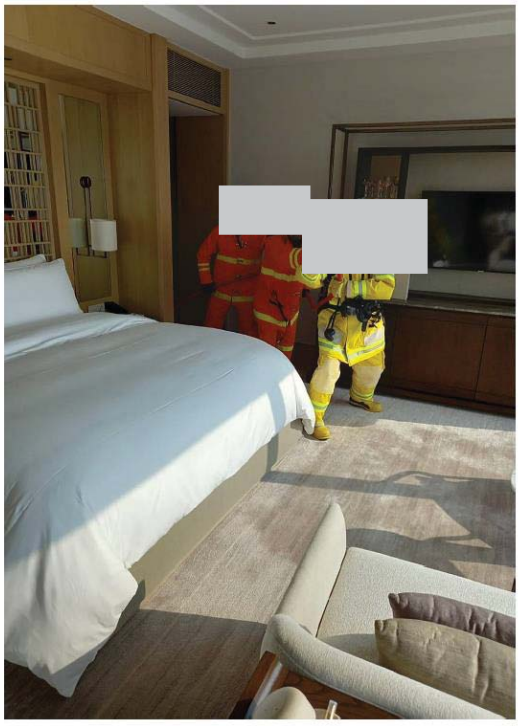

ประเภทของไฟ
A
เชื้อเพลิงธรรมดา
B
เชื้อเพลิงเหลวและก๊าซ
C
อุปกรณ์ไฟฟ้าที่มีกระแสไฟไหลอยู่
D

Room Searching, Extinguish, Rescue and Mark "X" practicing photos





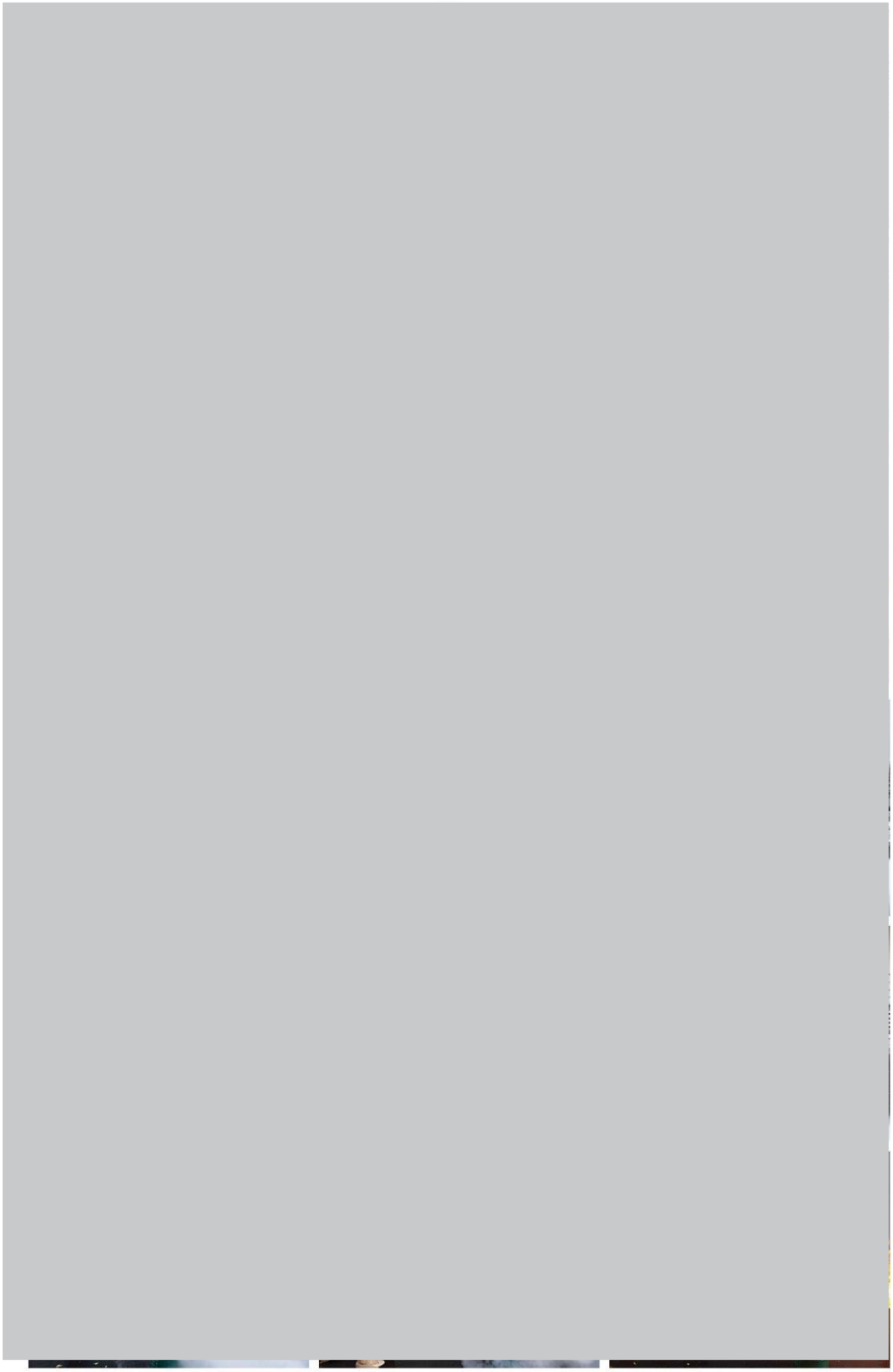




Clear Photo16:45 – 17:30 h. Fire Extinguishers training (Instructor & Certified by Yannawa fire department officers)

CAPELLA

BANGKOK



CAPELLA
BANGKOK

Colleagues training sign – in sheet

Basic Fire Training Certified 60 Colleagues

โรงแรม คาเพลลา กรุงเทพ
รายชื่อผู้เข้าร่วมการฝึกอบรมดับเพลิงเบื้องต้น วันพฤหัสบดีที่ 27 เมษายน พ.ศ. 2566

ลำดับ	ชื่อ นามสกุล	แผนก
1		แผนกจัดเลี้ยง
2		แผนกจัดเลี้ยง
3		แผนกจัดเลี้ยง
4		แผนกจัดเลี้ยง
5		แผนกจัดเลี้ยง
6		แผนกจัดเลี้ยง
7		แผนกขาย-การตลาด
8		แผนกขาย-การตลาด
9		แผนกช่าง
10		แผนกช่าง
11		แผนกช่าง
12		แผนกช่าง
13		แผนกช่าง
14		แผนกช่าง
15		แผนกบัญชี
16		แผนกบัญชี
17		แผนกต้อนรับ
18		แผนกต้อนรับ
19		แผนกต้อนรับ
20		แผนกต้อนรับ
21		แผนกต้อนรับ
22		แผนกต้อนรับ
23		แผนกต้อนรับ
24		แผนกแม่บ้าน
25		แผนกอาหาร-เครื่องดื่ม
26		แผนกอาหาร-เครื่องดื่ม
27		แผนกรักษาความปลอดภัย
28		แผนกต้อนรับ
29		แผนกจัดเลี้ยง
30		แผนกอาหาร-เครื่องดื่ม
31		แผนกอาหาร-เครื่องดื่ม
32		แผนกอาหาร-เครื่องดื่ม
33		แผนกอาหาร-เครื่องดื่ม
34		แผนกอาหาร-เครื่องดื่ม
35		แผนกอาหาร-เครื่องดื่ม

CAPELLA
BANGKOK

โรงแรม คาเพลลา กรุงเทพ
รายชื่อผู้เข้าร่วมการฝึกอบรมดับเพลิงเบื้องต้น วันพฤหัสบดีที่ 27 เมษายน พ.ศ. 2566

ลำดับ	ชื่อ นามสกุล	แผนก
36		แผนกสปา
37		แผนกสปา
38		แผนกสปา
39		แผนกต้อนรับ
40		แผนกต้อนรับ
41		แผนกทำความสะอาด
42		แผนกทำความสะอาด
43		แผนกสปา
44		แผนกสำรองห้องพัก
45		แผนกขาย-การตลาด
46		แผนกอาหาร-เครื่องดื่ม
47		แผนกอาหาร-เครื่องดื่ม
48		แผนกอาหาร-เครื่องดื่ม
49		แผนกอาหาร-เครื่องดื่ม
50		แผนกอาหาร-เครื่องดื่ม
51		แผนกอาหาร-เครื่องดื่ม
52		แผนกรักษาความปลอดภัย
53		แผนกรักษาความปลอดภัย
54		แผนกช่าง
55		แผนกช่าง
56		แผนกช่าง
57		แผนกช่าง
58		แผนกช่าง
59		แผนกช่าง
60		แผนกช่าง

CAPELLA
BANGKOK

Fire Evacuation Training and Assembly Point 128 Colleagues @ Assembly Point / 52 Colleagues on duty

Housekeeping						
1	10034	[redacted]	800	1800	1156	
2	10173		800	1800	1052	
3	10275		1000	2000	656	
4	10359		1200	2200	1139	
5	10366		1000	2000	941	
6	10379		1200	2200	1124	
7	10492		1000	2000	1312	
8	10570		1200	2200	1144	
9	10627		730	1730	557	
10	10630		600	1600	520	
11	10635		800	1800	1127	
12	10637		800	1800	730	
13	20052		800	1800	716	
Laundry and Uniform						
1	10257		600	1600	447	
2	10599		1200	2200	1135	
3	20096		800	1800	647	
Sub-Total					16	

Loss Prevention							
1	10074	[redacted]	830	1830	826		✓
2	10210		830	1830	856	1342	✓
3	20105		1300	2300	1154		✓
Sub-Total					3		

Human Resources						
1	1002	[redacted]	830	1830	816	✓
2	1038		830	1830	823	✓
3	1043		830	1830	820	✓
4	1058		830	1830	822	✓
Canteen						
1	1007		830	1830	853	
2	1037		800	1800	943	
Sub-Total					6	

Executive Office						
1	10001	[redacted]	830	1830	830	✓
2	10004		800	1800	727	✓
3	10003		830	1830	727	✓
Sub-Total					3	

CAPELLA
BANGKOK

Finance / Accounting						
1	1002		700	1700	650	✓
2	1005		800	1800	729	✓
3	1006		800	1800	753	✓
4	1024		800	1800	757	✓
5	1051		800	1800	740	✓
6	1061		800	1800	739	✓
7	1062		800	1800	725	✓
Purchasing						
1	1005		800	1800	758	✓
2	1024		800	1800	740	✓
3	1025		800	1800	734	✓
4	1054		800	1800	738	✓
Information Technolo						
1	1003		800	1800	752	✓
2	1006		800	1800	745	✓
Sub-Total					13	

1	1012		1200	2200	1146	
2	1020		830	1830	716	
3	1030		1200	2200	1122	
4	1036		1200	2200	924	
5	1043		1200	2200	906	
6	1044		1200	2200	1118	
7	1049		1200	2200	1145	
8	1050		1200	2200	859	
9	1063		800	1800	1139	
Health Club & Recrea						
1	1024		1100	2100	1042	
2	1054		700	1700	633	
Sub-Total					11	

CAPELLA

BANGKOK

Front Desk						
1	10151	1300	2300	1250		
2	10331	700	1700	649		
3	10377	800	1800	746	✓	
4	10450	800	1800	844	night shift	
5	10462	800	1800	1159		
6	10471	700	1700	636	✓	
7	10480	700	1700	1223		
8	10594	800	1800	851	✓	
9	10626	1300	2300	1235		
10	10633	800	1800	1217	✓	
11	10634	800	1800	647	✓	
12	20103	800	1800	752		
Service Center						
1	10451	700	1700	645		
2	10529	1300	2300	1255	✓	
3	10532	800	1800	752		
4	10559	1400	0	1139		
Guest Services						
1	10316	1300	2300		OFF	
2	10352	1300	2300	1207	On duty	
3	10370	700	1700	645	On duty	
4	10563	900	1900	845	✓	
5	10604	700	1700	531	✓	
6	10621	1300	2300	1232	✓	
Sub-Total				22		

Sales & Marketing						
1	10011	830	1830	747	✓	
2	10020	830	1830	826	✓	
3	10021	830	1830	813	✓	
4	10217	830	1830	828	✓	
5	10373	830	1830	829	✓	
6	10519	830	1830	820	✓	
7	10568	830	1830	825	✓	
Catering						
1	10310	800	1800	842	✓	
2	10435	830	1830	814		
3	10524	830	1830	829	✓	
4	10632	830	1830	700	✓	
Reservations						
1	10276	900	1900	848	✓	
2	10497	830	1830	743	✓	
3	10513	800	1800	754	✓	
4	10554	000	2000	944	✓	
Sub-Total				15		

CAPELLA

BANGKOK

F&B Service

1	10043	900	1900	833	✓		
2	10061	1000	2000	938	✓		
3	10397	800	1800	1220	✓		
4	10605	800	1800	740	✓		
In Room Dining							
1	10118	2100	700		✓		
2	10182	1200	2200	1101	✓		
3	10197	1300	2300	1137	✓		
4	10353	1300	2300	1225	✓		
5	10408	600	1600	548	✓		
6	10553	1000	2000	624	✓		
7	10603	600	1600	556	✓		
Phra Nakhon							
1	10129	1400	0	1300	✓		
2	10243	1400	0	1153	✓		
3	10262	1400	0	1310	✓		
4	10327	1400	0	1316	✓		
5	10374	1400	0	1250	✓		
6	10389	1400	0	1305	✓		
7	10464	700	1700	628	✓		
8	10467	530	1530	508			
9	10523	530	1530	645	1211		
10	10548	530	1530	522			
11	10550	530	1530	507	✓		
12	10623	1400	0	1332	✓		
13	10638	800	1800	510			
14	20080	1400	0	1333	✓		
15	20098	530	1530	519			
16	20110	1400	0	1337	✓		
Cote							
1	10317	1500	100	1103	✓		
2	10541	1200	2200	1142			
Stella							
1	10405	1500	100	1330			
2	10465	1500	100	1336			
3	10592	1400	0	1336			
Tea Lounge							
1	10295	1000	2000	951	✓		
2	10297	900	1900	840			
3	10565	1400	0	1351			
Pool Bar							
1	10214	900	1900	748	✓		
2	10439	900	1900	800			
Banquet							
1	10345	800	1800	755	✓		
2	10410	800	1800	1254			
3	10438	800	1800	746	✓		
4	10501	800	1800	749	✓		
5	10507	800	1800	1102			
6	10508	800	1800	1311	✓		
7	10530	800	1800	852			
8	10533	800	1800	1237	✓		
9	10551	800	1800	848			
10	10608	800	1800	1228	✓		
11	10610	800	1800	830	1257		
12	10611	800	1800	753			
Kin							
1	10552	1000	2000	1029			
2	10596	800	1800	719			
Sub-Total				51			

CAPELLA

BANGKOK

Culinary							
1	10222	830	1830	739		
2	10560	800	1800	747		
Main						
1	10060	800	1800	643		
2	10133	1300	2300	1246		
3	10142	830	1830	756		
4	10145	830	1830	1053		
5	10147	900	1900	647		
6	10170	1300	2300	1231		
7	10303	800	1800	824		
8	10428	800	1800	732		
9	10457	600	1600	541		
10	10482	800	1800	736		
11	10558	800	1800	720		
12	10607	800	1800	749	1259	
13	10631	800	1800	749		
14	20092	530	1530	521		
15	20108	800	1800	847		/
Phra Nakhon						
1	10164	1300	2300	1138		
2	10176	1100	2100	943		
3	10412	1100	2100	1021		/
4	10424	1100	2100	1053		/
5	10590	1300	2300	1156		/
6	10602	1300	2300	1139		/
7	20104	600	1600	550		
8	20107	1200	2200	1021		/
Pastry						
1	10290	600	1600	558		
2	10354	600	1600	601		
3	10487	1300	2300	1238		
4	10564	700	1700	643		
5	10573	1300	2300	1229		
6	10620	400	1400	329		
7	10636	700	1700	634		
8	20089	400	1400	331		
Stewarding						
1	10037	800	1800	606		/
2	10625	1500	100	1228		/
3	20068	600	1600	543		/
Sub-Total				36		

10169
30041

CAPELLA
BANGKOK

		Engineering				
1	10022	[redacted]	800	1800	656	✓
2	10077		800	1800	727	✓
3	10202		1300	2300	1158	✓
4	10244		800	1800	717	✓
5	10263		800	1800	728	[redacted]
6	10279		800	1800	757	
7	10351		800	1800	614	
8	10413		1300	2300	1255	
9	10434		800	1800	745	✓
10	10500		800	1800	654	✓
11	10534		800	1800	732	✓
12	10583		800	1800	744	✓
13	20099		800	1800	1227	✓
14	20109		1000	2000	936	[redacted]
Sub-Total					14	

Remarks:

Reported by: [redacted]	**Title:** Director of Loss Prevention	**Signature:** **Date:**
Acknowledged by: [redacted]	**Title:** Hotel Manager	**Signature:** **Date:**
Approval by: [redacted]	**Title:** General Manager	**Signature:** **Date:**

7.15 ตัวอย่างแผนปฏิบัติการฉุกเฉินกรณีเกิดแผ่นดินไหว

FOUR SEASONS
HOTEL
BANGKOK AT CHAO PHRAYA RIVER

FOUR SEASONS HOTEL BANGKOK AT CHAOPHRAYA RIVER

Created on: December 2019

Revised on: September 2020

Director of Security

General Manager

Table of Contents

Content	Page
Property Emergency Organization Policy and Administration	
Introduction	4
The Local Emergency contact	5
Panning Committee contact	6
Crisis Management Team contact	6
Crisis Management Team and Responsibilities	7
Plan Administration	13
Four Seasons Crisis Hotline	20
Property Emergency Plan and Emergency Response Procedure	
Crisis color code	25
Fire emergency	29
Medical Emergency	47
Guest death in the property	55
Person trapped in elevator	59
Natural Disaster / Earthquake	62
Bomb Threat	68
Electrical Power Loss	75
Civil Disturbances	79
HVAC Shutdown	82
Chemical & Biological Hazards	84
Explosion / Structural & Collapse / Terrorist attack	88
Shelter in place & invacuation	96
Flood	101
Threat Condition / Risk Measurement	107
Property Map and Floor Plan	
Fire and Evacuation route / Assembly point	112
Generators / Chiller location	118
Fire pump location	119

PROPERTY EMERGENCY ORGANIZATION PLAN POLICY AND ADMINSTRATION

INTRODUCTION

As members of the management team of the, **FOUR SEASONS HOTEL BANGKOK** we have a tremendous responsibility to provide for the safety of our Staffs and guests and to protect our brand.

In accordance with **FOUR SEASONS HOTEL BANGKOK** – this document contains the policies and procedures designed to protect guests and Staffs and control damage to property and equipment; ensure the continuity of mission critical application systems and availability of critical data and enable the resumption of business operations in the event of a property emergency .

All procedures in this manual must be followed completely for every incident.

It is the responsibility of the Emergency Response Team /Crisis Management Team members to familiarize themselves with the plan's contents and be knowledgeable of their roles and responsibilities during an emergency incident.

EMERGENCY RESPONSE TEAM

Morning shift		Afternoon shift		Night shift	
Department	Radio Ch.	Department	Radio Ch.	Department	Radio Ch.
Director Of Security	151	Security Assistant Manager	151	Security Supervisor	151
Security on duty	151	Security on duty	151	Security on duty	151
Engineer on duty	151	Engineer on duty	151	Engineer on duty	151
Hotel Assistant Manager	151	Hotel Assistant Manager	151	Night Manager	151
Communication Agent	151	Communication Agent	151	Communication Agent	151

The Local Emergency Contact Number

Name	Address	Contact number
FIRE STATION		
Yannawa Fire station	1659 Charoenkrung Rd. Yannawa Sathorn Bangkok 10120	Hotline 199 02 211 9263 ext. 3

POLICE STATION		
Yannawa Police Station	981 Silom Rd, Silom, Bangrak Bangkok 10500	Hotline 191 02 233 7296 ext. 7
Tourist Police	154 Rama 1 Rd, Wangmai Pathumwan Bangkok 10310	Hotline 1195 02 214 2015
Marine Police	612 Sri Praya Rd. Bangrak Bangkok 10500	Hotline 1196 080 721 9194, 02 384 2342
HOSPITAL		
Emergency Medical Service hotline	Hotline	1669
BNH Hospital	91 Convant Rd. Silom , Bangrak , Bangkok 10500	02 022 0700
Saint Louis Hospital	27 South Sathorn Rd. Yannawa, Sathorn, Bangkok 10500	02 838 5555
Lerdsin Hospital	190 Sri Wieng Rd, Silom Bangrak , Bangkok 10500	02 353 9800

All numbers in case of call via PABX system are direct to extension "5555" in Communication Center.

Planning Committee member contact

Name	Position	Contact number
[redacted]	General Manager	[redacted]
	Hotel Manager	
	Director of Residences	
	Director of P&C	
	Director of Engineer	
	Director of Finance	
	Director of F&B	
	Director of Marketing	
	Director of Room	

Crisis Management Team contact

Name	Position	Contact number
[redacted]	General Manager	[redacted]
	Hotel Manager	
	Director of Residences	
	Director of Engineer	
	Director of P&C	
	Director of Marketing	
	Director of Room	
	Director of Finance	
	Director of F&B	
	Director of Public Relation	
	Director of Security	
	Chief of Engineer	
	World aware	
	Hotline	

EMERGENCY RESPONSE TEAM / CRISIS MANAGEMENT TEAMS AND RESPONSIBILITIES

Overview

To establish an emergency organization, plan for the property in the event of bomb, crowd control / riot, death / medical, electric power failure, earthquake, fire, flooding / weather, hazardous material spills / chemical fumes and structural building damage to provide orderly communications with responding agencies i.e. fire department, police department along with guests and Staffs.

- Provides maximum safety to guests and Staffs.
- Ensures proper training of personnel.
- Reduces damage to life and property resulting from an Emergency.

7.16 ตัวอย่างเอกสารจัดทำประกันภัยที่เกิดต่อชีวิต ทรัพย์สิน และร่างกาย สำหรับชดเชยให้แก่ผู้ที่อยู่โดยรอบพื้นที่โครงการ

New Hampshire Insurance Company

PART B *This Declarations page, with* **"POLICY PROVISIONS--PART A,"** *Coverage Part(s) and endorsements, if any, issued to form a part thereof,*

Completes the below numbered **GENERAL LIABILITY- POLICY**

DECLARATIONS

No. 0300A03261 [] New Business [1] Renewal of :

Item 1. Named Insured and Address: (No., Street, Town, Country, State)

Landmark Holdings Co., Ltd. and/or as per list attached

898 Level 20, Ploenchit Tower, Ploenchit Road, Bangkok 10330

INSURING COMPANY
NEW HAMPSHIRE INSURANCE CO.

Item 2. Policy Period: (Day Mo. Yr.) **(365 days)**

From **31 January 2021** to **31 January 2022** 12:01 A.M., standard time at the address of the named insured as stated herein.

←Location of premises (Enter "Same" if Same Location as Above Address)

AS STATED IN THE DESCRIPTION OF HAZARDS.

The named insured is:

[ ] Individual [ ] Partnership [ ] Corporation [ ] Joint Venture [ ] Other: _____

Business of the **named insured** is: (ENTER BELOW)

As per list attached

Audit Period: Annual, unless otherwise stated. (ENTER BELOW)

Item 3. The insurance afforded is only with respect to the following Coverage Part(s) indicated by specific premium charge(s).

Advance Premiums	Coverage Part No(s).	Coverage Part(s)
Bht		Completed Operations and Products Liability Insurance
Bht **185,000.00**	**C 684**	**Comprehensive General Liability Insurance**
Bht		Comprehensive Personal Insurance
Bht **Included**	**C 691**	**Contractual Liability Insurance**
Bht		Manufacturers' and Contractors' Liability Insurance
Bht		Owner's and Contractor's Protective Liability Insurance
Bht		Owners' Landlords' and Tenants' Liability Insurance
Bht		Personal Injury Liability Insurance
Bht		
Bht		
Bht		
Bht		
Bht		
Bht		
Bht		
Bht		
Bht		

Bht	**185,000.00**	Stamp Duty (0.4%) Bht.	**740.00**	VAT (7%) Bht.	**13,001.80**	**Form numbers of Endorsements, other than those entered on Coverage Part (s), attached at issue**
Bht	**198,741.80**	**Total Advance Premium for this policy.**				

[ ] ตัวแทน [X] นายหน้าประกันภัยรายนี้ **.CHARTERED INSURANCE SOLUTIONS CO., LTD. 00-0008191-000** ใบอนุญาตเลขที่ **00015/2544**

If the Policy Period is more than one year and the premium is to be paid in installments, premium is payable on:

Effective Date	1st Anniversary	2nd Anniversary
Bht	Bht	Bht

Item 4. During the past three years no insurer has cancelled insurance, issued to the **named insured**, similar to that afforded hereunder, unless otherwise stated herein:
No Exceptions.

Bangkok Metropolis.

Agreement Made on: 31 January 2021

Policy Issued on : 9 February 2021

ชำระอากรแล้ว

Country Manager and Chief Executive Officer

เอกสารสำคัญ โปรดอ่าน
IMPORTANCE PLEASE READ

New Hampshire Insurance Company

COVERAGE PART

C 684

COMPREHENSIVE GENERAL LIABILITY INSURANCE

L6102(Ed. 2-66)

For attachment to Policy No. **0300A03261,** to complete said policy, of **NEW HAMPSHIRE INSURANCE COMPANY**

ADDITIONAL DECLARATIONS

Location of all premises owned by, rented to or controlled by the **named insured** (ENTER "SAME" IF SAME LOCATION AS ADDRESS SHOWN IN ITEM 1 OF DECLARATIONS)

Interest of **named insured** in such premises (CHECK BELOW)

[ ] Owner [ ] General Lessee [ ] Tenant [ ] Other _____

Part occupied by **named insured** (ENTER BELOW)

The following discloses all hazards insured hereunder known to exist at the effective date of this policy, unless otherwise stated herein

SCHEDULE

The insurance afforded is only with respect to such of the following Coverages as are indicated by specific premium charge or charges. The limit of the company's liability against each such Coverage shall be as stated herein, subject to all the terms of this policy having reference thereto.

Limits of Liability			Coverages
each person each occurence	each occurrence	aggregate	
ht.XXXXXXXXXXX	Bht.XXXXXXX	Bht.XXXXXXXXXXXXX	A---Bodily Injury Liability
	Bht.XXXXXXX	Bht.XXXXXXXXXXXXX	B---Property Damage Liability

Advance Premiums		Rates			
Bodily Injury	Property Damage	B.I.	P.D.	Premium Bases	Code No. Description of Hazards
Limit of Liability **For Bodily Injury and Property Damage with a combined single limit of US$ 2,000,000.- any one occurrence and in aggregate as per Single Limit Endorsement attached.**		**Combined**			**Premises – Operations** **Premises:** **As per list attached** **Jurisdiction:** **As per list attached**
Included		Per Elevator		Number Insured	**Elevators (Number at Premises)** **Covered**
N/A		Per Cost --		Cost --	**Independent Contractors** **Not Covered**
N/A		(a) Per Receipts --		(a) Receipts --	**Completed Operations** **Not Covered**
Included		(b) Per Sales --		(b) Sales --	**Products** **Covered**

Bht. **185,000.00**	**and P.D. Premiums**	**Form numbers of endorsements attached at issue**
Stamp Duty (0.4%) Bht	**1.80**	
Bht. **198,741.80**	ium	

(Over)

เอกสารสำคัญ โปรดอ่าน
IMPORTANCE PLEASE READ

When used as a premium basis:

1. **"admissions"** means the total number of persons, other than employees of the **named insured**, admitted to the event insured or to events conducted on the **premises** whether on paid admission tickets, complimentary tickets or passes;
2. **"cost"** means the total cost to the **named insured** with respect to operations performed for the **named insured** during the policy period by independent contractors of all work let or sub-let in connection with each specific project, including the cost of all labor, materials and equipment furnished, used or delivered for use in the execution of such work, whether furnished by the owner, contractor or subcontractor, including all fees, allowances, bonuses or commissions made, paid or due;
3. **"receipts"** means the gross amount of money charged by the **named insured** for such operations by the **named insured** or by others during the policy period as are rated on a receipts basis other than receipts from telecasting, broadcasting or motion pictures, and includes taxes, other than taxes which the **named insured** collects as a separate item and remits directly to a governmental division;
4. **"remuneration"** means the entire remuneration earned during the policy period by proprietors and by all employees of the **named insured**, other than chauffeurs (except operators of mobile equipment) and aircraft pilots and co-pilots, subject to any overtime earnings or limitation of remuneration rule applicable in accordance with the manuals in use by the company.
5. **"Sales"** means the gross amount of money charged by the **named insured** or by others trading under his name for all goods and products sold or distributed during the policy period and charged during the policy period for installation, servicing or repair, and includes taxes, other than taxes which the **named insured** and such others collect as a separate item and remit directly to a governmental division.

I. COVERAGE A—BODILY INJURY LIABILITY
COVERAGE B—PROPERTY DAMAGE LIABILITY

The company will pay on behalf of the **insured** all sums which the **insured** shall become legally obligated to pay as **damages** because of

A. **bodily injury** or

B. **property damage**

to which this insurance applies, caused by an **occurrence**, and the company shall have the right and duty to defend any suit against the **insured** seeking **damages** on account of such **bodily injury** or **property damage**, even if any of the allegations of the suit are groundless, false or fraudulent, and may make such investigation and settlement of any claim or suit as it deems expedient, but the company shall not be obligated to pay any claim or judgment or to defend any suit after the applicable limit of the company's liability has been exhausted by payment of judgments or settlements.

Exclusions

This insurance does not apply:

(a) to liability assumed by the **insured** under any contract or agreement except an **incidental contract**; but this exclusion does not apply to a warranty of fitness or quality of the **named insured's products** or a warranty that work performed by or on behalf of the **named insured** will be done in a workmanlike manner;

(b) to **bodily injury** or **property damage** arising out of the ownership, maintenance, operation, use, loading or unloading of
  (1) any **automobile** or aircraft owned or operated by or rented or loaned to the **named insured**, or
  (2) any other **automobile** or aircraft operated by any person in the course of his employment by the **named insured**;
  but this exclusion does not apply to the parking of an **automobile** on premises owned by, rented to or controlled by the **named insured** or the ways immediately adjoining, if such **automobile** is not owned by or rented or loaned to the **named insured**;

(c) to **bodily injury** or **property damage** arising out of and in the course of the transportation of **mobile equipment** by an **automobile** owned or operated by or rented or loaned to the **named insured**;

(d) to **bodily injury** or **property damage** arising out of the ownership, maintenance, operation, use, loading or unloading or any watercraft, if the **bodily injury** or **property damage** occurs away from premises owned by, rented to or controlled by the **named insured**; but this exclusion does not apply to **bodily injury** or **property damage** included within the **products hazard** or the **completed operations hazard** or resulting from operations performed for the **named insured** by independent contractors or to liability assumed by the **insured** under an **incidental contract**;

(e) to **bodily injury** or **property damage** due to war, whether or not declared, civil war, insurrection, rebellion or revolution or to any act or condition incident to any of the foregoing, with respect to
  (1) liability assumed by the **insured** under an **incidental contract**, or
  (2) expenses for first aid under the Supplementary Payments provision;

(f) to **bodily injury** or **property damage** for which the **insured** or his indemnitee may be held liable, as a person or organization engaged in the business of manufacturing, distributing, selling or serving alcoholic beverages or as an owner or lessor of premises used for such purposes, by reason of the selling, serving or giving of any alcoholic beverage
  (1) in violation of any statute, ordinance or regulation,
  (2) to a minor,
  (3) to a person under the influence of alcohol, or
  (4) which causes or contributes to the intoxication of any person;

(g) to any obligation for which the **insured** or any carrier as his insurer may be held liable under any workmen's compensation, unemployment compensation or disability benefits law, or under any-similar law;

(h) to **bodily injury** to any employee of the **insured** arising out of and in the course of his employment by the **insured**; but this exclusion does not apply to liability assumed by the **insured** under an **incidental contract**;

(i) to **property damage** to
  (1) property owned or occupied by or rented to the **insured**,
  (2) property used by the **insured**, or
  (3) property in the care, custody or control of the **insured** or as to which the **insured** is for any purpose exercising physical control;
  but parts (2) and (3) of this exclusion do not apply with respect to liability under a written sidetrack agreement and part (3) of this exclusion does not apply with respect to **property damage** (other than to **elevators**) arising out of the use of an **elevator** at premises owned by, rented to or controlled by the **named insured**;

(j) to **property damage** to premises alienated by the **named insured** arising out of such premises or any part thereof;

(k) to **bodily injury** or **property damage** resulting from the failure of the **named insured's products** or work completed by or for the **named insured** to perform the function or serve the purpose intended by the **named insured**, if such failure is due to a mistake or deficiency in any design, formula, plan, specifications, advertising material or printed instructions prepared or developed by any **insured**; but this exclusion does not apply to **bodily injury** or **property damage** resulting from the active malfunctioning of such products or work;

(l) to **property damage** to the **named insured's products** arising out of such products or any part of such products;

(m) to **property damage** to work performed by or on behalf of the **named insured** arising out of the work or any portion thereof, or out of materials, parts of equipment furnished in connection therewith;

(n) to **damages** claimed for the withdrawal, inspection, repair, replacement, or loss of use of the **named insured's products** or work completed by or for the **named insured** or of any property of which such products or work form a part, if such products, work or property are withdrawn from the market or from use because of any known or suspected defect or deficiency therein;

(o) to **property damage** included within:
  (1) the **explosion hazard** in connection with operations identified in this policy by a classification code number which includes the symbol "x",
  (2) the **collapse hazard** in connection with operations identified in this policy by a classification code number which includes the symbol "c",
  (3) the **underground property damage hazard** in connection with operations identified in this policy by a classification code number which includes the symbol "u".

II. PERSONS INSURED

Each of the following is an **insured** under this insurance to the extent set forth below:

(a) if t he **named insured** an individual, the person so the conduct of a business of v

(b) if the **named insured** s a partnership or joint vent so designated and any partne ject to his liability as such;

เอกสารสำคัญ โปรดอ่าน
IMPORTANCE PLEASE READ

(c) if the **named insured** is designated in the declarations as other than an individual, partnership or joint venture, the organization so designated and any executive officer, director or stockholder thereof while acting within the scope of his duties as such;
(d) any person (other than an employee of the **named insured**) or organization while acting as real estate manager for the **named insured**; and
(e) with respect to the operation, for the purpose of locomotion upon a public highway, of **mobile equipment** registered under any motor vehicle registration law;
  (i) an employee of the **named insured** while operating any such equipment in the course of his employment, and
  (ii) any other person while operating with the permission of the **named insured** any such equipment registered in the name of the **named insured** and any person or organization legally responsible for such operation, but only if there is no other valid and collectible insurance available, either on a primary or excess basis, to such person or organization;

provided that no person or organization shall be an insured under this paragraph (e) with respect to:
  (1) **bodily injury** to any fellow employee of such person injured in the course of his employment, or
  (2) **property damage** to property owned by, rented to, in charge of or occupied by the **named insured** or the employer of any person described in subparagraph (ii).

This insurance does not apply to **bodily injury** or **property damage** arising out of the conduct of any partnership or joint venture of which the **insured** is a partner or member and which is not d nated in this policy as a **named insured**.

III. LIMITS OF LIABILITY

Regardless of the number of (1) **insureds** under this policy, (2) persons or organizations who sustain **bodily injury** or **property damage**, or (3) claims made or suits brought on account of **bodily injury** or **property damage**, the company's liability is limited as follows:

Coverage A—The limit of **bodily injury** liability stated in the schedule as applicable to "each person" is the limit of the company's liability for all **damages** because of **bodily injury** sustained by one person as the result of any one **occurrence**; but subject to the above provision respecting "each person", the total liability of the company for all **damages** because of **bodily injury** sustained by two or more persons as the result of any one **occurrence** shall not exceed the limit of **bodily injury** liability stated in the schedule as applicable to "each **occurrence**".

Subject to the above provisions respecting "each person" and "each **occurrence**", the total liability of the company for all **damages** because of (1) all **bodily injury** included within the **completed operations hazard** and (2) all **bodily injury** included within the **products hazard** shall not exceed the limit of **bodily injury** liability stated in the schedule as "aggregate"

Coverage B—The total liability of the company for all **damages** because of all **property damage** sustained by one or more persons or organizations as the result of any one **occurrence** shall not exceed the limit of **property damage** liability stated in the schedule as applicable to "each **occurrence**".

Subject to the above provision respecting "each **occurrence**", the total liability of the company for all **damages** because of all **property damage** to which this coverage applies and described in any of the numbered subparagraphs below shall not exceed the limit of **property damage** liability stated in the schedule as "aggregate":
  (1) all **property damage** arising out of premises or operations rated on a remuneration basis or contractor's equipment rated on a receipts basis, including **property damage** for which liability is assumed under any **incidental contract** relating to such premises or operations, but excluding **property damage** included in subparagraph (2) below;
  (2) all **property damage** arising out of and occurring in the course of operations performed for the **named insured** by independent contractors and general supervision thereof by the **named insured**, including any such **property damage** for which liability is assumed under any **incidental contract** relating to such operations, but this subparagraph (2) does not include **property damage** arising out of maintenance or repairs at premises owned by or rented to the **named insured** or structural alterations at such premises which do not involve changing the size of or moving buildings or other structures;
  (3) all **property damage** included within the **products hazard** and all **property damage** included within the **completed operations hazard**.

Such aggregate limit shall apply separately to the **property damage** described in subparagraphs (1), (2) and (3) above, and under subparagraphs (1) and (2), separately with respect to each project away from premises owned by or rented to the **named insured.**

Coverages A and B—For the purpose of determining the limit of the company's liability, all **bodily injury** and **property damage** arising out of continuous or repeated exposure to substantially the same general conditions shall be considered as arising out of one **occurrence**.

IV. POLICY PERIOD: TERRIT

This insurance applies only to **bo** which occurs during the policy peri

เอกสารสำคัญ โปรดอ่าน
IMPORTANCE PLEASE READ

7.17 หนังสือแต่งตั้งผู้ประสานงาน กรณีมีเรื่องร้องเรียน

LANDMARK
HOLDINGS

หนังสือแต่งตั้งผู้ประสานงานรับเรื่องร้องเรียนบ้านข้างเคียง

ทางบริษัท แลนด์มาร์ค โฮลดิ้งส์ จำกัด ได้รับความไว้วางใจให้เป็นผู้ดำเนินงานโครงการเจ้าพระยา เอสเตท ซึ่งบริเวณข้างเคียงโครงการมีบ้านพักอาศัยจำนวนมาก ทางบริษัทฯ จึงให้ความสำคัญทางด้าน ผลกระทบที่อาจเกิดขึ้นจากกิจกรรมต่างๆ ของโครงการ จึงได้แต่งตั้งให้มีเจ้าหน้าที่สำหรับดูแลประสานงานและรับเรื่องร้องเรียนจากบ้านข้างเคียง โดยมีรายชื่อดังนี้

1. นาย[redacted] ผู้จัดการฝ่ายบริหารสินทรัพย์
โครงการเจ้าพระยาเอสเตท

ขอแสดงความนับถือ

[redacted]

ผู้ช่วยผู้อำนวยการฝ่ายบริหารสินทรัพย์
โครงการเจ้าพระยาเอสเตท

Landmark Holdings Company Limited
898 Ploenchit Tower, 13th and 20th Floor, Ploenchit Rd., Lumpini, Pathumwan, Bangkok 10330 Thailand
T +66 2658 7888 | F +66 2658 7880

0-2954-7745-6

0-2954-7747

www.enviresearch.co.th

Save nature for the future.

Environment Research & Technology Co.,Ltd. has been established since 1999 with the commitment to protect the quality of the environment and to provide services to the government and various industries. The company together with the experienced consulting team will offer the environmental & safety engineering and technical services to support your environmental management and to assist your business and company to achieve safety and healthy environment.

บริษัท เอ็นไวรอนเมนท์ รีเสริช แอนด์ เทคโนโลยี จำกัด
เลขที่ 25/114 หมู่ 6 ซอยชินเขต 1 ถนนงามวงศ์วาน
แขวงทุ่งสองห้อง เขตหลักสี่ กรุงเทพมหานคร 10210

Environment Research & Technology Co.,Ltd.
25/114 Moo 6 Soi Chinaket 1, Ngamwongwan Road,
Toongsonghong, Laksi, Bangkok 10210
Tax. ID. 0105-542-064-981