

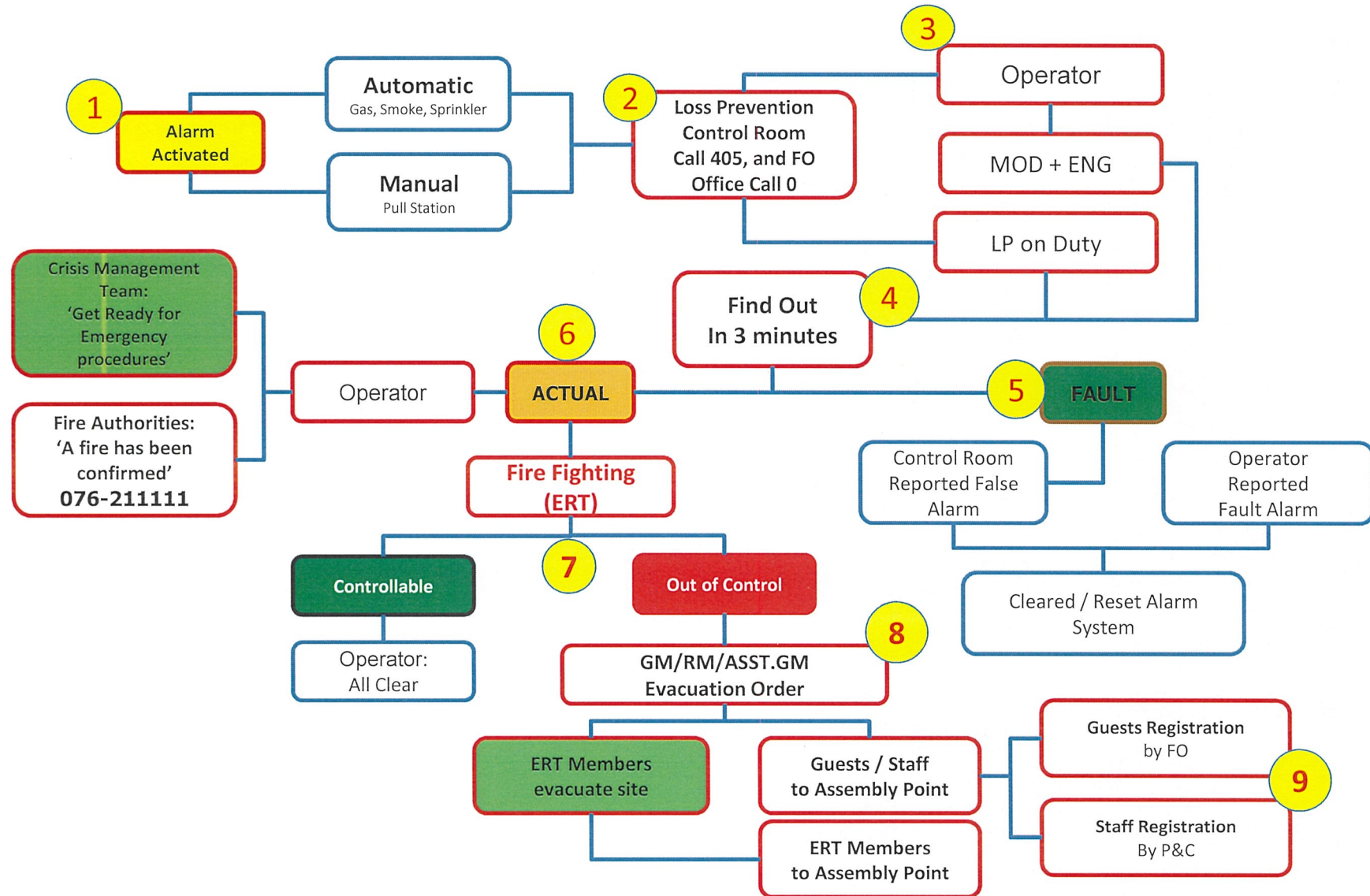
FIRE EMERGENCY RESPONSE PORCEDURE

NH BOAT LAGOON PHUKET RESORT

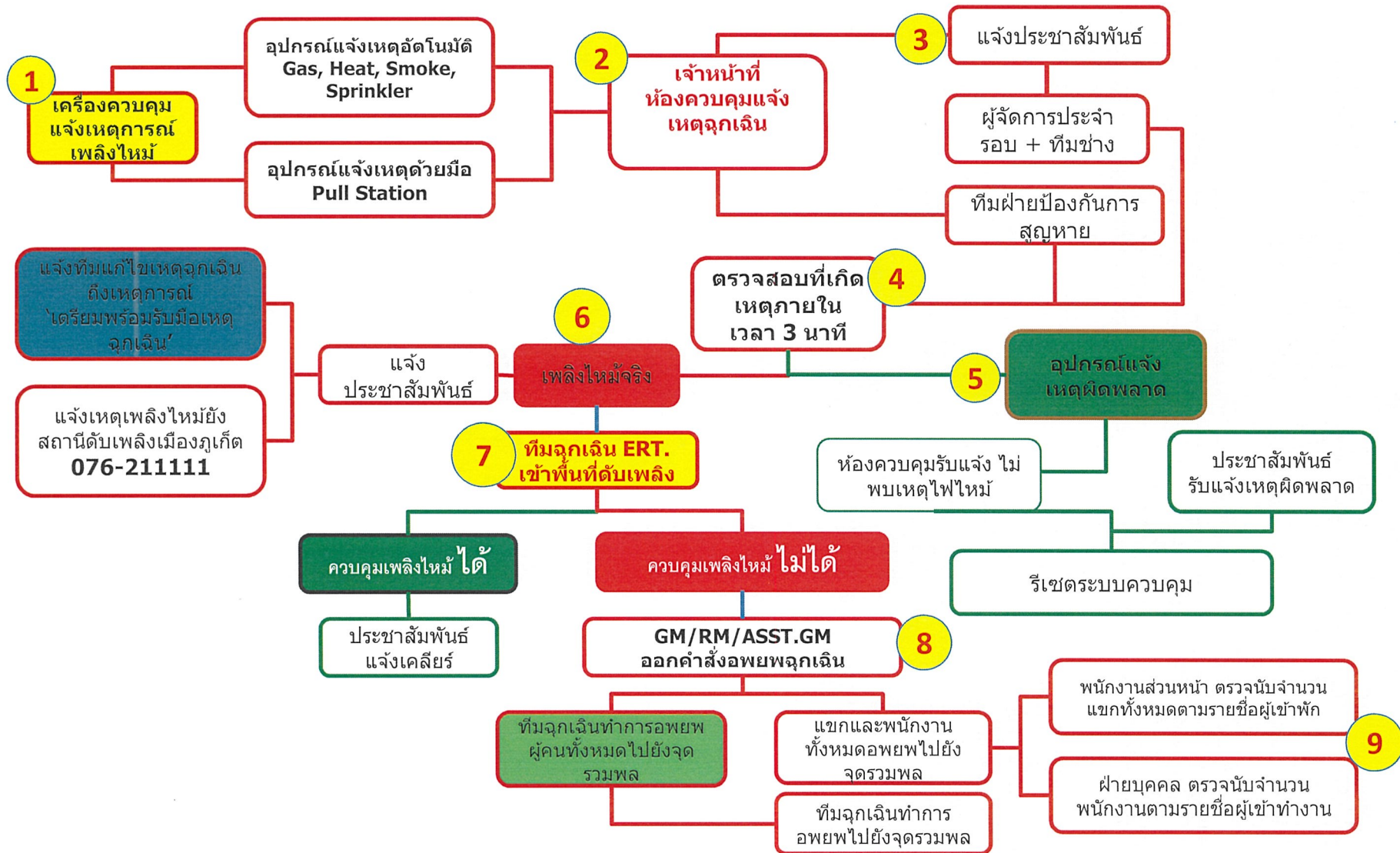
22/22, KohKaew, Muang Phuket, 83000, THAILAND T. 076 239 888



FIRE EMERGENCY RESPONSE PROCEDURE



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FIRE EMERGENCY RESPONSE PORCEDURE

Assembly Point :

Hotel Car & Bus Park

Command Center :

Loss & Prevention Office

LOCAL CRISIS MANAGEMENT TEAM

No.	NAME	ACTION TO BE	CONTACT NO.
1	Leandro Cavaco Silva	1 st Chief Commander, GM	093-574-2318
2	Karakate Changkom	2 nd Chief Commander, RM	081-8940228
3	Choocheep Petkong	Property Coordinator, ENG	089-9710569
4	Santichai Matsaels	Safety Coordinator, L&P	087-8911122
5	Pannapat Kaenson	Accounting Coordinator, AC	081-7374788
6	Chanoksamon Kaewsuchart	Staff Coordinator, T&C	096-6536424
7	Thipyarat Phetsringoen	Guest Coordinator, FO	098-6914733
8	Saowaree Boonthaim	Live Supply Coordinator, HK	095-8457025
9	Edson II Villanueva Animas	Food & Beverage Coordinator, FB	061-1748116
10	Ekkapol Kodkeaw	Food Supply Coordinator, KC	090-7415365
11	Panasmanee Jitchuen	First aid Coordinator, T&C	095-3625241
12	Kesorn Narapong	Media Coordinator, SM	089-6485805
13	Uthai Changkom	Communication Support, IT	084-7194259

1. GENERAL MANAGER (CHIEF COMMANDER)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Go to Control room to standby for evacuation process.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Look around of evacuation process in the resort and coordinate with CMT to ensure all to be safe and away from fire scene.
- ☐ Move immediately to Assembly Point and setting Command Centre there.

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. RESORT MANAGER (2ND CHIEF COMMANDER)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Go to Control room to standby for evacuation process.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Look around of evacuation process in the resort and coordinate with CMT to ensure all to be safe and away from fire scene.
- ☐ Move immediately to Assembly Point and setting Command Centre there.

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 Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 4 staffs (ERT) to Control Room.
- ☐ Standby for evacuation procedures.
- ☐ Assign Duty Engineer to switch off main electrical and Gas switch and turn on Fire Pump (During manual system).

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Close the door and evacuate to Assembly Point
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture Manager and Get ready to support ERT from situations.

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 (SAFETY COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately report to GM or RM about situation details.
- ☐ standby at control room to coordinate with ERT on site to control the fire.
- ☐ Get another ERT to support firefighting team, brief and assign the task.
- ☐ Make sure all injured and disable persons is the first priority to moved out.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Put Drill button on FCP to start process of evacuation resort. (GM order)
- ☐ Briefing and assigning job to ERT team as per zone allocation with recording who and where they go. (if they not be back on time need to send new ERT to check)
- ☐ Coordinate with CMT at assembly point to ensure all has been evacuated to assembly point.
- ☐ Main contact to Fire brigade to supporting the situation.
- ☐ Make sure all medical treatment supporting the situations.
- ☐ Resulted report from ERT and reporting to GM about situations.

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 Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.
- ☐ standby for evacuation procedures.
- ☐ Print out guest in house report for 1 set & guest name list by alphabet, standby for evacuation process.
- ☐ Secure and remove all important paper document and cash to keep it in Safety Box (Fire Proof)

Evacuation order sound / “Fire in (Location) 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.
- ☐ Conduct guest roll call as per guest name list and report the result to GM.
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture 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!

6. PEOPLE & CULTURE MANAGER (STAFF COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.
- ☐ Standby for evacuation procedures.
- ☐ Print out staffs name list report of all staffs who are working on duty from Eagle System to standby for Evacuation process.
- ☐ Keep all staff personal file in safe area.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Make sure all staff are move out to assembly point.
- ☐ Take all staffs name list report and first aid box to assembly point.
- ☐ Make sure all staffs are safe and away from the fire scene.
- ☐ Conduct staffs roll call and report the result to GM/ RM.
- ☐ Coordinate with **LOCAL CRISIS MANAGEMENT TEAM** if someone missing.

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!

7. ASSISTANT ACCOUNTING MANAGER (AC. COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.

Evacuation order sound / “Fire in (Location) 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)
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture 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!

8. F&B MANAGER (BEVERAGE SUPPLY COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Assign supervisor to inform all guests and staffs in respective to evacuate to Assembly Point.
- ☐ Keep cash in outlets drawer and locked it before evacuate to assembly point.
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture 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!

9. HEAD CHEF (FOOD SUPPLY COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Inform all staffs in respective to evacuate to Assembly Point.
- ☐ Cut off main gas valve in the areas.
- ☐ Take first aid box to assembly point and handover to Talent & Culture .
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to Manager of Talent & Culture.

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. HOUSEKEEPING MANAGER (LIVE SUPPLY COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately send at least 2 staffs (ERT) to Control Room.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Room attendant on each building will open guest room door for checking guest in room.
- ☐ All room attendants move the cart out from corridor to keep in HK pantry.
- ☐ Make sure all staffs in respective area are evacuated to Assembly Point.
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture 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!

11. IT MANAGER (COMMUNICATION COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Get ready and standby for evacuation procedure

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ 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. ASSISTANT DIRECTOR OF SALE (MEDIA COORDINATOR)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Get ready and standby for evacuation procedure.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Secure and remove all important paper document to keep it in safe area.
- ☐ Close the door and evacuate to Assembly Point
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture Manager
- ☐ 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. ASSISTANT GENERAL MANAGER (RECORDER)

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Immediately call General Manager / Resort Manager to remind him for situation.

Evacuation order sound / “Fire in (Location) is out of control. Proceed to evacuation procedure”

- ☐ Secure and remove all important paper document to keep it in safe area
- ☐ Switch off all electrical equipments in respective area and evacuate to Assembly Point
- ☐ To be in charged for Recorder and send information to Loss Prevention Supervisor.

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. OTHER MANAGER

The 1st Call / “Fire confirmed in (Location), ERT is on site to control fire. Stay calm & get ready for evacuation procedure”

- ☐ Get ready and standby for evacuation procedure.

Evacuation order sound / “Fire in (Location) 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 to keep it in safe area.
- ☐ Make sure that all staffs in respective area are evacuated to Assembly Point.
- ☐ Close the door and evacuate to Assembly Point
- ☐ Get department roster and conduct roll call to ensure all staffs are safe and report the result to People & Culture 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!

15. EMERGENCY RESPONSE TEAM (ERT TEAM)

Receive the 1st call from Operator / Head Dept. "Fire confirmed in Location **xxxx**, ERT is on site to control fire. Stay calm & get ready for evacuation procedure"

- ☐ Immediately go to Control Room collect emergency equipment.
- ☐ Assign role of each ERT member, stand by and get ready for support firefighting team on site. (Rescues, medical etc.)

Evacuation confirmed

- ☐ Support firefighting team to control the fire on site.
- ☐ Send rescues team if got injured person and move out to safe areas.
- ☐ Coordinate with medical team to assist injured person.
- ☐ Coordinate department head for result of guest and staff number counting.
- ☐ In case of guest or staff missing, ERT will be searching as zone allocation assignment.
- ☐ When all has been moved out to assembly point, ERT will back to assembly point and report the result to Loss Prevention Supervisor.
- ☐ For disabled guest, when have disabled guest checked-in with hotel, Front Office must informed to Loss & Prevention Dept. for the room number, stay period, guest details, when have fire evacuation, disabled guest will carry & escorted by ERT team.

ERT Leader

1. Khun Choocheep (Chief Engineering)
2. Khun Santichai (Loss Prevention Supervisor)

EMERGENCY RESPONSE TEAM

No.	NAME	ACTION TO BE	CONTACT NO.
1	Choocheep Petkong	ERT Leader, ENG	089-9710569
2	Suriyan Sitnasri	Senior ERT Leader, ENG	097-1596935
3	Phaophan Khokholo	ERT Member, ENG	099-3022391
4	Nuttapong Nirattisai	ERT Member, ENG	083-0511799
5	Anusorn Kaewtawee	ERT Member, ENG	061-5810603
6	Yutthana Khokholo	ERT Member, ENG	082-6103669
7	Supachai Kecwwiset	ERT Member, ENG	096-9486309
8	Thossaphon Phothaworn	ERT Member, ENG	095-4238763
9	Lukman Tehma	ERT Member, ENG	094-4927863
10	Nontawat Malitip	ERT Member, ENG	088-7669344
11	Samart Thongjun	ERT Member, F&B	089-5920785
12	Prasit Wannarat	ERT Member, F&B	081-7471626
13	Suphap Chongcait	ERT Member, F&B	089-8748672
14	Emon Massamen	ERT Member, HK	081-0918236

EMERGENCY RESPONSE TEAM

No.	NAME	ACTION TO BE	CONTACT NO.
15	Mana Kam-aid	ERT Member, HK	063-6250104
16	Abdulbasit Payor	ERT Member, HK	093-4752824
17	Teeraphong Nanakon	ERT Member, HK	063-1357024
18	Chanoksamon Kaewsuchart	ERT Member, T&C	096-6536424
19	Panasmanee Jitchuen	ERT Member, T&C	095-3625241
20	Angkarn Mueansittipare	ERT Member, AC	089-2889546
21	Suparp Thongmai	ERT Member, AC	089-7301343
22	Surapan Panpouch	ERT Member, FO	080-1469159
23	Sofwan Hayisa-eh	ERT Member, FO	098-2869148
24	Chirawan Srimuang	ERT Member, FO	086-2942701
25	Safeena Sonlah	ERT Member, FO	087-4640077
26	Preecha Sukmai	ERT Member, FO	082-8002449
27	Narathip Chaona	ERT Member, FO	0824135828
28	Shoosakda Kawrod	ERT Member, KC	094-8076194

EMERGENCY RESPONSE TEAM

No.	NAME	ACTION TO BE	CONTACT NO.
29	Bundit Khamwiset	ERT Member, KC	093-7376733
30	Yongyut Limpanit	ERT Member, KC	093-5818140
31	Sorasit Chanthawi	ERT Member, KC	099-4711196
32	Santichai Matsaels	ERT Coordinator, L&P	087-8911122
33	Adisak Duangta	ERT Member, L&P	080-7389689
34	Maan Samart	ERT Member, L&P	095-9259240
35	Isdaris Masaman	ERT Member, L&P	092-6152376
36	Samwang AekLertkui	ERT Member, L&P	062-0675706

Hotel Assembly Point

The Parking Lot is on the left hand side of the Lobby.

