

### 7.13 ตัวอย่างแผนปฏิบัติการฉุกเฉินกรณีเกิดแผ่นดินไหว



FOUR SEASONS

HOTEL

BANGKOK AT CHAO PHRAYA RIVER

# FOUR SEASONS HOTEL BANGKOK AT CHAOPHRAYA RIVER

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Director of Security

General Manager

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# PROPERTY EMERGENCY ORGANIZATION PLAN POLICY AND ADMINISTRATION

## 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
<b>FIRE STATION</b>		
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
	General Manager	022 025 0110
	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
	General Manager	063
	Hotel Manager	061
	Director of Residences	093
	Director of Engineer	092
	Director of P&C	088
	Director of Marketing	087
	Director of Room	089
	Director of Finance	081
	Director of F&B	092
	Director of Public Relation	062
	Director of Security	084
	Chief of Engineer	092
	World aware	+1 1
	Hotline	5555

## **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.

**7.14 ตัวอย่างเอกสารจัดทำประกันภัยที่เกิดต่อชีวิต ทรัพย์สิน และร่างกาย  
สำหรับชดเชยให้แก่ผู้ที่อยู่โดยรอบพื้นที่โครงการ**





## COVERAGE PART

## COMPREHENSIVE GENERAL LIABILITY INSURANCE

C 684  
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 occurrence	each occurrence	aggregate		
Bht. XXXXXXXXXXXXX	Bht. XXXXXXXX	Bht. XXXXXXXXXXXXXXXXXX	A---Bodily Injury Liability	
<del>Bht. XXXXXXXXXXXXX</del>	Bht. XXXXXXXX	Bht. XXXXXXXXXXXXXXXXXX	B---Property Damage Liability	
Advance Premiums		Rates		Code No.
Bodily Injury	Property Damage	B.I.	P.D.	
<b>Limit of Liability</b> 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  <u>Premises:</u> As per list attached  <u>Jurisdiction:</u> 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	Included	Total Advance B.I. and P.D. Premiums		Form numbers of endorsements attached at issue
Stamp Duty (0.4%) Bht. 740.00		VAT (7%) Bht. 13,001.80		
Bht. 198,741.80		Total Advance Premium		

(Over)



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 the **named insured** is designated in the declarations as an individual, the person so designated but only with respect to the conduct of a business of which he is the sole proprietor;
- (b) if the **named insured** is designated in the declarations as a partnership or joint venture, the partnership or joint venture so designated and any partner or member thereof but only with respect to his liability as such;



- (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 designated 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: TERRITORY

This insurance applies only to **bodily injury** or **property damage** which occurs during the policy period within the **policy territory**.

NEW HAMPSHIRE  
INSURANCE COMPANY  
Springfield



#### 7.15 หนังสือแต่งตั้งผู้ประสานงาน กรณีมีเรื่องร้องเรียน

ที่ LHM 001/2568

วันที่ 3 มกราคม 2568

หนังสือแต่งตั้งผู้ประสานงานรับเรื่องร้องเรียนบ้านข้างเคียง

ทางบริษัท แลนด์มาร์ค โฮลดิ้งส์ จำกัด ได้รับความไว้วางใจให้เป็นผู้ดำเนินงานโครงการเจ้าพระยาเอสเตท  
ซึ่งบริเวณข้างเคียงโครงการฯ มีบ้านพักอาศัยจำนวนมาก ทางบริษัทฯ จึงให้ความสำคัญทางด้านผลกระทบที่อาจ  
เกิดขึ้นจากกิจกรรมต่างๆ ของโครงการ จึงได้แต่งตั้งให้มีเจ้าหน้าที่สำหรับดูแลประสานงานและรับเรื่องร้องเรียนจาก  
บ้านข้างเคียง โดยมีรายชื่อดังนี้

นาย

ผู้ช่วยอาวุโส ฝ่ายบริหารสินทรัพย์ โครงการเจ้าพระยาเอสเตท

ขอแสดงความนับถือ

ผู้จัดการฝ่ายบริหารสินทรัพย์  
โครงการเจ้าพระยาเอสเตท

# *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.



## CONTACT



25/114 หมู่ที่ 6 ซอยชินเขต 1 ถนนงามวงศ์วาน แขวงทุ่งสองห้อง  
เขตหลักสี่ กรุงเทพมหานคร 10210

25/114 Moo 6 Soi Chinaket 1, Ngamwongwan Road,  
Toongsonghong, Laksi, Bangkok 10210



0-2954-7745-6



0-2954-7747



[www.enviresearch.co.th](http://www.enviresearch.co.th)



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