

ภาคผนวกที่ 5

แผนฉุกเฉินด้าน

GRAND MERCURE

PT. GRAND MERKUR BANGSAK

ALERT

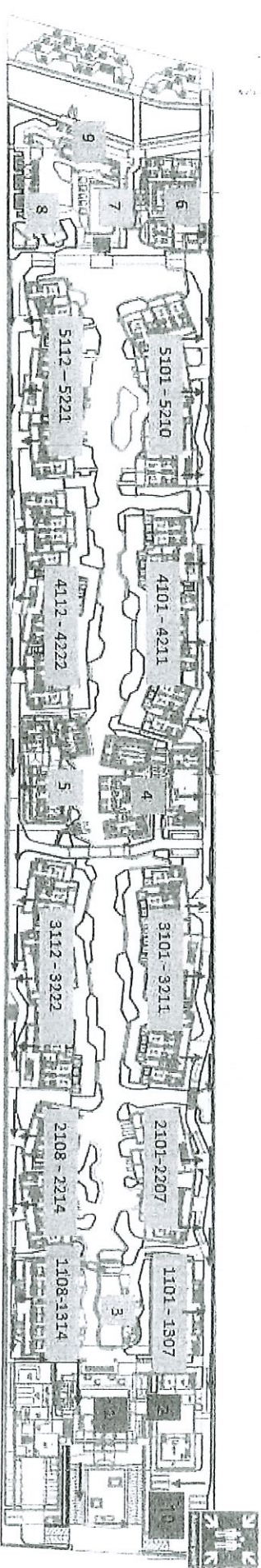
Emergency Response

TSUNAMI PROCEDURE

 Fire and Tsunami Evacuation Route

**Grand Mercure Khaolak Bangsak
Resort Map**

- RESORT FACILITIES**
- 1: RESORT LOBBY
 - 2: MEETING ROOM
 - 10: CAR PARKING
- EMERGENCY EVACUATION**
-  ASSEMBLY POINT
 -  FIRE EVACUATION ROUTE

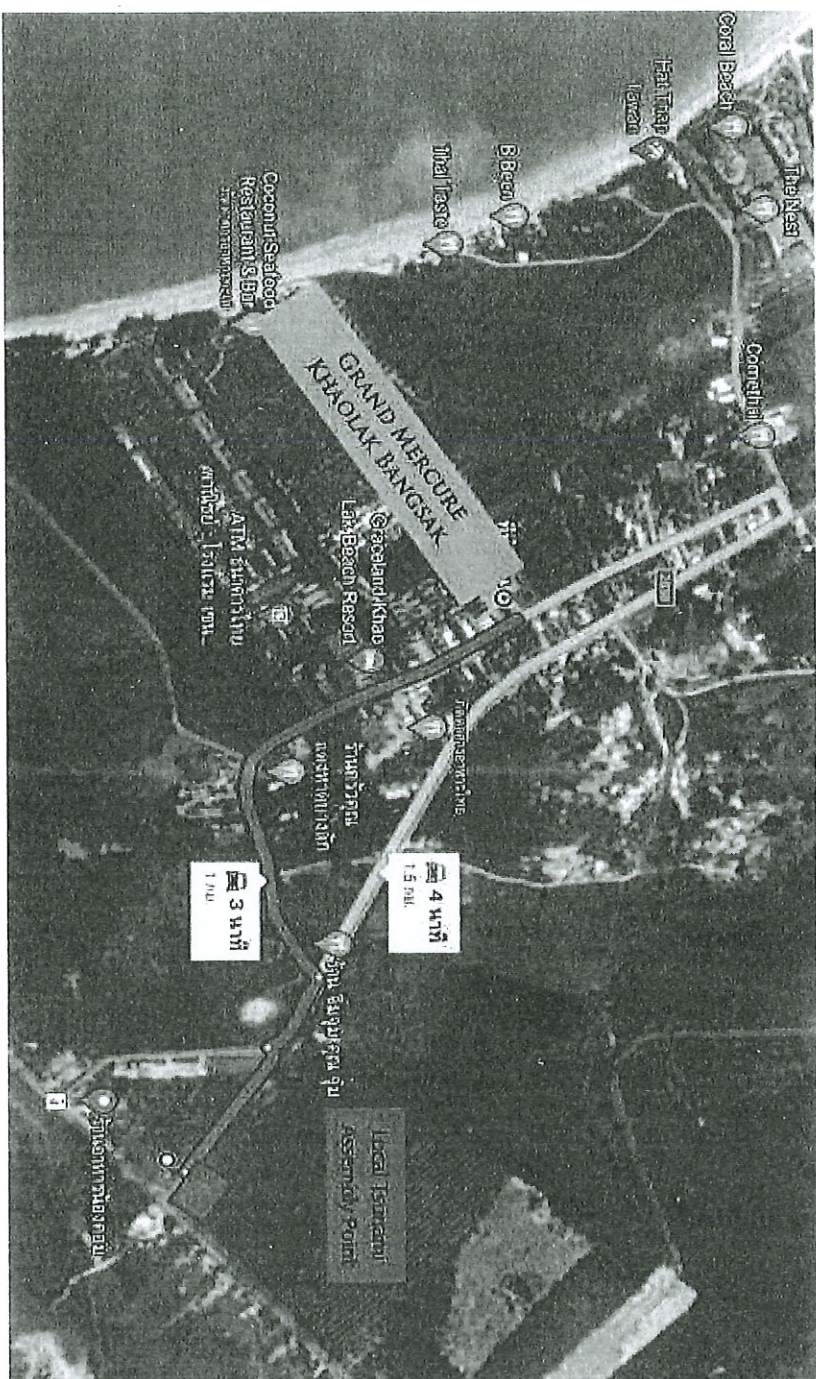


APACHE

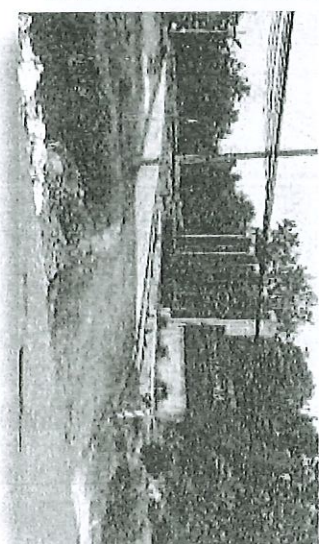
ACCORD TELS PROCESS TO ACT IN CRISIS, HAZARDS & EMERGENCIES



Tsunami Evacuation Point



- 1 Km. From the Hotel
- 3 Minutes for Car
- 12 Minutes for Walk



GRAND MERCURE

KHAO LAK BANGSAK

TSUNAMI

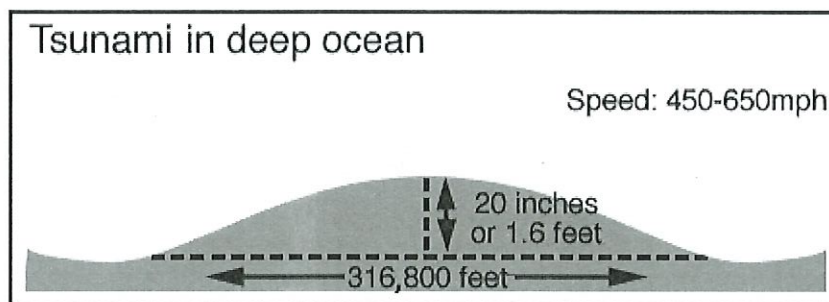
Introduction

A tsunami (SOO-NAH-MEE) is a series of waves that occur in an ocean or other large body of water and that are caused by some activity that displaces large amounts of water. Tsunami is the Japanese word for "harbour wave."

Tsunamis are usually caused by earthquakes that occur on the seafloor or in coastal areas. The energy generated by the earthquake is transmitted through the water. In deep oceans the energy in these seismic sea waves can travel virtually unnoticed because the wave height may be only twelve inches. When this energy reaches the shallow waters of coastlines, bays, or harbours, it forces the water into a giant wave. Some tsunamis may reach heights of 100 feet or more.

Although a relatively rare event, since 2004 tsunamis have claimed over 220,000 lives Asia pacific. The tsunamis were caused by earthquakes in Sumatra Island in western Indonesia. Damage many cities along coastlines has been in the millions of dollars.

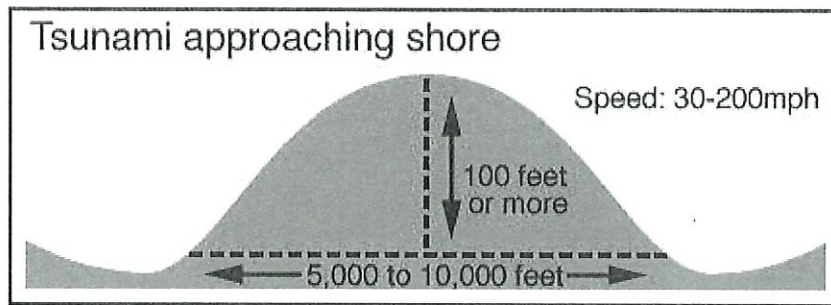
Tsunamis are primarily associated with earthquakes in oceanic and coastal regions. When an earthquake occurs, the energy travels outward in all directions from the source. This can be illustrated by throwing a pebble into a small, still pond. The pebble represents a meteorite or some other energy source, and the pond represents the ocean. The ripples that travel out in all directions from the focus, or the point where the pebble hit the water, represent the energy that creates a sea wave. Notice how the waves become larger as they reach shore, where the water is shallower.



Detecting tsunamis is a very difficult thing to do. When a wave begins in the deep ocean waters, it may only have a height of about twelve to twenty-three inches and look like nothing more than the gentle rise and fall of the sea surface. Fishermen twenty miles out to sea didn't notice the wave pass under their boats because it only had a height at the time of about fifteen inches.

GRAND MERCURE

KHAO LAK BANGSAK



How can you tell if a tsunami is coming? The violent shaking of an earthquake is often the first clue, but most of these earthquakes occur far out to sea and give little or no indication that a tsunami is on the way.

A Seismological Bureau, Thai Meteorological Department is released when an earthquake occurs with a magnitude of 4.0 or greater on the Richter scale on <http://www.seismology.tmd.go.th/>

A National Disaster Warning Centre is released when information from tidal stations indicates that a potentially destructive tsunami exists. Tidal stations record information about the water around them and issue a warning when characteristics of the sea begin to match those of a potential tsunami.

An obvious clue is when the water in a bay, a harbour, or along the beach suddenly rushes out to sea, leaving fish and boats stranded. When this happens, you can be sure that a tsunami will hit at any time in the next five to thirty minutes. The average speed of a Tsunami in the deep ocean is 500-600 miles per hour, average height of a tsunami in the deep ocean is 16 inches.

Planning need:

- If there is a possibility of Tsunami effect when an earthquake occurs with greater on the Richter scale and the National Disaster Warning Centre is released to advice of a possible approaching tsunami, immediately tune to local radio, turn on TV stations or visit their website especially the Weather Radio from government, for further action. DO NOT return to low-lying areas until the tsunami threat has passed and the **"ALL CLEAR"** is announced by Crisis Management Team.
- If a Tsunami Warning is issued, NEVER go down to the beach to watch the wave comes in. Remember also that a tsunami is a series of waves. Often the first wave may be the least dangerous. The waves may get progressively worse as time goes by. Listen to a portable radio to learn when it is safe to return home.

***Remember that there are 3 major events that may cause Tsunamis to occur**

- Earthquakes (an earthquake with magnitude of 6.75 or greater has occurred somewhere especially in the sea such as Bay of Bengal, Andaman Sea or Indian Ocean)
- Landslides

GRAND MERCURE

KHAO LAK BANGSAK

- Meteorites

Crisis Management Team

General Manager or person in charge immediately calls a meeting with the Crisis Management Team/ Leadership Team to instruct the guests and creators. Composition as following;

- Loss Prevention Manager
 - Chief Engineering
 - Front Office Manager
 - F&B Manager
 - Exécutive Chef
 - IT Solution Manager
 - Finance Controller
 - Executive Housekeeper
 - Talent and Culture Manager
-
- Obtain a map of the Phuket and “MARK” those areas most apt to be adversely affected by severe weather.
 - Set up the communication centre and command post for The Crisis Management team
 - Locate a local radio station that specializes in weather updates, and/or make contact with the local weather service to determine the procedure for receiving frequent updates on the status of the weather.
 - Establish a contact within the local authorities, enabling you to check on the status of roads leading to airports and bus stations, and/or what alternate routes they would suggest.
 - Identify creators who are bi- or multi-lingual and keep a list in the event you need an interpreter to assist guests or other creators.
 - Be prepared for possible power outages and evacuation plan
 - Obtain emergency supplies and determine how they will be distributed. Make sure you have adequate supplies for the number of guests to be served.
 - Food and water for guests and creators for at least 3 days
 - Flashlights and batteries for guests (no candles)
 - Fully stocked First aid kits.
 - Battery-powered radios
 - Blankets and towels
-
-

Front Desk

- Find out weather reports, status of the airport, stay-over room availability, and other information which pertains to our guests' needs.
- Status of the airport can be obtained by listening to radio reports, television, or call the airlines directly.

Loss Prevention

GRAND MERCURE

KHAO LAK BANGSAK

- Locate a local radio station that specializes in weather updates, and/or make contact with the local authorities for receiving frequent updates on the status of the weather
- After a tsunami has hit, provide security assistance to secure areas with food, water and cash. Secure First Aid supplies for centre.
- Provide any assistance need from Local Crisis Management Team.
- Prepare and utilize alternate routes and schedules.
- Coordinate with others department to provide the medical assistant.
- Coordinate with local hospital/ hospital contract to provide the emergency medical assistant for an injury person.
- Prepare for the recovery plan after the crisis is over.

AFTER THE CRISIS SITUATION IS OVERED, FOLLOW UP WITH THE HOTEL RECOVERY PLAN

EVACUATION PLAN

Policy:

ASSEMBLY POINT – If the decision is made by the Crisis Team Leader to announce situation “EVACUATION ORDER” on Public Announcement System, remember that there are 2 Assembly Points that all guests and creators will be directed to these areas most satisfy following criteria;

- **Preferably on ground floor and easy to evacuate** (In case of fire and handicapped guests or injured guests)
 - **Preferably on high ground at least 15 meters above sea level** (In case of Tsunami)
 - **Safe and away from the scene** (In case of explosion and structural collapse)
 - **Reachable by Emergency Services**
 - **Have “ASSEMBLY POINT” signage in place**
- In case of fire, earthquake or bomb threat all guests and creators immediately proceed to the nearest fire exit onto the **Assembly Point at Bus parking area**
- In case of tsunami, all guests and creators immediately proceed to the nearest fire exit onto the **Assembly Point at Float Pool**

Procedure:

CRISIS MANAGEMENT TEAM MEMBERS

In the event of an evacuation, the Crisis Management Team and the Emergency Response Team Leader will liaise closely with Emergency Services and ensure all guests and creators are informed of what actions are required.

On being informed, all Crisis Management Team members will immediately report to the Crisis Team Leader for a briefing. On completion of the briefing, they will return to their areas and if necessary, implement the evacuation procedures for their Departments.

GRAND MERCURE
KHAO LAK BANGSAK

Composition is as follows;

- General Manager
- Loss Prevention Manager
- Chief Engineer
- Talent and Culture Manager
- Front Office Manager
- F&B Manager
- Executive Chef
- IT Solution Manager
- Finance controller
- Executive Housekeeper

The Crisis Team Leader will instruct to Operator to make a Public Announcement informing the entire hotel, outlets and offices of what is being done. The announcement will be preceded by the Evacuation Tone for thirty seconds in Thai and English.

FRONT OFFICE

Front Office Manager/ Duty Manager

- A. Have a current rooming list (print out the guests list).
- B. Secure all files and money, do not take money out, but lock it up.
- C. Keep as many lines available as possible for emergency communications.
- D. Direct all guests and patrons to the closest exits and onto the Assembly Point.
- E. Take the current duty roster of Front Office Department to Assembly Point.
- F. Appoint a supervisor to report to the Assembly Point with a current rooming list and loud hailer to act as focal points as guests and creators arrive.
- G. Take registration cards of all guests in-house to the Assembly point.
- H. Make sure that the records of safe deposit box are taken out from the building and secured.
- I. On arrival at the Assembly Point ensures all creators are accounted for.
- J. Look after people at Assembly Point

Concierge/ Welcomer

- A. In case of handicapped guests or sickness guest occupy, immediately call to Command Post for an assistant.
- B. Check guests and report to Command Post if anyone is missing.
- C. Handle inquiries and advise all guests and patrons to depart to assembly area via the nearest fire stairwell. **Do not use the elevators.**
- D. Assist the Security to ensure that all vehicles are removed from the driveway and kept clear for emergency vehicles.
- E. Proceed via the closest fire exit to the Assembly Point and report to the Front Office Manager

Operator / Reception

In conjunction with Front office creators to make calls to all occupied rooms, and record the numbers of room they have made. If the fail to reach the party, they will write **N/A** after the room number. After all of the occupied rooms have been telephoned, they will process to vacant rooms to ensure nobody there in. The checking is to be coordinated with Housekeeping Office.

GRAND MERCURE
KHAO LAK BANGSAK

- A. Operator and Loss Prevention Office will be the last areas of the property to be evacuated unless threatened earlier. Prior leaving the property to the Assembly Point, they will take First Aid supplies.
- B. Keep as many lines available as possible for emergency communications.
- C. Contact with Emergency Services
- D. Attempt to contact all Crisis Management Team members
- E. Should you receive a telephone call from any guests or creator who states they are unable to be evacuated, you are to:
 - a. Take immediate note of the person's location.
 - b. State: **"Please remain calm I have noted your name and location and Hotel creator members will be dispatched immediately for assistant."**

Guest Service Agent

- A. Standby at the Front Desk and secure work areas and files
- B. Handle inquiries and advise all guests and patrons to depart to Assembly Point via the closest fire stairwell.
- C. On instruction, depart Hotel for Assembly Point and report to the Front Office Manager

The Front Office and Loss Prevention Office will be the last areas of the property to be evacuated unless threatened earlier. Prior to leaving the property for the Assembly Point, the Front Office Manager/ Assistant Front Office Manager will take First Aid Supplies. On arrival at the Assembly Point he will hand the First Aid Supplies to the Executive Housekeeper and ensure that all guests and Front Office associates are accounted for.

HOUSEKEEPING DEPARTMENT

Executive Housekeeper

Executive Housekeeper will receive instruction from Crisis Team Leader, they would then instruct Assistant and Supervisors accordingly. If time is permitting, the Executive Housekeeper will brief creators. On arrival at the Assembly Point to ensure all housekeeping creators are accounted for and set up a First Aid station in conjunction with supplies brought to the Assembly Point.

Supervisors on floors

- A. Floor Supervisor will assist Room maid to inform and to direct guests calmly to the Fire exits/ Fire stairways, have them proceed to the Assembly.
- B. Report to the Command Post if any rooms are occupied by injured or handicapped guests; ask for some assistant to evacuate them.
- C. Verify that all rooms are evacuated by checking "X" mark on all doors (if time permitted)
- D. Close all doors behind you to slow the spread of the fire.
- E. Report to Command Post when completion of checking.
- F. Direct all guests to the closest exits and onto the Assembly Point.

Room Attendants on floors.

- A. Upon hearing the fire alarm, will remove all equipment & cleaning supplies from the guest room and put on the cart, then take cart and put it in the pantry or nearest vacant room to keep access routes open.

GRAND MERCURE

KHAO LAK BANGSAK

- B. Standby at nearest Fire exit stairs to assist the guests to the Assembly Point proceed to the ground floor where will exit the hotel.
- C. Before leaving the floor check all rooms, ensure they are vacant, advice guest to vacate the rooms, mark doors "X"
- D. Assists guests to proceed immediately to the Assembly Point.

Housekeeping office

- A. Take the current duty roster and proceeds to the Assembly Point.
- B. Turn off the computer, all electrical appliances and pull out power.
- C. Evacuate to the Assembly Point with first aid supplies.

ENGINEERING DEPARTMENT

Chief Engineer/ Assistant Chief Engineer

- A. Brief creators and assign tasks.
- B. Assign selected Engineering creators to shut off all gas/ electrical supplies and utilities.
- C. Assign Engineering creator to the Fire pump room to stand by for operation of emergency equipment.
- D. Report on progress to the Command Post as designed by Crisis Team Leader.
- E. On authorization from the Senior Emergency Services Officer have all Engineering creators evacuate to the Assembly Point ensuring they have locked and secured all areas they had been working in.
- F. Take the current duty roster and proceeds to the Assembly Point.
- G. On arrival at the Assembly Point ensures all creators are accounted for.

FOOD AND BEVERAGE AREAS

The Director of Food and Beverage will oversee all aspects of the evacuation from his areas and report on progress of evacuation to the Crisis Team Leader or the Emergency Coordinator in the Command Post.

RESTAURANT supervisor / BAR

- A. Have creators to direct guests and patrons to the closest fire stairwell and onto the Assembly Point.
- B. Have creators to turn off all electrical appliances, close doors and secure their areas.
- C. Secure all files and money, do not take money out, but lock it up.
- D. Prior to leaving the hotel ensures all areas are closed to slow the spread of the fire.
- E. Take the current duty roster and proceeds to the Assembly Point.
- F. On arrival at the Assembly Point ensures all creators are accounted for.
- G. Look after people at Assembly Point.

BANQUETS

- A. Creators will direct all guests to nearest fire exits onto the Assembly Point.
- B. Check all function rooms are vacated and close the doors behind you to slow the spread of the fire.
- C. Turn off all electrical appliances, computer etc. and secure all areas.
- D. Report to Command Post for further instruction.
- E. Take the current duty roster and proceeds to the Assembly Point.
- F. Depart via fire stairwell exit to the Assembly Point.

GRAND MERCURE

KHAO LAK BANGSAK

- G. Banquet Manager/ Supervisor prior to evacuating inform to Command Post that the floor is clear, on departing take first aid Supplies and deliver to Executive Housekeeper.
- H. Ensure all Banquet creators are accounted for.

KITCHENS

DIRECTOR OF CULINARY/ SENIOR SOUS CHEF ON DUTY

- A. Have all creators turns off all gas valves and electrical appliances close all doors to slow the spread of the fire.
- B. Lock and secure their fridges and storage areas.
- C. Have creators evacuate to the Assembly Point via the closest fire stairwell.
- D. Prior to departure ensures all kitchens are locked and secure.
- E. Take the current duty roster and proceeds to the Assembly Point.
- F. On leaving for the Assembly Point, take the First Aid supplies with you.
- G. On arrival at the Assembly Point, hand First Aid supplies to the Executive Housekeeper and ensure all Kitchen creators are accounted for.

CHIEF STEWARD

- A. Will assist the Director of Culinary/ Senior Sous Chef on duty.
- B. Ensure his creators lock and secure all storage areas.
- C. Take the current duty roster and proceeds to the Assembly Point.
- D. Ensure all stewarding associates leave for the Assembly Point via the safest fire stairwell exit.
- E. On arrival at the Assembly Point ensures all stewarding creators are accounted for.

FITNESS CENTER/ KIDS CLUB

- A. Turn off all electrical appliances, treadmill, computer etc. and pull out power.
- B. Check all sport areas and kids club are vacated and close the doors behind you to slow the spread of the fire.
- C. Have creators to direct guests and patrons to the closest fire stairwell and onto the Assembly Point.
- D. Take the current duty roster and proceeds to the Assembly Point.
- E. On leaving for the Assembly Point, take the First Aid supplies with you.
- F. On arrival at the Assembly Point, hand First Aid supplies to Executive Housekeeper and ensure all sport creators are accounted for.

ACCOUNTING, ADMINISTRATION AREAS

ASSOCIATES WHO WORK IN THIS AREA

- A. The computers are shut down as quickly as possible in a safe manner as prescribed by the IT Solution Manager.
- B. All pertinent files are secured in the fireproof cabinet or taken to the Assembly Point.
- C. Close all doors and file cabinets; shut off all lights and electrical items.
- D. All creators depart to the Assembly Point.

PURCHASING/ STORES

- A. Turn off all electrical appliances and closed all doors behind you to slow the spread of the fire.
- B. Secure all fridges and Store Areas
- C. Secure files or transfers to a safe location

GRAND MERCURE
KHAO LAK BANGSAK

- D. Proceed via the closest fire exit to the Assembly Point and report to the Director of Finance

LOSS PREVENTION DEPARTMENT

- A. The Loss Prevention Officer on duty will patrol the property to ensure no guests and creators remain of attempt to re-enter the building until it is no longer safe to do so.
- B. Prevent undesirables from entering the property or trying to take advantage of the evacuation situation.
- C. Report on Evacuation Progress to the Command Post.
- D. Be the last to evacuate the building.
- E. Take the Loss Prevention Department's First Aid Kit handing to the Executive Housekeeper on arrival at Assembly point.
- F. Report to the commander to assist with crowd control.
- G. Keep as many lines available as possible for emergency communications.
- H. Meet the Fire Service Department Officers and direct them to the scene.

SPA DEPARTMENT

- A. Have a current occupied room
- B. Before leaving the spa check all treatment rooms, ensure they are vacant, advice guest to vacate the rooms, mark doors "X"
- C. Direct all guests and patrons to the closest exits and onto the Assembly Point.
- D. Secure all files and money, do not take money out, but lock it up.
- E. Take the current duty roster to Assembly Point.
- F. On arrival at the Assembly Point ensures all creators are accounted for.

IT

- A. IT creators will immediately obtain the "BACK UP TAPE" from the Server Room prior to his evacuation from the office.
- B. Have creators turn off all electrical appliances, close doors and secure their areas.
- C. Depart via fire exit to the Assembly Point.

ALL CREATORS

- A. Remain calm and do not panic.
- B. Inform the guest s and direct them to the nearest fire exit or fire stairways.
- C. Switch off the computer and all electrical appliances; turn off light and close windows and doors behind you to slow the spread of the fire.
- D. Remain available to assist management and authorities.
- E. Those not engage in evacuation, leave the Hotel by its nearest route and to the Assembly Point.

All MANAGERS

- On completion of securing your own areas report to the Command Post briefing/ Duty Managers/ Assistant Manager/ Supervisor
- A. Proceed to the Assembly Point with a loud hailer, daily roster and First Aid supplies.
- B. Have all guests assemble.
- C. Check that all guests and creators are accounted for.
- D. Report to Command Post if any missing persons, guests or associates to Command Post.
- E.

GRAND MERCURE

KHAO LAK BANGSAK

Talent and Culture

- A. Collects the whole discs, Creators Directory, Creators Personnel file, Creators insurance and print out of the creator's record of that day, and go to the Assembly Point.
- B. Coordinate with Executive Housekeeper and Ambulance service to set up First Aid Station at the Assembly Point.
- C. Switch off the computer and all electrical appliances; turn off light and close windows and doors behind you to slow the spread of the fire.

OTHERS DEPARTMENTS

Upon receiving evacuation order, inform your creators to ensure your office materials, switch off computer, turn off all electrical appliances, close the doors behind you to slow the spread of the fire, and proceed to the Assembly Point.

INFORMATION TO PRESS OR PUBLIC

- A. It must be made either by MARCOM/ GM or his representative.
- B. All other creators are not allowed to do so unless authorized by GM/ his representative.

AFTER EVACUATION

When the crisis situation is over, the GM or his representative will assess the situation, if the property can be re-occupied then the guests at Assembly Point will be notified, In the event that the property cannot be occupied, arrangements will be made for alternate accommodation.

RECOVERY

- Keep losses at minimum and get back into operation quickly.
- Take Photographs of the damage before beginning clean up.
- Restore fire protection systems.
- Do not throw away materials until insurance has seen it.
- Keep records of expenditures including.
 - clean up
 - savage work
 - temporary protection
 - overtime
 - business interruption
 - guest claims
 - debris removal costs

EVACUATION NOTICE TO GUESTS

Should it become necessary for any reason to evacuate this property, the following public address announcement in conjunction with the evacuation tone will be broadcasted throughout the property, twice at an interval of 30 seconds in Thai and English. On completion of the second announcement, the evacuation tone is activated and left on.

(In case of Fire)

THIS IS NOT A DRILL - THIS IS NOT A DRILL, LADIES AND GENTLEMEN PLEASE REMAIN CALM, THE SOUND YOU ARE HEARING IS THE EVACUATION TONE. WOULD EVERYONE PLEASE MOVE

GRAND MERCURE

KHAO LAK BANGSAK

QUIETLY AND IN AN ORDERLY FASHION TO THE CLOSEST FIRE EXIT AND LEAVE THE PROPERTY AND PROCEED TO THE ASSEMBLY POINT AT COACH PARKING AREA WHERE YOU WILL BE MET BY REPRESENTATIVE OF THE PROPERTY AND EMERGENCY SERVICES.

(In case of Tsunami)

THIS IS NOT A DRILL - THIS IS NOT A DRILL, LADIES AND GENTLEMEN PLEASE REMAIN CALM, THE SOUND YOU ARE HEARING IS THE EVACUATION TONE. WOULD EVERYONE PLEASE MOVE QUIETLY AND IN AN ORDERLY FASHION TO THE CLOSEST FIRE EXIT AND LEAVE THE PROPERTY AND PROCEED TO THE ASSEMBLY POINT AT FLOAT POOL WHERE YOU WILL BE MET BY REPRESENTATIVE OF THE PROPERTY AND EMERGENCY SERVICES.

(The message should be stated in various languages or at least in Thai and English)

SEARCH TEAM

Search & Rescue Team meet together in front of Command Post. Each team will consist of at least two members, and picking up the Master key, Master key card, Torch, Rooming List, Outlet Checklist and Chalk from the Commander, he will be assigned to specific areas of the building, in case of Fire or Bomb Threat Search Team will begin with the fire floor, floor above and floor below, enter each room, check if there are guests inside (don't waste time knocking on the door) calmly tell guests that **"Please Leave the building by using the staircase, fire exit"** leave the room and mark a big "X" on the door. If the room is chained, yell into the room and if there is no response, provide help by breaking the chain. Floor Supervisors/ Room Attendants go to the fire exit for directing guests and creators to the Assembly Point.

RECOVERY PLAN

In the event of any emergency that causes major destruction or damage to Company Assets, the Crisis Team Leader in conjunction with the Crisis Management Team members will make every effort to resume normal operations in the shortest possible time.

Procedure:

Listed below are several items that are of major importance in the event of a loss (fire, Natural disasters etc.) in your operation.

CRISIS MANAGEMENT TEAM

IMMEDIATE ACTION

- A Keep losses at a minimum and get back into operation promptly.
- B Take photographs of the damage before beginning the clean-up operation.
- C Start emergency work immediately. Remember, our **main objective** is becoming operational as quickly as possible.
- D Restore Fire Protection Equipment to service.
- E Put all Managers and Supervisor Personnel on 24-hour call.
- F The General Manager or his nominee will co-ordinate all efforts and liaise with Insurance Companies and local authorities.
- G Ensure all injured people are receiving proper medical attention and follow up with care.

GRAND MERCURE

KHAO LAK BANGSAK

SALVAGE AND RESTORATION

- A Begin to restore damaged areas and equipment back to their original condition at the least possible cost.
- B Have a competent person directly handle the salvage and restoration at once without waiting for an insurance adjuster. He should requisition all the help he needs. Have the area dried out, aired out and made safe for work.
- C Keep records of authorized expenditures:
- 1 Clean up
 - 2 Salvage work on any insured property, including labour, supplies and parts.
 - 3 Arrange temporary protection needed to prevent additional damage, such as boarding up windows, rigging tarpaulin covers, temporary roofing and similar items.
 4. Utilize all Supervisory Staff to the fullest, particularly at the first stages of loss-salvage work.
 - 5 Itemize debris removal cost.
 - 6 Repair or replace damaged furniture, fixtures, equipment and building.
 - 7 Handle guest claims.
 - 8 Account for loss profits (business interruption).
- D **Do not throw away any material until an adjuster has seen it.**
- NOTE:** This does not prohibit you from removing the burned or Format the above line damaged material to the outside of the building. Place this material in a "holding area" until the adjuster has seen it. (Normally the adjuster is on the property in less than 24 hours).

ALL CREATORS PLEASE NOTE: No media is allowed on the property or comments to be made without the permission of the General Manager or his nominee.

EMERGENCY RESPONSE TEAM (ERT)

The Emergency Response Team is the first line of defense in dealing with such emergencies as fire, earthquakes, bomb threat and other incidents involving possible harm to life or property. Within its power, it must try to control an emergency situation and see to an orderly, rational handling of all events generated by and/ or associated with an emergency. Its duty is to protect lives and prevent property damage in so far as training, ability, and available resources will allow. Further, its job is to provide the Fire Department and other professional emergency personnel with as much information and assistance as might be required.

Members of the Emergency Response Team consist of the following individuals:

- Primary Commander, GM Khun Lance (General Manager), Ext. 8001 Tel. 095-257-2570
- Alternative Commander, Khun Sam (TC Manager), Ext. 8801 Tel. 081-367- 9956
- 2nd Alternative Commander, Khun Kai (Chief Engineer), Ext. 8901 Tel. 099-329-2154
- ERT Leader, Khun Krid (LP Manager), Ext. 8887,8889 Tel. 098-790-9640
- ERT member consists of;

GRAND MERCURE

KHAO LAK BANGSAK

- ERT Members from FO,department Ext. 8101
- ERT Members from FB department, Ext. 8601
- ERT Members from KC department, Ext.8501
- ERT Members from HK department, Ext.8401
- ERT Members from EN department, Ext. 8901
- ERT Members from IT department, Ext.8302
- ERT Members from Sale department, Ext.8701
- ERT Members from AC department, Ext.8301
- ERT Members from TC department, Ext.8801
- ERT Members from PU department, Ext.8315
- ERT Members from LP department, Ext.8887

Training is the most important activity of this team. All ERT members are required to complete and evaluate their proficiencies in the following areas:

- First Aid and CPR training
- Fire safety and fire extinguisher training
- Bomb Threat training
- Evacuation training
- Fire control panel system
- Crisis Management Plan

Equipment to be provided for ERT members

- Communication equipment such as Walkie talkie, Satellite phone or Cell phone system etc.
- Emergency Master Keycard
- Master Key to access all offices and outlets
- Flashlight
- Mega phone
- Fire fighting equipment such as fire extinguisher, hose reel, nozzle, rope, connection 1 to 2 and fire fighting suit etc.
- First aid equipment such as stretcher, wheelchair and first aid box etc.
- Guest & Associate lists
- As build drawing

THE ROLES AND RESPONSIBILITIES OF EACH POSITION IN THE EMERGENCY RESPONSE TEAM ARE:

CENTRAL DISPATCHER

GRAND MERCURE

KHAO LAK BANGSAK

- At the sound of the alarms, Loss Prevention and Engineer should be called immediately for checking
- Instruct the Crisis Management Team immediately of an emergency situation, if during office hours. If outside office hours, call them at home
- Communicate with other ERT members, as the situation demands
- Coordinates with Search and Rescue Team on assigned floor or area and provide assistance as needed.
- Submit a list of individuals who have physical disabilities or special medical conditions to the ERT.
- Maintains log of events and of the information received and delivered. Submits completed logs to the Commander at the conclusion of event.

ERT LEADER

- Evaluate the Severity, Potential Impact, Safety Concerns, and Response Requirements based on the initial information provided by the First ERT member On-Scene
- Coordinate further response actions with Commander
- Communicate and work in conjunction with ERT members and/or Fire and Police personnel and local authorities to control or alleviate an emergency situation.
- Post a security guard at the main entrance and creator gate to guide fire engines to the nearest fire hydrant.
- Verifying with each Search and Rescue Team that their areas are accounted for.
- Two ERT members should be assigned to assist individuals with disabilities during an evacuation.
- If and when conditions become safe for guests and creators to return to the building, the Fire Department will provide the "ALL CLEAR" announcement. At this time, guests and creators will be allowed to return to the hotel.
- Ensures that Emergency Response Team supplies are adequately stocked and secured.
- Conduct regular inspections of fire extinguishers and fire alarm to ensure all devices are maintained properly.
- Coordinates drills and exercises to test the emergency plan and response capabilities for

Evacuation Plan

- Only the General Manager/ MarCom spokesperson is authorized to deal with the news media during an emergency. All creators must be cautioned about making comments regarding business operations, damage to operations, or the extent of the emergency to prevent rumours or unsubstantiated stories and to avoid providing incorrect information to the news media.

SEARCH & RESCUE TEAM

- The first person on-scene will typically serve as the Scene Commander, until relieved by a more senior person and attempt to put out fire with the fire extinguisher from nearest fire cabinet

GRAND MERCURE

KHAO LAK BANGSAK

- All ERT members should immediately meet together in front of Command Post after notified by Central Dispatcher. Each team will consist of at least two members, and picking up the Master key, Master key card, Torch, Rooming List, Outlet Checklist and Chalk from the ERT Leader.
- Search & Rescue Team will beginning with the fire floor, floor above and floor below, enter each room without mark "X" and check if there are guests inside (don't waste time knocking on the door) calmly tell guests that "Please Leave the building by using the staircase, fire exit" leave the room and mark a big "X" on the door. If the room is chained, yell into the room and if there is no respond, provide help by breaking the chain.
- Communicate initial damage assessment in assigned area, which may include injuries or structural and non-structural damage to the ERT Leader.
- Checking assigned area for guests and creators who may not have heard the evacuation announcement.
- Go to pathway junction for directing guests and creators on assigned area to the Assembly Point.
- Directing occupants away from elevators and towards the nearest stairwell to evacuate the building and proceed to the Assembly Point.
- Providing assistance for disabled individuals, if necessary, during an emergency situation.
- Observes and assists existing first aid efforts, assists with crowd control until Police Department arrives.
- Keeping people from returning to their floors before the "ALL CLEAR" signal.

DEATH ON THE PREMISES

Policy;

Creators will be conversant with what is required when a death occurs at the hotel and the actions required. No comment will be made to the Media about any incidents of this nature, all official comments will be from the General Manager/ MarCom or Director of Operations or his appointed representative. Upon being notified that there may be a deceased person on property, the following response should be considered.

Procedures

Person discovering the body

- **Inform Operator office dial Emergency number "8887" or Loss Prevention Office number "8888-8889"**
- **Remain at the scene, check for signs of life and provide emergency medical assistance (if trained)**

Operator

- **Inform General Manager, Director of Operations and Loss Prevention Manager immediately**
- **Notify local authorities. (Coordinate with Takuapa Police, Takuapa District Municipal**
- **Call hotel clinic and ambulance (Takuapa Hospital)**
- **Standby for further instructions**

GRAND MERCURE

KHAO LAK BANGSAK

Crisis Management Team/ Loss Prevention

- Do not disturb the immediate area and assign Loss Prevention to seal off the area and treat it as a crime scene to assist the police investigation until released by the local authorities (Police, government official)
 - Minimize disturbance and involvement of other guests and creators
 - Assign Loss Prevention to compile as much information about the deceased for Police use.
 - Notification of the next of kin should be handled by local authorities or consular office.
 - Be sympathetic and respectful when dealing with the distressed relatives, friends or creator
 - Comfort and assist relatives and or creator in distress
 - Assist local authorities (police and medical examiner) with any investigation.
 - The hotel should contact the appropriate consular office immediately.
 - Depending on circumstances, deceased's personal property may be removed by the Police or retained by the hotel pending disposition instruction from the next of kin, if person effects are removed by Police. An inventory will be prepared by the Loss Prevention Department and receipts from the Police for valuables will be maintained by the hotel.
- ***Note: Insist on the discreet removal of the body from the premises using, for example, the creator entrance/ service elevator or rear exit.
- Assign Front Desk Manager and Loss Prevention to complete report of the incident and submit to General Manager .
 - Only the General Manager or his designee will discuss a Death on the Premises with the Media, creators should refrain from making statements colleague, guest or the Media.
 - General Manager will report the incident to the owner.
 - Ensure involvement of authorities to identify nature and cause of death
 - Do not admit any legal liability.

1. EMBASSY CONTACT DETAILS

ARGENTINA EMBASSY

Suite 1601, GlasHaus Building
1 Sukhumvit Soi 25, Sukhumvit Road
Bangkok 10110
Tel: 02 2590401, 2599198
Fax: 02 2590402

ARMENIA

28 Floor, Lake Rajada Office Complex
193/117 Ratchdaphisek Road,
Bangkok 10320
Tel: 02 6618477
Fax: 02 6618479

AUSTRALIAN EMBASSY

37 South Sathorn Road
Bangkok 10120
Tel: 02 2872680
Fax: 02 2872029

GRAND MERCURE

KHAO LAK BANGSAK

AUSTRIA EMBASSY

14 SoiSathorn 1, Sathorn Road
Bangkok 10120
Tel: 02 3036057-9
Fax: 02 2873925

BANGLADESH EMBASSY

727 SoiThonglor, Sukhumvit 55
Bangkok 10110
Tel: 02 3929437-8
Fax: 02 3918070

EMBASSY OF BELGIUM

44 SoiPhya Pipat, Silom Road
Bangkok 10500
Tel: 02 2360150
Fax: 02 2367619

BHUTAN EMBASSY

42 Floor, Jewellery Trade Centre Building
Room No. 4201, 919/1 Silom Road
Bangkok 10500

EMBASSY OF BRAZIL

34 Floor, Lumpini Tower 1168/101
Rama 4 Road Bangkok 10120
Tel: 02 6798567
Fax: 02 6798569

BRUNEI EMBASSY

132 Sukhumvit Soi 23
Bangkok 10110
Tel: 02 2041476-9
Fax: 02 2041486

BULGARIAN EMBASSY

64/4 Soi CharoenmitrEkamai Soi 10
Bangkok 10110
Tel: 02 3916180-1
Fax: 02 3916182

CAMBODIA EMBASSY

185 Rajdamri Road Pathumwan,
Bangkok 10330
Tel: 02 2546630, 2537967
Fax: 02 2539859

CANADA EMBASSY

GRAND MERCURE

KHAO LAK BANGSAK

15 Floor, Abdulrahim Place 990 Rama 4 Road
Bangkok 10500
Telephone: +66 (0) 2636-0540
Fax: +66 (0) 2636-0566
Email: bngkk@international.gc.ca
Mailing Address:
P.O. Box 2090
Bangkok 10501
Thailand

CHILE EMBASSY

10 B/F, Charan Tower 19 Sukhumvit Soi 43
Bangkok 10110
Tel: 02 2603870
Fax: 02 2615433
<http://www.chile-thai.com/>

Embassy of the People's Republic of CHINA

57 Ratchdaphisek Road Dindaeng,
Bangkok 10310
Tel: 02 2457043-4
Visa and Permit: 02 2457036-7
Fax: 02 2472214

CUBA

984/97 Sukhumvit 71 Pharkanong,
Bangkok 10110
Tel: 02 3919673
Fax: 02 3911174

THE CZECH Republic Embassy

71/6 RuamRudeeSoi 2 Ploenchit Road
Bangkok 10330
Tel: 02 2553027, 2555060
Fax: 02 2537637
<http://www.czech.cz>

DENMARK EMBASSY

10 SoiAttakarnPrasit South
Satorn Road Bangkok 10120
Tel: 02 2132021-5
Fax: 02 2131752

DOMINICAN Republic

92/6 Chaegwattana Road Don Mung,
Bangkok 10210
Tel: 02 5215000
Fax: 02 5210737

EGYPT EMBASSY

GRAND MERCURE

KHAO LAK BANGSAK

42 Floor, Las Colinas Building 6
Sukhumvit 21 Bangkok 10110
Tel: 02 2620236, 6617184
Fax: 02 2620235
<http://www.mfa.gov.eg/>

European Union (EU)

19 Floor, Kian Gwan House 2 140/1
Wireless Road Bangkok 10330
Tel: 02 2559100
Fax: 02 2559113-4

FINLAND EMBASSY

16 Floor, Amarin Tower 500
Ploenchit Road Bangkok 10330
Tel: 02 2569310
Fax: 02 2369113-4
<http://formin.finland.fi/english/>

FRENCH EMBASSY

35 SoiRongPhasi Kao
Charoenkrung Soi 36 Bangkok 10500
Tel: 02 2668250-6
Fax: 02 2367973
<http://www.dree.org/thailande/EDefault.htm>

DEUTSCHE BOTSCHAFT (GERMANY)

9 South Sathorn Road Bangkok 10120
Tel: 02 2879000
Fax: 02 2871776

GREECE EMBASSY

30 Floor, Thai Wah 2 Building 21/159
South Sathorn Road Bangkok 10120
Tel: 02 6791462-4
Fax: 02 6791463
<http://www.mfa.gr/>

HUNGARY

20 Floor, Oak Tower President Park Condominium 95 Sukhumvit Soi 24 Bangkok 10110
Tel: 02 6611150-2
Fax: 02 6611153
<http://www.mfa.gov.hu/>

INDIAN EMBASSY

46 SoiPrasarnmitr Sukhumvit 23,
Bangkok 10110
Tel: 02 2580300-6
Fax: 02 2584627
<http://www.indiaemb.or.th/>

GRAND MERCURE

KHAO LAK BANGSAK

INDONESIA

600-602 Phetburi Road Bangkok 10400

Tel: 02 2523135-9

Fax: 02 2551267

<http://www.dfa-deplu.go.id/>

IRAN EMBASSY

602 Sukhumvit between Soi 22-24 Bangkok 10110

Tel: 02 2590611-3

Fax: 02 2599111

<http://mfa.gov.ir/>

IRAQ

47 Pradipat Road SamsenNai Bangkok 10400

Tel: 02 2785335-7

Fax: 02 2599111

ISRAEL

25 Floor, Ocean Tower 2 75 Sukhumvit Soi 19 Bangkok 10110

Tel: 02 2049200

Fax: 02 2049255

<http://www.mfa.gov.il/mfa/home.asp>

ITALIAN EMBASSY

399 Nang Linchee Road Bangkok 10120

Tel: 02 2854090-3

Fax: 02 2854793

<http://www.esteri.it/eng/index.htm>

JAPAN EMBASSY

9 Floor, Semmitr Tower Asoke Sukhumvit Road, Bangkok 10110

Tel: 02 2590444, 2590725, 2589915

Fax: 02 2534143

<http://www.embjp-th.org/>

JORDAN

47 Sukhumvit 63 Bangkok 10110

Tel: 02 3917142

Fax: 02 3811314

KAZAKHSTAN EMBASSY

43 Floor, Jewelry Trade Centre Suite 4301, 901/501 Silom Road Bangkok 10500

Tel: 02 6301800, 6301811

Fax: 02 6301822

Democratic People's Republic of KOREA (North Korea)

14 MoobanSuanlaemthong 2 Pattanakarn Road, Bangkok 10250

Tel: 02 3192686-7

Fax: 02 3186333

GRAND MERCURE

KHAO LAK BANGSAK

Republic of KOREA (South Korea)

23 Thiam-Ruammit Road Ratchdaphisek, Bangkok 10320

Tel: 02 2477537-41

Fax: 02 2477535

KUWAIT

24 Floor, SathornNakorn Building North Sathorn Road Bangkok 10500

Tel: 02 6367451-5

Fax: 02 6367363

LAO EMBASSY

520, 502/1-3, SoiRamkamhaeng 39 Bangkapi, Bangkok 10310

Tel: 02 5396667, 5396679

Fax: 02 5393827

MALTA

485/21 Silom Road Bangkok 10500

Tel: 02 2359423-4

Fax: 02 2366538

<http://www.magnet.mt/ministries/mfa/index.html>

MALASIA EMBASSY

33 - 35 South Sathorn Road Tungmahamek Bangkok 10120

Tel: 02 679 2190-9

Fax: 02 679 2208

MEXICO EMBASSY

20 Floor, Thai Wah Tower 1 21/60-62 South Sathorn Road Bangkok 10120

Tel: 02 2850995

Fax: 02 2850667

<http://www.sre.gob.mx/>

MONGORAI EMBASSY

100/3 Ekamai 22, Sukhumvit 63, Klongton, Wattana
Bangkok 10110

Tel: 02 381-1400 และ 0-2392-1011

Fax: 02 392-4199

mongemb@loxinfo.co.th

MOROCCO EMBASSY

5 Floor, Baan Chang GlasHaus Building Sukhumvit Soi 25 Bangkok 10110

Tel: 02 2606410-1

Fax: 02 2606412

MYANMAR EMBASSY

132 North Sathorn Road Bangkok 10500

Tel: 02 2332237, 2344789

Fax: 02 2366898

<http://www.twics.com/~met/mofa/>

GRAND MERCURE

KHAO LAK BANGSAK

THE EMBASSY OF NEPAL

189 Sukhumvit Soi 71 Bangkok 10110

Tel: 02 3902280, 3917240

Fax: 02 3812406

EMBASSY OF THE KINGDOM OF THE NETHERLANDS

106 Wireless Road Bangkok 10330

Tel: 02 2547701-5

Fax: 02 2545579

<http://www.bz.minbuza.nl/English/homepage.asp>

NEW ZEALAND EMBASSY

93 Wireless Road Bangkok 10330

Tel: 02 2542530

Fax: 02 2539045

<http://www.mfat.govt.nz/>

EMBASSY OF NIGERIA

412 Sukhumvit 71 Prakanong, Bangkok 10110

Tel: 02 711-3076-78, 711 3547, 381-4480

Fax: 02 392-6398

Email: info@embnigeriabkk.com, nigeriabkk@hotmail.com

ROYAL NORWEGIAN EMBASSY

18 Floor, UBC 2 Building 591 Sukhumvit Soi 33 Bangkok 10110

Tel: 02 2610230-5

Fax: 02 2620218

OMAN

32 Floor, Saeng Thong Thani Tower 82 North Sathorn Road Bangkok 10500

Tel: 02 6399380-2

Fax: 02 6399390

http://www.omanet.com/moi_for.htm

PAKISTAN EMBASSY

31 Soi Nana Nua Sukhumvit Soi 3 Bangkok 10110

Tel: 02 2530288-9

Fax: 02 2530290

<http://www.forisb.org/>

PANAMA EMBASSY

7 Floor, Sarasin Building 14 Surasak Road, Silom Bangkok 10500

Tel: 02 2379008

Fax: 02 2379009

<http://www.mire.gob.pa/>

PERU EMBASSY

16 Floor, Ban Chang GlasHaus Building 1 Sukhumvit Soi 25 Bangkok 10110

GRAND MERCURE

KHAO LAK BANGSAK

Tel: 02 2606245

Fax: 02 2606244

<http://www.rree.gob.pe/domino/nsf/rree.nsf/pages/rree>

PHILIPPINESE EMBASSY

760 Sukhumvit Road Opposite Soi 47 Bangkok 10110

Tel: 02 2590139-40

Fax: 02 2592809

<http://www.dfa.gov.ph/>

THE EMBASSY OF THE REPUBLIC OF POLAND

8A, Sri-Yu-Khon Building Sukhumvit Soi 5 Bangkok 10110

Tel: 02 2518891-3

Fax: 02 2518895

<http://www.msz.gov.pl/english/indexang.html>

PORTUGUESE EMBASSY

26 Bush Lane Bangkok 10500

Tel: 02 2342123

Fax: 02 2384275

ROMANIA EMBASSY

150 Soi Charoenphon 1 Pradipat Road Bangkok 10400

Tel: 02 2797902

Fax: 02 6182458

<http://embassy.romania.org/start.htm>

EMBASSY OF THE STATE OF QATAR

14 Floor, Capital building tower All Season Place

87/1 Wittayu Road, Lumpini, Phatumwan

Bangkok 10330

Tel: 02-660-1111

Fax: 02-660-1122

<http://www.qatarembassy.or.th/>

info@qatarembassy.or.th (General Info.)

consular@qatarembassy.or.th (Visa & Legalization)

trade@qatarembassy.or.th (Trade Info.)

EMBASSY OF THE RUSSIAN FEDERATION

78 Sup Road, Bangrak Bangkok 10500

Tel: 02 2681169

Fax: 02 2378488

http://www.ln.mid.ru/website/bul_ns_en.nsf/kartaflat/en01

SAUDI ARABIA EMBASSY

23 Floor, Saengthong Thani Building 82 North Sathorn Road Bangkok 10500

Tel: 02 6392999

Fax: 02 6392950

SINGAPORE EMBASSY

GRAND MERCURE

KHAO LAK BANGSAK

129 South Sathorn Road Bangkok 10120

Tel: 02 2862111, 2861434

Fax: 02 2872578

SLOVAK EMBASSY

Mezzanine Floor, Pantip Court 68 SoiAtthakarnprasit South Sathorn Road Bangkok 10120

Tel: 02 2850220-1

Fax: 02 2850223

SOUTH AFRICA

6 Floor, the Park Place 231 Soi Sarasin, Lumpini Bangkok 10330

Tel: 02 2538473-6

Fax: 02 2538477

<http://www.visaservices.co.za/>

SPANISH EMBASSY

7 Floor, Diethelm Tower A Room No. 701-702 93/1 Wireless Road Bangkok 10330

Tel: 02 2526112, 2528368

Fax: 02 2538477

SRI LANKA EMBASSY

13 Floor, Ocean Tower 2 Building 75/6 Sukhumvit Soi 19 Bangkok 10110

Tel: 02 2611934-5

Fax: 02 2611936

SWEDISH EMBASSY

20 Floor, Pacific Place 1 140 Sukhumvit Road Bangkok 10110

Tel: 02 3020360

Fax: 02 2544914

SWITZERLAND EMBASSY

35 North Wireless Road Bangkok 10330

Tel: 02 2530156-60

Fax: 02 2554481

TAIWAN

8/15-16 Sukhumvit Soi 3/1 Sukhumvit Road, Klongtoey Bangkok 10110

Tel: 02 2514517, 2559271-2

Fax: 02 6503652

<http://www.mofa.gov.tw/emofa/eindex.html>

TURKEY EMBASSY

61/1 JussanSoi, Sutthisarn Road, Bangkok 10310

Tel: 02 274-7262-3

Fax: 02 274-7261

UNITED ARAB EMIRATES EMBASSY

25 Floor, Saeng Thong Thani Building 82 North Sathorn Road Bangkok 10500

Tel: 02 6399820-2

Fax: 02 6399818

GRAND MERCURE

KHAO LAK BANGSAK

UNITED KINGDOM EMBASSY

1031 Wireless Road Bangkok 10330

Tel: 02 2530191-0

Fax: 02 2549578

<http://www.fco.gov.uk/>

UNITED STATES OF AMERICA EMBASSY

120-122 Wirle Road Bangkok 10330

Tel: 02 2054000

Fax: 02 2054131

<http://www.usa.or.th/>

UZBEKISTAN

138/5 SoiTonglor 2 Sukhumvit 55 Bangkok 10110

Tel: 02 7128883

Fax: 02 3913323

VIETNAMESE EMBASSY

83/1 Wireless Road Bangkok 10330

Tel: 02 2517202, 2515836-8

Fax: 02 2517201, 2517203

YEMEN

45/4 Sukhumvit Soi 3 Sukhumvit Road, Klongtoey Bangkok 10110

Tel: 02 6503301-4

Fax: 02 6503305

YUGOSLAVIA

28 Sukhumvit Soi 61 Bangkok 10110

Tel: 02 3919091

Fax: 02 3919090

<http://www.mfa.gov.yu/>

