

11/23/2018



SPHM  
HOSPITALITY

## SPHM – EMERGENCY PROCEDURES



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# Emergency Procedures

# EMERGENCY PROCEDURES



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## IMPORTANT TELEPHONE NUMBERS

Emergency	112
Ambulance	118
Police	110
Fire Brigade	113
Search and Rescue	115
Directory Assistance	100
International Direct Dial	102
Local Directory Assistance	106
International Operator Assistance	108
General Hospital	+62
World Wide Emergency Assistance	+62
International Clinic	+62
General Manager Mobile	
Operation Director Mobile	
Chief Engineer Mobile	
Chief Security Mobile	
Financial Controller Mobile	
Front Office Manager Mobile	
Asst. Front Office Manager Mobile	
Executive Housekeeper Mobile	
Food & Beverage Manager Mobile	
Human Resources Mobile	



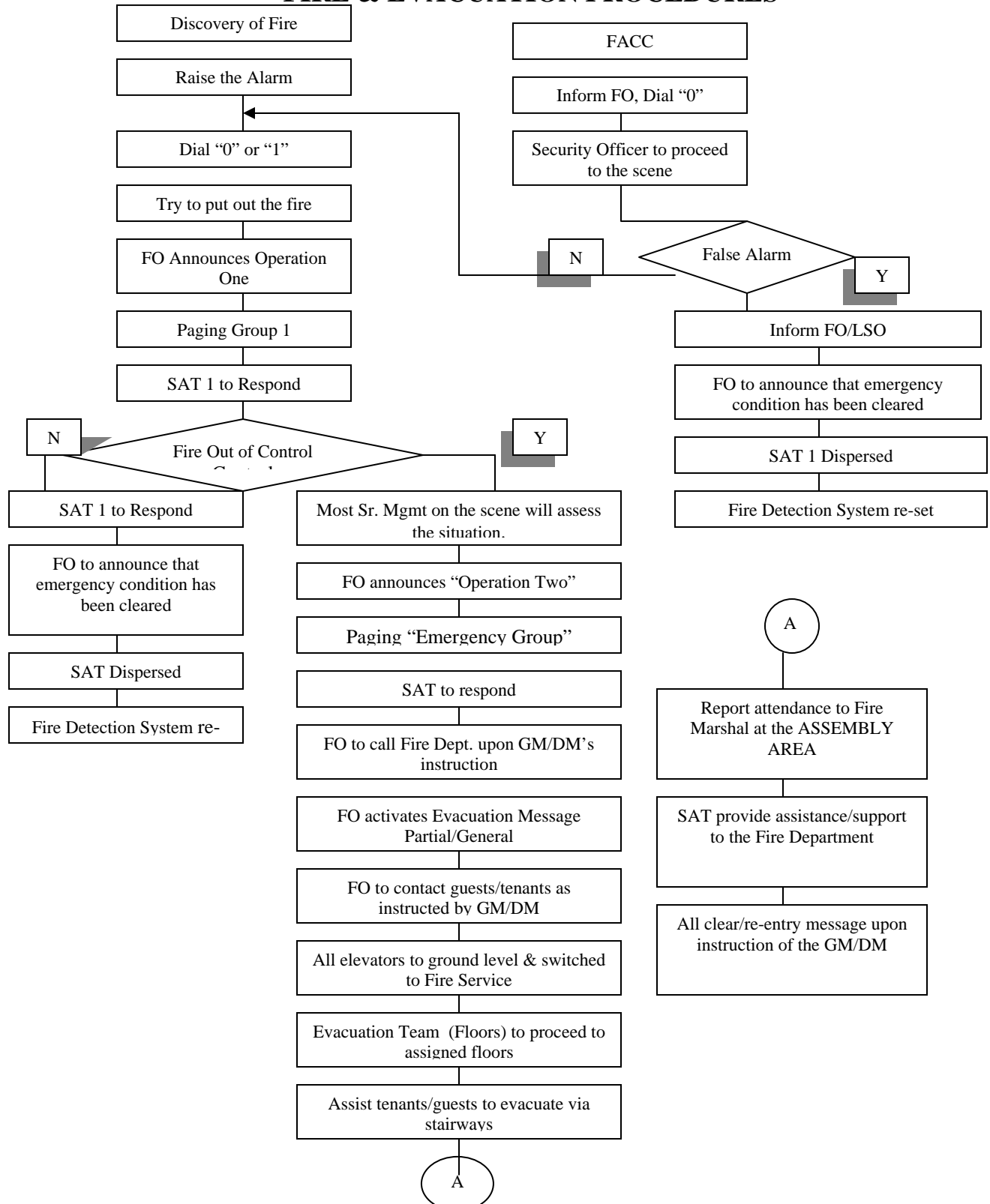
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## DEFINITION AND TERMINOLOGIES

<b>“OPERATION ONE”</b>	is a signal sent out over the Paging Group when alarm input is activated and fire signal is annunciated at Hotel’s Security Office or informed by the Duty Telephone Operator.
<b>“OPERATION TWO”</b>	is a signal sent out over the Public Address System in case of confirmed/genuine fire. This message is directed by the Duty Manager or a member of Senior Management.
<b>LSO</b>	Hotel Security Office located at Front of Lobby.
<b>FACC</b>	Fire Alarm Control Center located at the LSO.
<b>EVACUATION SITES</b>	<u>General Evacuation</u> Evacuation Site I - open area in right side front of Lobby Hotel. Evacuation Site II - open area in left side front of Lobby Hotel. Assembly Area - the Hotel’s parking space at both hotels.  <u>Partial Evacuation</u> Hotel Main Lobby
<b>SAT</b>	Special Action team, organized to manage critical situations within the Hotel in case of fire and at the sound of the general alarm.
<b>EMERGENCY GROUP MARSHAL</b>	is the highest position in the SAT Organization. The General Manager assumes this position. In his absence, the Duty Manager or the Financial Controller takes over.

# FIRE & EVACUATION

## FIRE & EVACUATION PROCEDURES







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## **FIRE & EVACUATION PROCEDURES**

### **1. Discovery of a Fire or Smoke**

If you discover a fire or a smoke, stay calm. Do not panic.

Activate the nearest fire alarm box located at each emergency exit and floor corridor.

Use the nearest telephone to inform the Front Desk/Telephone Operator by dialing “0” or “1”. Identify yourself clearly by giving your:

FULL NAME

JOB TITLE

DEPARTMENT

Give exact location of the fire or smoke and make sure that the operator fully understands.

If the fire is just starting or in its incipient stage, try to prevent the fire from spreading. Use the nearest fire extinguisher or hose reel until help arrives provided there is no personal danger in doing so.

If signal for evacuation has been announced, follow procedure number 3.

If fire has been extinguished, inform the Front Desk/Hotel Security.

### **2. If the Fire Alarm Control Center (FACC) detects a fire or smoke.**

2.1 When the Security Officer on duty discovers that the fire detection system is activated, he must immediately inform Front Desk, identifying and giving exact location of the fire.

2.2 The Senior Security Supervisor and Security Officer must proceed immediately to the scene. If there is a fire, provided there is no personal danger, he/she should attempt to prevent the fire from spreading by using the nearest fire extinguisher or hose reel until help arrives.

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3. **If signal for evacuation has been announced.**

- 3.1 Except for those who have tasks to perform during evacuation, leave the building in an orderly manner using the nearest fire exit. **DO NOT USE LIFTS/ELEVATORS.**
- 3.2 Proceed to the Evacuation Site and report your attendance to the Fire Marshal.
- 3.3 Assist tenants and guests to reach the Evacuation Site.
- 3.4 Standby at the Assembly Area and wait for further instruction.
- 3.5 All clear and re-entry order will come from the General Manager or in his absence the Duty Manager.

4. **If it is a false alarm or the fire has been extinguished,**

- 4.1 The Security Officer or the Senior Staff member should call back the Fire Alarm Control Center, instructing that the fire detection system can be reset.
- 4.2 FACC should inform the Front Desk/Telephone Operator that it was a false alarm.
- 4.3 Front Desk must make an announcement over the paging system:

***“ATTENTION!...YOUR ATTENTION PLEASE...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES.”***

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## 5. “OPERATION ONE” Designated Personnel.

5.1 The following pre-assigned personnel should check the corresponding floor alarm panel or local fire alarm control panel and proceed to the scene with the following equipment:

a. Security Personnel

Flashlight	Fire Extinguisher
Handheld Radio	Mechanical Key to EE Room

b. Duty Engineer

Flashlight	Fire Extinguisher
Handheld Radio	Mechanical Key to EE Room

c. Duty Manager/General Manager

Grand Master Key	Emergency Master Key
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d. Rooms Division Manager

Master Key	Flashlight
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e. Housekeeper

Master Key	Flashlight
Handheld Radio	

f. Front Office Manager

Master Key	Flashlight
Handheld Radio	

5.2 The most Senior Executive on the scene i.e. General Manager, Security Manager, Chief Engineer and Rooms Division Manager will assess the necessity to upgrade the situation to “OPERATION TWO” (serious fire) and if partial or complete evacuation is necessary.

5.3 As soon as FACC receives the message that it is determined to call the Fire Department (the most senior staff member with the necessary authority at the scene will give instruction to Front Desk), when so directed, partial evacuation message will be relayed on 3 floors: 2 floors, 1 floor below the fire floor.

e.g.: If 1<sup>st</sup> floor actual fire is reported, there will be message on 2<sup>nd</sup> and 3<sup>th</sup> floors.

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- 5.4 The message on the 2<sup>nd</sup> and 3<sup>th</sup> floors will direct the tenants or guests to walk down to Assembly Evacuation Area. (For messages, please refer to **“Signal for Evacuation”**).
- 5.5 If in the judgment of the Duty Manager or any senior staff member, the fire could progress into an unmanageable proportion that would endanger the lives and properties of the people in the building, a total evacuation should be declared. Alarm bells in all areas should be sounded together with verbal announcement over the PA system, indicating to tenants/guests and all staff/employees that the evaluation plan is to be put into action.
- 5.6 If it has been determined that there has been a false alarm, the Security Officer or the Senior Staff member should call back the Front Desk, identify him/her and give instruction to reset the fire detection system. Make announcement over the Group Paging System:

***“ATTENTION! YOUR ATTENTION PLEASE...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES.”***

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## GENERAL EVACUATION PLAN

### 1. GENERAL

- 1.1 The safety of the tenants, guests, and employees is of paramount consideration.
- 1.2 Evacuation of Hotel building or part thereof, may be ordered by the Management under certain circumstances like an outbreak of fire or other emergencies like bomb threat and earthquake.
- 1.3 It is the responsibility of all employees, tenants and guests to respond to evacuation orders and to obey all instructions given by the management in connection with Evacuation Procedures in a real emergency situation or during an evacuation drill.

### 2. SIGNAL FOR EVACUATION

The signal for evacuation is a message relayed over the public address system. The message will be as follows:

e.g. Alerting tone:

***“ATTENTION!...ATTENTION...ATTENTION... AN  
EMERGENCY HAS BEEN REPORTED...ALL OCCUPANTS  
WALK TO THE NEAREST STAIRWAY EXIT AND WALK  
DOWN TO YOUR ASSIGNED RE-ENTRY FLOOR OR MAIN  
LOBBY...DO NOT USE THE ELEVATOR...WALK TO THE  
NEAREST STAIRWAY...DO NOT USE THE  
ELEVATOR...WALK TO THE NEAREST STAIRWAY.”***

This message should be relayed upon specific instruction from the Emergency Group Marshal or a member of Senior Management.

The order for evacuation whether general or partial can be initiated by the Hotel Security Office through the Public Address System at the Front Office or the General Alarm Panel.



In addition to the verbal announcement, general or partial evacuation will be activated using the General Alarm Panel at the Hotel Security Office.

For Partial Evacuation, the signal buttons of the affected area, i.e., one floor below and two floors above will be manually activated. The first alarm will be for 15 seconds followed by a continuous sounding of the alarm.

For General Evacuation, the General Alarm Button will sound continuously upon activation.

### **3. ACTION BY STAFF/EMPLOYEES**

Upon hearing the first message, which shall continue sounding for 15 seconds or less, all staff/employee in the zone should standby and be prepared to evacuate.

Upon hearing the 2<sup>nd</sup> and subsequent messages, which will be continuous, the staff/employee in the affected zone should:

Lock up all work papers.

Take possession of valuable documents and properties.

Leave the building in an orderly manner using the nearest exit. (Except those who have tasks to perform during evacuation).

Report your attendance to the Fire Marshall present at the Assembly/Evacuation Area.

Always ensure that tenants/guests and patrons are assisted in evacuating the building via stairways.

**DO NOT USE** the elevators. Advise tenants/guests and patrons accordingly.



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#### **4. ACTION BY THE GENERAL MANAGER/DUTY MANAGER**

4.1 The general Manager or in his absence, the Duty Manager should:

4.1.1 Standby at the Front Office (Command Post), however if not possible, at the Assembly Area to monitor the situation and issue out corresponding instructions.

4.1.2 Respond to media inquiries.

#### **5. ACTION BY FINANCIAL CONTROLLER**

The Financial Controller should proceed to the LSO to assist Fire Officials in ordering the evacuation. He should liaise closely with LSO before giving out such order.

#### **6. ACTION BY CHIEF ENGINEER**

Direct one (1) personnel to proceed to LSO to switch “ON” the general alarm button and bring down the lifts to ground level. The lifts should not be used for evacuation, except with the approval of the Manager in charge, i.e. to evacuate aged or disabled persons, or if a suspected item is found in the stairs.

The Front Office Manager proceeds to the Assembly Area to speak to guests.

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## **7. ACTION BY FLOOR WARDENS**

Upon hearing the first evacuation message, which shall continue sounding for 15 seconds or less, Floor Wardens, in their assigned areas should standby to alert tenants, guests and employees.

Upon hearing the 2<sup>nd</sup> or subsequent continuous messages, Floor Wardens should direct all tenants, guests and employees in the affected area to evacuate using the nearest exit and stairways.

Search all units, offices, coffee shop, staff canteen, toilets and other concealed areas to ensure that no tenants, guests and employees are left behind.

Floor Wardens at unit floors should chalk mark with “C” the doors of units/rooms to indicate that they have been checked. Doors of units/rooms that cannot be checked should be marked with “X”.

Floor Wardens should report to the Fire Marshal at the designated Assembly Areas and account for all tenants, guests, and employee under their charge. They should have in their possession a Duty Roster or Attendance Sheet.

## **8. ASSEMBLY POINT**

The open spaces marked in the attached diagram have been designated as Evacuation Site for tenants, guests, and employees. Staff/employees should lead the tenants and guests to Assembly Area.

## **9. COMMAND POST**

Hotel’s Security Office is designated as Command Post and should liaise closely with Front Office (Telephone Operator).



## **10. ALL CLEAR**

The General Manager or in his absence the Duty Manager/Financial Controller in coordination with the Fire Department Officers at the scene shall give “all clear and re-entry instructions” during a fire emergency.

In other situation, when the Fire Department are not called in, the Hotel’s Fire Marshal, Security Manager or Duty Manager shall give such instruction taking into account the extent of the incident, location and its vulnerability.

## **11. RESCUE OPERATION**

The Fire Department personnel are charged with the responsibility of rescue operation during a Fire Emergency.

Members of SAT, who have been trained in Search and Rescue, CPR and First Aid, shall provide support to the authorities.



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## ROLE OF FRONT OFFICE

### 1. DUTY TELEPHONE OPERATOR

During emergencies, the Telephone Operator on duty shall be directly under the control of the Emergency Group Marshal, who is the Duty Manager or the most Senior Management Officer present in the scene. The Telephone Operator shall receive notification of fire alert through a telephone report.

#### 1.1 RESPONSE

1.1.1 Ascertain the exact location of the fire, type of alarm, and name of caller. Inform the Duty Security Officer at the LSO, if the information did not originate from Security.

1.1.2 Make an announcement over the Group Paging System:

***“OPERATION ONE IS IN EFFECT, (location of the alarm) PLEASE RESPOND IMMEDIATELY!”***

The paging will be done three (3) times simultaneously over the Paging Group System Paging Team 1.

1.1.3 Call the following personnel in sequence/priority by paging beeper or telephone and advice the exact location of fire/alarm:

Duty Manager / General Manager  
Security Manager  
Chief Engineer  
Duty Security Supervisor  
Duty Engineer  
**Fire Fighting Team (SAT 1)**  
Engineering Personnel  
Internal Security Officer  
Housekeeping Personnel  
Front Officer Associate

(Every effort should be made to ensure that these personnel are contacted)

- 1.1.4 Record the incident in the Fire Alarm Log Sheet.
- 1.1.5 It should be anticipated that some tenants / guests will call in to inquire or express their concern. Unless instructed to the contrary, Front Desk/Telephone Operator will advise the caller that Hotel personnel have dispatched to the scene already. He/she should state:

***“The Special Action Team is at the location of the alarm. May I have your name and room number please, so that I may call you back when I receive an update in this situation?”***

- 1.1.6 Should the Telephone Operator receive a call from tenants, guests, staff/employee stating that there is a fire, he/she must immediately contact the LSO (local “1” or 724), who shall initiate the Emergency Response steps.
- 1.1.7 The Telephone Operator should keep an open communication with Hotel’s Security Office for additional instructions and developments of the emergency situation.

## **1.2 IF ACTUAL FIRE**

It is the duty of the most Senior Management Team member present on the scene, in assessing the necessity to upgrade the situation to “OPERATION TWO” (serious fire) and if partial or complete evacuation is necessary.

- 1.2.1 If actual serious fire is confirmed, immediately contact the following personnel:

General Manager  
Financial Controller  
Security Manager



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Chief Engineer  
Rooms Division Manager  
Front Office Manager  
Housekeeper  
Human Resources Manager  
Public Relations Manager  
Director of Sales & Marketing  
F&B Operator  
Office Tenants  
Fitness Center Operator

- 1.2.2 Make an announcement over the Public Address System:

***“OPERATION TWO IS IN EFFECT! (Location of the alarm), PLEASE RESPOND IMMEDIATELY.***

The announcement should be done three (3) times simultaneously over the PA system. This message will activate the rest of the SAT members to respond.

- 1.2.3 Be on alert and wait for instructions from the Duty Manager to call the Fire Department. Upon specific direction by the Duty Manager, or any of the Senior Management Team, notify the **Fire Department** at telephone # **113**

- 1.2.4 Activate the evacuation message as guided by the Duty Manager or any Senior Manager.

For partial evacuation make an announcement over the PA system:

***“ATTENTION...ATTENTION...ATTENTION. PARTIAL EVACUATION IS IN EFFECT IN FLOORS \_\_ to \_\_ (the fire floor, 1 floor below and 1 floor above). AN EMERGENCY HAS BEEN REPORTED..ALL OCCUPANTS WALK TO THE NEAREST STAIRWAY EXIT AND WALK DOWN TO YOUR ASSIGNED RE-ENTRY FLOOR OR MAIN LOBBY..DO NOT USE THE ELEVATOR..WALK TO***

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***THE NEAREST STAIRWAY...DO NOT USE THE ELEVATOR...WALK TO THE NEAREST STAIRWAY.”***

1.2.5 Contact tenants/guests as instructed by the Duty Manager. The operator should react in a calm and rational manner when speaking to tenants/guests.

1.2.6 As soon as the Fire Department is alerted, the Operator must notify the following personnel to ensure proper coordination when fire trucks arrive at the fire scene:

Security  
Duty Manager  
Chief/Duty Engineer  
General Manager  
Front Office Manager

1.2.7 At the sound of the general alarm:

- a. Whereabouts of key personnel should be noted on the Bulletin Board.
- b. Emergency call or messages from different departments must be relayed immediately to persons concerned.
- c. Any communication difficulties should be relayed to the Duty Manager.
- d. Operators must be familiar with the evacuation site and emergency stairs to be used.
- e. Call all elevators to determine if there are persons trapped inside.
- f. Operator must contact the hospitals for an ambulance service.
- g. Await orders from the Duty Manager to evacuate or leave the telephone room.

- h. Await instruction from Duty Manager to evacuate or leave the telephone room.

### 1.3 IN CASE OF FALSE ALARM

- 1.3.1 In case of false alarm, Security Supervisor or the Duty Manager shall notify the Telephone Operator.

- 1.3.2 The Telephone Operator should make an announcement over the Paging Group System:

***“ATTENTION...YOUR ATTENTION PLEASE...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES...THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES.”***

- 1.3.3 Telephone Operator should respond to previous tenants/guests calls.

- 1.3.4 Record incident in the Fire Alarm Log Sheet.

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## **2. FRONT OFFICE ASSOCIATES**

### **2.1 UPON DISCOVERY OF FIRE**

- 2.1.1 Front Office Associate(s) upon discovery of fire must locate the nearest telephone and contact the Telephone Operator. He/she should report the fire or smoke regardless of nature and magnitude.
- 2.1.2 He/she must identify self by giving his/her name and department.
- 2.1.3 He/she should describe the exact location, type, and the extent of fire, e.g. *“Black smoke coming out of Room 1002”, “Grease fire in the cafeteria”*.
- 2.1.4 He/she must get the nearest fire extinguisher and try to put out the fire, if containable. Wait until SAT 1 arrives in the scene.

### **2.2 IF THE ALARM IS INITIATED IN ANOTHER AREA**

- 2.2.1 Front Office Associate(s) should advise tenants/guests about the emergency situation, keeping all, except emergency personnel from boarding the elevator(s).
- 2.2.2 Direct passengers coming down from floors to safe area away from the elevator lane. One FO Associate should act as member of SAT.

### **2.3 GENERAL ALARM**

- 2.3.1 The General Manager or his representative will sound the General Alarm when it is necessary to evacuate the building.
- 2.3.2 At the sound of the general alarm, Front Office Associate should:
  - a. Print out Guest List.

- b. Remove cash bank from the drawer and place them in cash box.
- c. Lock the door of Safety Deposit Box (SDB) Room.
- d. Take the SDB Master Key with you together with important records and proceed to Evacuation Site. Assist staff, tenants and guests on the way out. Report attendance to the Fire Marshal and wait for further instructions.
- e. Act as member of First Aid Team.



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## **ROLE OF SECURITY DEPARTMENT**

### **1. DUTY SECURITY OFFICER AT LSO**

The Security Officer at the LSO shall receive notification of a fire alert either by telephone report or from the Fire Annunciation Terminal located at the LSO.

#### **1.1 RESPONSE TO ALARM**

- 1.1.1 Ascertain the fire zone and type of input through the Annunciation Terminal. In case of telephone alert, establish the same information from caller.
- 1.1.2 Immediately inform the Security Supervisor and Security Officer about the situation, together with Front Desk (Telephone Operator). Identify self, give exact location of the fire/alarm and make sure the operator fully understands.
- 1.1.3 Instruct the Telephone Operator to send out "OPERATION ONE".
- 1.1.4 Check members of Special Action Team (SAT) and issue necessary fire fighting equipment.
- 1.1.5 Direct SAT to immediate proceed to the location of fire/alarm.
- 1.1.6 Keep telephone lines in Security Office free as much as possible, for urgent incoming calls.
- 1.1.7 Closely monitor the situation and be ready to pass on all vital information/instructions as directed by the Duty Manager or a member of Senior Management.
- 1.1.8 Make chronological entries in the Alarm logbook.

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## 1.2 IF THERE IS ACTUAL FIRE

- 1.2.1 If there is actual fire, the Security Officer or the most Senior Manager present at the scene will notify LSO.
- 1.2.2 If an instruction was received to upgrade the situation, immediately inform the Front Desk and advise them to announce **“OPERATION TWO”** AND/OR evacuation message. (The most senior staff member with necessary authority at the scene will give the instruction to the Front Desk to call in the Fire Department. When so directed, a partial evacuation message will be relayed on 4 floors: 2 floors above, 1 floor below of the fire floor.)
- 1.2.3 Upon announcement of “OPERATION TWO” message and upon instruction to call the local Fire Department, dispatch one (1) uniformed Security Guard to the Main Entrance and one (1) to the front of the building to await the arrival of the Fire Department vehicles and lead fire department personnel to the elevators and/or stairways, as the case may warrant.
- 1.2.4 Activate the general alarm button and inform the Front Desk to announce the General Evacuation, if in the judgment of the GM/Duty Manager, the fire could progress into an unmanageable proportion that could endanger the lives and property of the people in the building; a total evacuation will be declared.
- 1.2.5 Any further action to be guided by the Duty Manager and/or a member of Senior Management.
- 1.2.6 Assist in the evacuation of the affected areas.

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### 1.3 IN CASE OF FALSE ALARM

- 1.3.1 LSO will be notified by Security Supervisor or the Duty Manager at the scene.
- 1.3.2 Reset the alarm device and equipment.
- 1.3.3 Inform the Front Desk of the situation.
- 1.3.4 Make an announcement over the Group Paging System:

***“ATTENTION...YOUR ATTENTION PLEASE. THE BUILDING EMERGENCY CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES...THE BUILDING CONDITION HAS BEEN CLEARED...YOU MAY RETURN TO YOUR NORMAL ACTIVITIES.”***

- 1.3.5 Make entries in the Alarm logbook.

## 2. SECURITY SUPERVISOR

### 2.1 RESPONSE TO ALARM

- 2.1.1 Ascertain the fire zone and input point from the LSO; immediately withdraw the Master Key and proceed to the location of fire/alarm. Keep the fire exit door near the fire hose cabinet opened.
- 2.1.2 Report to LSO situation at the fire scene
- 2.1.3 Keep in contact with the GM/Duty Manager on the development of the situation. The GM/Duty Manager shall be responsible in making judgments/decisions in terms of response to the situation.

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## **2.2 IN CASE OF FALSE ALARM**

- 2.2.1 Inform the FACC (LSO). Instruct re-setting of the fire detection system and termination of “OPERATION ONE”.
- 2.2.2 Upon clearance from Senior Management, disperse the SAT members.

## **2.3 IF THERE IS ACTUAL FIRE**

- 2.3.1 If the fire is just starting, or in its incipient stage, together with the Internal Security Officer, should try to prevent the fire from spreading.
- 2.3.2 If Duty Manager, Security Manager or any Senior Management Team member is not around, immediately decide if “OPERATION TWO” is to be activated. Instruct LSO to inform Front Desk to send out “operation Two” MESSAGE OVER THE paging Groups through the Telephone Operator.
- 2.3.3 Upon the arrival of Senior Management, update him/her of all the details & developments of the situation. The Senior Management shall then be responsible in giving out decisions. Together with the SAT members try to put off and/or contain the fire until professional fire fighters arrive and take over.
- 2.3.4 Assist the firefighters and SAT members in evacuation of affected areas, if necessary.
- 2.3.5 Prepare an incident report.

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### **3. INTERNAL SECURITY OFFICER AT THE LOBBY/GUEST FLOORS**

#### **3.1 RESPONSE TO ALARM**

- 3.1.1 The Internal Security Officer (ISO) should respond to the scene of the alarm bringing along with him a two-way radio and fire extinguisher.
- 3.1.2 He should proceed to alarm scene by the safest and fastest route. Get off one floor below the location of the alarm. Leave the fire exit door near the fire hose cabinet opened and proceed to the next floor up (location of the alarm) using the stairways.
- 3.1.3 Report to LSO actual situation at the scene (emergency call point, smoke detector, actual fire).

#### **3.2 IN CASE OF FALSE ALARM**

- 3.2.1 Inform the FACC (LSO). Instruct re-setting of the fire detection system.
- 3.2.2 Prepare incident report.

#### **3.3 IF THERE IS ACTUAL FIRE**

- 3.3.1 If the fire is just starting or in its incipient stage, provided there is no personal danger in doing so, try to prevent the fire from spreading by using the nearest fire extinguisher or hose reel until help arrives.
- 3.3.2 Advise LSO to inform the Front Desk to notify SAT members and Senior Management.
- 3.3.3 If the Evacuation Plan is to be effected, assist professional fire fighters or SAT members in evacuation of the areas.
- 3.3.4 Ensure that looting does not take place.

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#### 4. **RESPONDING UNIFORMED SECURITY GUARDS**

On an “on-call” basis, uniformed Security Guards shall be directed to proceed to the scene of the alarm zone by the safest and most direct route carrying along with them, a portable fire extinguisher. If accessing through the elevator, alight one floor below the location of the alarm and proceed to the next floor up (location of alarm) using the stairway.

Security personnel responding should refrain from walking or running through the lobby and other public areas with fire extinguisher or any fire fighting equipment on hand.

Assist Internal Security Officer at the scene, as needed.

If “OPERATION TWO” is announced, all available uniformed Security Guards should respond based on pre-assigned tasks, like:

- Controlling the traffic;
- Manning the assembly points/evacuation sites

Those assigned to the fire scene will bring along with them all firefighting equipment like fire extinguisher, flashlights, etc.

Assist the Fire Department Personnel in evacuation of the affected areas, as directed.

Ensure no looting takes place.

Assist Duty Manager.



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## **ROLE OF DUTY MANAGER**

### **1. RESPONSE**

- 1.1 The Duty Manager shall receive notification of an alarm.
- 1.2 He/she should notify Front Desk of the situation so that they will assume emergency position in case of a General Evacuation takes effect.
- 1.3 The Duty Manager should inform LSO that notification has been received and he/she is in close contact. He/she may proceed to Front Office Telephone Room or in the absence of any Senior Staff, may proceed to Security Office.

### **2. IN CASE OF FALSE ALARM**

After verifying with the Security Supervisor at the scene that it is a false alarm, instruct Security Supervisor to reset the alarm.

Attend to guest queries.

Disperse SAT members.

### **3. IF THERE IS ACTUAL FIRE**

Instruct Telephone Operator to transmit "OPERATION TWO" message and summon for the Fire Department is required, depending on the situation.

Take action as required to contain and/or extinguish the fire without endangering self or others.

When necessary, direct the Telephone Operator to activate a partial or total evacuation.

If necessary, assist the fire personnel and/or other SAT members during evacuation of affected areas or advise Front Desk to follow any procedure needed to ensure tenants/guest safety and comfort.



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Act as the Group Marshal until a member of Senior Management arrives and assumes responsibility.

Record the incident in the Duty Manager's log.



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## **ROLE OF ENGINEERING DEPARTMENT**

### **1. RESPONSE**

Receive verbal notification via two-way radio or telephone.

Take safest and most direct route to zone of alarm with a portable fire extinguisher.

When using the elevator in going to the alarm zone, alight on floor below the fire floor and proceed cautiously using the stairway.

Engineering personnel responding to the emergency situation should refrain from walking or running through the lobby or public areas with fire extinguisher and/or other fire fighting equipment on hand.

Responding Engineering personnel should position themselves at the Electrical Room of the floor or zone location where the alarm is taking place. They are responsible for any electrical or mechanical job required during the emergency.

With a two-way radio on hand, the Machine Operator should man the Machine Room, ready to shut off all electrical and mechanical power supply that could cause additional destruction and/or danger due to fire.

### **2. IF “OPERATION TWO” IS IN EFFECT**

Take the safest and most direct route to the zone of alarm with firefighting equipment on hand.

Take instruction from the Fire Chief, Security Supervisor or Duty Manager present at the scene until a more Senior Officer takes over command.

Together with other SAT members try to put off the fire until Fire Department a personnel arrives.

Assist local Fire Department personnel and SAT members during evacuation of affected areas.

Assist Fire Department personnel in shutting down power supply and electrical equipment, when necessary and activate emergency power.

Electrician should shut off main gas valve, proceed to pump room and start fire engine. Monitor fire engine operating controls, water pressure and water reservoir levels.

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## **ROLE OF HOUSEKEEPING DEPARTMENT**

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### **1. RESPONSE**

Housekeeper should immediately proceed to the location of the alarm. Get off one floor above the fire floor. Leave the fire exit door near the fire hose cabinet opened and cautiously proceed down the fire floor through the stairways.

One Housekeeping personnel to proceed to LSO and act as member of SAT 1

Executive Housekeeper to keep Housekeeping Clerk fully informed of the situation at all times.

### **2. IF THERE IS ACTUAL FIRE**

2.1 Housekeeping Clerk to inform all Housekeeping personnel of the location of fire.

2.2 All Housekeeping personnel on the guest floor should push their cart into the service area or inside any vacant room to clear the corridor.

2.3 Housekeeping personnel should standby on the highest floor assigned to them.

### **3. EVACUATION**

3.1 Executive Housekeeper/Housekeeping Clerk should remain in the office to coordinate, dispatch Housekeeping staff to assigned levels and monitor the evacuation of each floor.

3.2 Housekeeping personnel shall evacuate tenants/guests. Special attention shall be given to disabled or sick guests. Procedure should be as follows:

3.2.1 Enter every room. If occupied, should tell tenants/guests:

***“Emergency, please open up (while knocking). Sir/Madam, please don’t panic. We are evacuating the building because of***

*fire at the \_\_ floor. Take only your valuables and proceed to the fire exit and go down to the ground floor level. Our staff are around to assist you, please bring a wet towel with you. Thank you.”*

- 3.2.2 Remind guest(s) not to waste time by packing.
- 3.2.3 Assist tenants/guests on their way out and advise them not to use the elevators.
- 3.2.4 Close all windows and doors. Once the doors had been checked and the tenants/guests have been evacuated, the door should be marked with a letter “C” with the use of chalk. The outer emergency door should also be marked with a big “C” as soon as all the rooms in that particular floor are vacated. Doors of units/rooms, which cannot be checked, should be marked with an “X”.
- 3.2.5 Report your attendance to the Fire Marshal.

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## **ROLE OF COFFEE SHOP/KITCHEN PERSONNEL**

1. The following are the responsibilities of the Supervisor in charge:

If fire occurs in your department/immediate area:

Activate the nearest call point.

Try to extinguish the fire with available extinguishing equipment without putting your life in danger.

Shut off stoves, ovens, grills as soon as possible.

Direct staff away from the area.

If there is immediate danger or when directed to evacuate the staff, leave via the nearest exit to the evacuation site and assemble at a designated Assembly Area.

If the fire alarm (“OPERATION TWO”) is initiated in another area:

**SHUT OFF OVENS, STOVES AND GRILLS IMMEDIATELY.** This is because fans are automatically shut off in an alarm and heat build-up can occur over the hoods and melt the fusible links causing the extinguishing system to go off.

Be alert and ready to evacuate.

If the building goes into general evacuation alarm, direct staff out of the area and leave via the nearest exit.

Before leaving the area, make a quick check of all function/dining rooms to ensure that all tenants/guests are out.

Respective users/staff should shut off all equipments including dishwashing machines, band saws, grinders, mixers, immediately as soon as alarm is initiated.

Shut off all stoves, ovens and grills as soon as alarm is initiated.



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During general evacuation, proceed to Evacuation Site 1 and report your attendance to the Fire Marshal.



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## **ROLE OF HEALTH CLUB ATTENDANT**

### **1. IF THERE IS ACTUAL FIRE**

Activate the nearest fire call point.

Try to contain the fire with any available fire extinguishing equipment without putting your life in danger.

Direct tenants/guests away from the area

If there is immediate danger, or when directed to evacuate, leave the area by the nearest emergency exit.

Make sure that massage room, swimming pool/Jacuzzi are checked before leaving.

Assist tenants/guests to the nearest exit.

Proceed to the evacuation site.

Report your attendance to the Fire Marshal.



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## **ROLE OF ACCOUNTING DEPARTMENT**

1. If there is immediate danger, place all General Ledger, Accounts Receivable and all other important documents and diskettes inside the safe.
2. Cover the computers to prevent water damage and leave the area using the nearest emergency exit.

## **ROLE OF PUBLIC RELATIONS**



## 1. WHO CAN TALK TO THE PRESS?

As stated in the Policy on Crisis Communication Plan, only the General Manager, Security Manager or Owner's Representative is the authorized persons to speak in behalf of Hotel's in a fire emergency situation.

## 2. WHAT TO SAY?

Initial statements to the Press should be:

***“A fire was reported in the building and we are taking steps to control it. We will get back to you once we have more information.”***

If the calls/inquiries are directed to the General Manager, the Telephone Operator should get the name of the reporter; his/her contact number and inform him/her that the call will be returned as soon as possible.

There should be a designated press meeting area.

The PR Officer should designate and man a Media Center. Press people should not be allowed into the emergency area by the Security Department. This is to enable the Fire Fighting and Emergency Operators to proceed unimpeded.

Reporters shall be allowed at the emergency site only after clearance from the General Manager.

Information with regards to amount of damage to equipments and properties should not be provided to any interviewer/reporter, as this might complicate procedure on insurance claims.

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## ROLE OF HUMAN RESOURCE MANAGER

1. The Human Resource Manager shall be designated as Fire Marshal. His/her responsibilities during evacuation are:

Man the staff Assembly Area.

Obtain a copy of latest Roster of Employees.

At the Assembly Area, conduct a roll call of all staff/employees.

Report to authorities at site, of any unaccounted employee(s).

The Human Resource Associate shall assume the responsibilities of Assistant Fire Marshal.

Ensure that the evacuation sites are covered and attendance is checked by the Floor Wardens.

Ensure the availability of a Security Line defining the area of the Assembly Areas to prevent access of outsiders.

In the absence of the Human Resource Manager, the next senior management at the area shall assume all duties and responsibilities.

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## ROLE OF SPECIAL ACTION TEAM

### 1. ROLE

The Special Action team (SAT) is organized to manage critical situation within the Hotel , in the event of fire and/or sound of the general alarm.

The primary tasks of the SAT are as follows:

To engage and neutralize any fire that may occur within Hotel or its vicinity, prior to the arrival of the local fire department.

To clear the property from all personnel (tenants/guests, staff and employees) and to evacuate them to a designated evacuation area

To give immediate medical assistance to fire victims prior to their evacuation to a hospital and/or arrival of a competent medical team

The General Manager, as the Group Fire Marshal heads the Special Action Team. The Duty Manager assists him, in the absence of both, any Senior Management member assumes responsibility. The decision to effect the general alarm and to evacuate the building are rendered as responsibility of the Group Fire Marshal (General Manager), in his absence the Assistant Group Marshal or the Duty Manager.

The SAT is divided into four (4) components:

- Team 1        -        Fire Fighting Team
- Team 2        -        Search & Rescue Team
- Team 3        -        First Aid Team
- Team 4        -        Evacuation Team

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## 2. PLAN IMPLEMENTATION

Each member has specific roles/tasks to perform during emergency situations, training and/or practice/drill.

Staff/employees who does not have specific task during the emergency procedure should proceed directly to their designated evacuation site (please refer to Evacuation Site Diagram) and wait for further instructions. They shall constitute the reserve force that will provide reinforcement to the evacuation teams and runners, such as facilitating communication, etc.

Hotel's vehicle will be used in transporting fire victims to the hospital if and when necessary.

No one is allowed to use the elevator during the emergency.

Staffs are reminded not to make unnecessary risk of life during the emergency situation.

No one is allowed to make any statement to media and/or press releases. Only the General Manager, Security Manager and/or Owner's Representative (please refer to policy on Crisis Communications Plan) have the authority to give statements and/or talk to press people.

The initial command post of the SAT should be at the Hotel's Security Office, unless moved to the Assembly Area, if and when necessary.

### 3. TEAM COMPOSITION

The **SPECIAL ACTION TEAM COMPOSITION** is as follows:

#### **Fire Fighting Team**

Engineering Personnel (*with axe and bolt cutter*)

Security Officer (*Roving*)

3.1.3 Housekeeping Personnel

#### **Search & Rescue Team**

3.2.1 Engineering Personnel (*with Breathing Apparatus*)

3.2.2 Security Officer, Internal (*with air mask*)

3.2.3 Housekeeping Personnel

#### **3.3 First Aid Team**

3.3.1 Clinic Nurse

3.3.2 Front Office Personnel

#### **3.4 Evacuation Team**

3.4.1 Housekeeper

3.4.2 Housekeeping Personnel

3.4.3 Security Personnel

3.4.4 Engineering Personnel

#### **4. TEAM FUNCTIONS**

##### **4.1 Fire Fighting Team (SAT 1)**

- 4.1.1 Promptly proceed to the fire scene with fire fighting equipment for fire control operations.
- 4.1.2 If fire can be contained thru the use of fire extinguishers, use the unit installed at the area or from the fire hose cabinet.
- 4.1.3 Engineering Personnel must immediately proceed to the Floor Electrical Room and prepare to de-energized power at the affected area. Upon advise; switch off power at the area.

##### **4.2 Search & Rescue Team (SAT 2)**

- 4.2.1 Wear the air breathing apparatus and proceed to the fire scene. Secure the safety of the affected tenants/guests and personnel. Start search and rescue operations for guests/tenants/employees that were left behind and/or trapped in the fire area.

##### **4.3 First Aid Team (SAT 3)**

- 4.3.1 With first aid kits immediately proceed to the fire scene. Be prepared to render assigned emergency tasks, which is to administer first aid treatment to injured evacuating tenants/guests/employees and/or accompany such to hospital when necessary.
- 4.3.2 Record names of victims and name/address of hospital(s) they were taken.

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#### 4.4 Evacuation Team (SAT 4)

4.4.1 The primary task of the team is to clear the building of tenants/guests/employees and to bring them to the nearest evacuation site.

4.4.2 At the sound of the general alarm, the team members will knock and open all rooms within the respective assigned to them.

Knocking should be continuous and loud to signify emergency.

The call to open the door should be done in a loud, shouting manner.

Since most guests/tenants will certainly ask, advise them of the location of fire, i.e. 1<sup>st</sup> floor, 3<sup>rd</sup> floor, etc.

Advice guests/tenants to leave luggage behind, bring only their valuables and proceed immediately to the nearest emergency exit. Point out to them the direction of the exit. Remind them not to panic.

Suggested dialogue:

***“Emergency, please open up. (while knocking). Sir/Madam, please don’t panic. We are evacuating the building because of fire exit and go down to the ground level. Our staffs are around to assist you, please bring a wet towel with you. Thank you.”***

4.4.3 Unit doors must be closed after evacuating the tenants/guests and using a chalk, should be marked “C” to signify “cleared”; if the room is double locked and/or no response from occupants and/or could not be accessed, it should be marked with “X” to signify “not cleared”.

- 4.4.4 The bathroom and restrooms should also be checked before the room is cleared and must be closed to prevent air/oxygen from coming into the room.

### EMERGENCY GROUP CALL PAGING LIST

PRIORITY	PAGING GROUP	STAFF DESIGNATION
1 <sup>ST</sup>	Group 1	Duty Manager Security Manager Chief Engineer Duty Security Supervisor Duty Engineer  <b>Fire Fighting Team:</b> *Engineering Personnel *Security Personnel *Housekeeping Personnel
2 <sup>nd</sup>	Group 2	General Manager Front Office Manager Housekeeper F&B Manager Rooms Division Manager Nurse Financial Controller HRD Manager Director of Sales & Mktg. Public Relations Manager

Note:

Paging Groups corresponds to the groupings of Pager/Beeper holder clustered into 1<sup>st</sup> and 2<sup>nd</sup> priority to be notified in case of emergency.





## FIRE ALARM LOG SHEET

Date \_\_\_\_\_ Time of Alarm \_\_\_\_\_

Location of Alarm (from telephone report or from annunciation) \_\_\_\_\_

Type of Alert Signal Received. Check as appropriate:

- ☐ Telephone Report Source: \_\_\_\_\_
- ☐ Manual Pull-Station
- ☐ Smoke Detector
- ☐ Heat Detector
- ☐ Water-flow Switch
- ☐ Tamper Switch

Time Fire Department Called \_\_\_\_\_

Time Emergency Response Team Called:

Manager on Duty \_\_\_\_\_  
Engineering \_\_\_\_\_  
Security \_\_\_\_\_  
Others \_\_\_\_\_

Time Management Notified:

General Manager \_\_\_\_\_  
Rooms Division Manager \_\_\_\_\_  
Housekeeper \_\_\_\_\_  
Security Manager \_\_\_\_\_  
Others \_\_\_\_\_

Guests Alerted by Telephone \_\_\_\_\_ Yes \_\_\_\_\_ No

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Operator: \_\_\_\_\_

### INSTRUCTIONS FOR COMPLETION:

1. Complete the log sheet upon receipt of any fire alarm or report of fire or smoke.
2. Attach the log to any Fire Drill Report or to any Fire Investigation Report.

## ACTUAL FIRE LOG SHEET



Actual Fire Message relayed by: \_\_\_\_\_

Exact Location of Fire: \_\_\_\_\_

Confirm the Following Instructions: (*Instructions should come from the Duty Manager or Senior Executive*).

1. Call Fire Department? ☐ Yes ☐ No
2. Activate “OPERATION TWO” message ☐ Yes ☐ No
3. Immediately, relay the above instructions to telephone Operator by radio or telephone.

IF YES TO CALL FIRE DEPARTMENT,

Confirm/relay message to Telephone Operator.

IF YES TO “OPERATION TWO” MESSAGE, Announce:

***“OPERATION TWO is in effect, (location of fire) Please respond immediately!”*** – Announce 3x over the Paging Group).

Paging Group: (strictly in the following sequence)

\_\_\_\_\_  
\_\_\_\_\_  
(Simultaneous with PA system)

4. Conduct evacuation? ☐ Yes ☐ No
- If Yes, Partial Evacuation? ☐ Yes ☐ No
- General Evacuation? ☐ Yes ☐ No

If Yes to Partial Evacuation:

- \_\_\_\_\_ a. Sound the local alarm on the alarm panel.
- \_\_\_\_\_ b. Announce the following message on the Public Address System:  
***“Partial evacuation is in effect at floors (the fire floor, 1 floor below and 2 floors above the fire floor). Please respond immediately. Do not use the elevators. Please do not use the elevators.***

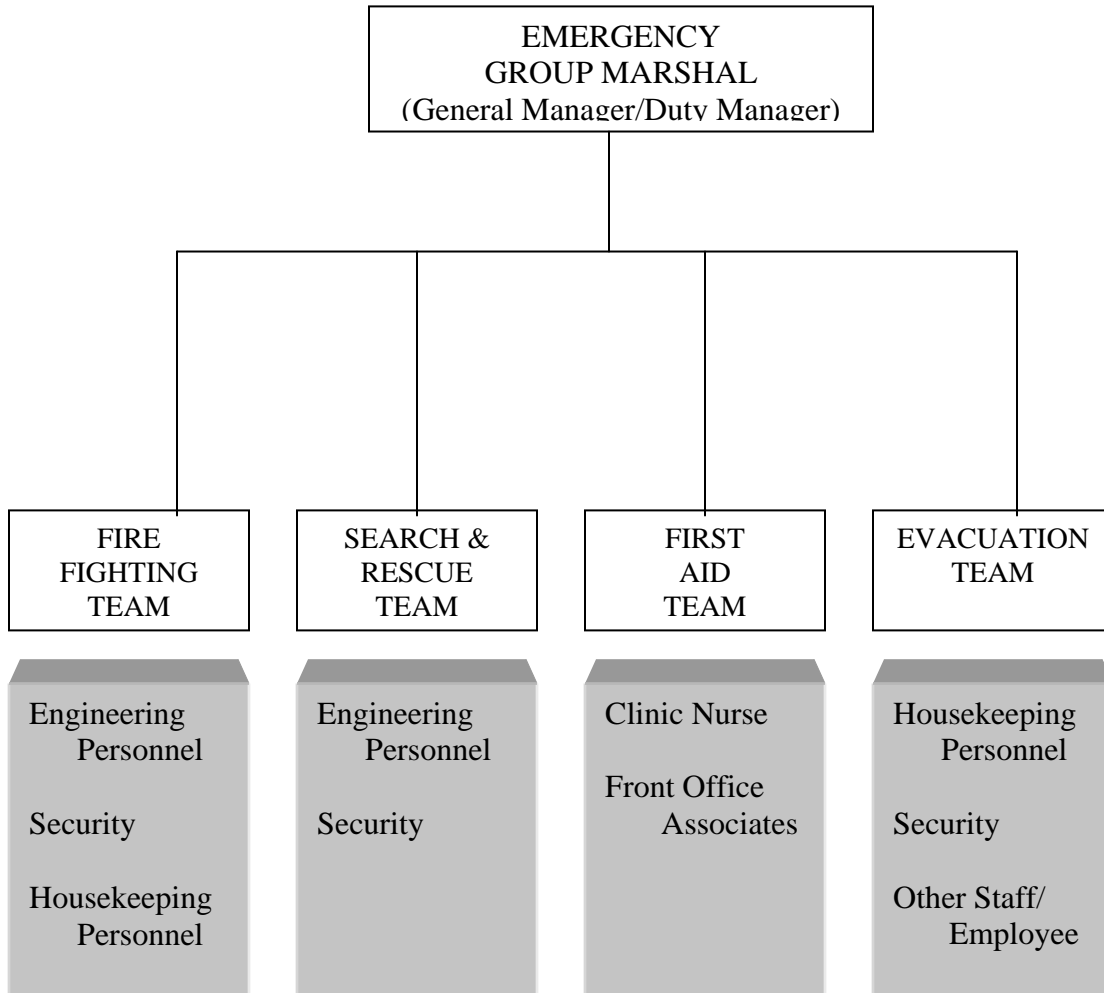
If Yes to General Evacuation:

- \_\_\_\_\_ c. Activate the General Alarm on the alarm panel.
- \_\_\_\_\_ d. Announce the following message on the Public Address System:  
***“General evacuation is in effect. Please respond immediately. Do not use the elevators. Please do not sue the elevators! Walk down the stairways to the outside of the building”.***

Execute instructions as directed by the Duty Manager or Senior Executive.



## SPECIAL ACTION TEAM ORGANIZATIONAL CHART





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# DEATH/SUICIDE/ JUMPER



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## DEATH / SUICIDE / JUMPER

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### 1. THREATENED SUICIDE JUMPER

#### Information/Report

Anyone who receives a call or notice a person who threatens to commit suicide should immediately inform the Telephone Operator, who shall in turn notify the Hotel's Security Office at local 748 or thru emergency number "1".

#### Response to Notification

**Security Officer at LSO** should:

- 1.2.1a Using either the telephone or a 2-way radio should advise the following personnel to proceed to the scene. Give the exact location of the scene.
  - ☐ Duty Manager
  - ☐ Security supervisor / Security Officer
  - ☐ Security Manager
  - ☐ Front Office Manager
  - ☐ Rooms Division Manager
- 1.2.1b Await for Security Manager and/or Security Supervisor's re-confirmation of the incident.
- 1.2.1c When directed by Security Manager and/or Security Supervisor, summon for local police. Dial 112. An ambulance should likewise be summoned if necessary.
- 1.2.1d Make chronological entries in the log book.



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### **Duty Manager should**

- 1.2.2a Proceed to the scene and address the threatening suicide victim/jumper in a calm and soothing manner until Police experts arrive.
- 1.2.2b Make relevant entries in the Duty Manager log book.

### **Security Supervisor/Officers should**

- 1.2.3a Respond to the notification and proceed to the scene. In the absence of the Security Manager, should direct the Security Officers on duty at the LSO to summon for the Police upon confirmation of the incident.
- 1.2.3b A Security Officer should assist the Duty manager in calming down the subject.
- 1.2.3c Direct other Security Officers to isolate the surrounding areas below the scene.

## **2. ACTUAL SUICIDE / DEATH**

### **Information/Report**

Anyone who receives a call and/or witness an actual suicide should report to Security Office. Give the exact location to the Security officer on duty.

### **Response to Notification**





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**Security Officer at LSO should**

- 2.2.1a Contact the following persons, using the telephone or 2-way radio informing them of the exact location of the incident:
- ❑ Duty Manager
  - ❑ Security Supervisor / Security Officers
  - ❑ Security Manager
  - ❑ Front Desk (Telephone Operator)
  - ❑ Front Office Manager
  - ❑ Rooms Division Manager
  - ❑ General Manager

**Duty Manager should**

- 2.2.2a Proceed to the scene and screens off the area around the victim.
- 2.2.2b Cover the deceased.
- 2.2.2c In the absence of Security Manager should direct the Security Supervisor to summon for the Police.
- 2.2.2d Awaits the arrival of the Security Manager if he is not around and/or liaise with the local authorities.
- 2.2.2e If concerned tenant/guest is a foreigner, notify the respective embassy and the representative of the local company where the tenant/guest is affiliated (example: travel agency handling).





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- 2.2.2f If victim-guest/tenant is a local resident, notify next of kin.
- 2.2.2g Make an inventory of personal belongings of the guest/tenant in the presence of:
- ❑ Police Investigator
  - ❑ Embassy Representative, if available
  - ❑ Next of kin, if available
  - ❑ Security Officer
  - ❑ Housekeeping Representative
- 2.2.2h The inventory should be signed by the above-listed witnesses. Should personal belonging(s) be taken by police to in aid of investigation, such must be turned-over to the Police/Investigator with proper documentation/receipts. Otherwise, all personal belongings must be turned-over to Housekeeping for safekeeping until claimed by next of kin or authorized representative.
- 2.2.2i After the body has been removed, the room can be preserved with the personal belongings of the victim-tenant/guest intact, until the arrival of either a next of kin and/or Company or Embassy Representative.
- 2.2.2j Make a detailed entries in the Duty Manager's log book.

**Security Supervisor/Officers should**



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- 2.2.3a In the absence of the Security Manager, should instruct the Security Office on duty at the LSO to contact the local Police.
  - 2.2.3b Proceed to the scene with other Security officers to isolate the area in order to preserve the scene until local Police arrives.
  - 2.2.3c Ensure that investigation is done in a very confidential manner as possible. Disperse unnecessary crowd and onlookers.

**Telephone Operator should**

- 2.2.4a Upon receipt of the notification should contact and provide the exact location and nature of the incident to the following:
  - ❑ General Manager
  - ❑ Rooms Division Manager
  - ❑ Public Relations Manager

**Security Manager should**

- 2.2.5a Proceed to the scene of the incident.
- 2.2.5b Upon confirmation of the incident, should summon for the Police through LSO.
- 2.2.5c Instruct Security Supervisor to wait for the local Police at the most appropriate area (preferably away from guest/public areas).
- 2.2.5d Assign one Security Officer to man the service elevator, when bringing down the



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corpse. On the way out from the building, the corpse should pass through Basement 1.

2.2.5e Upon removal of the corpse, liaise with the Duty Manager to have the area cleaned by Housekeeping.

2.2.5f Prepare the Incident Report, as well as the Internal Investigation Report.

### Handling of the Body/Corpse

Except when verifying if the person is dead, no Hotel personnel should touch the body of the victim.

The dead body should never be moved unless advised by the Police Investigator.

The Security Officer should take pictures of the body at all angles. If the corpse is discovered inside the guest room, the entire room should likewise be photographed.

If death happened inside the guest room, everything inside the room should be preserved for Police Investigation. No one is allowed to move anything from its position/location when the incident was discovered.

### Handling the Press/Reporters

Reporters from local press would definitely want to run a story in the newspapers. No information should be given to any press/media person. Request for statements/facts/information should be relayed to the General Manager. Reporters should be dealt with tactfully.





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# ROBBERY

## ROBBERY

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## 1. GENERAL GUIDELINES

In the event of armed robbery inside the hotel, the victim should:

Remain calm and as much as possible try to commit to memory the complete description of the suspect. The following physical attributes of the suspect should be observed:

- ❑ Height
- ❑ Hair Color
- ❑ Eye Color
- ❑ Weight/Built
- ❑ Clothing
- ❑ Manner of speech/accent, etc..
- ❑ Identifying physical marks, if any

If there is a robbery alarm located at the robbery site, activate it.

If there is no robbery alarm located in the robbery site, provided that the robbers do not notice, inform the Security Department through a telephone call.

Do not take any action that might be interpreted / considered by the robbers as a threat to them.

Observe the robbers as they leave the hotel.

Try to get a description of the get-away vehicle. Take note of the plate and/or registration number and determine which direction was taken during the escape.



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Upon receipt of information about the robbery, Security should immediately proceed to the location of the incident. After verification that a robbery or an attempt has occurred:

Immediately notify the Police Department.

Interview victim and witnesses, taking into account detailed statements.

Preserve the crime scene and/or any evidence that could assist the Police in their investigation.

Conduct in-house investigation and advise top management accordingly.

Staff/employees of the hotel should:

Remain clam and avoid making any drastic moves.

Follow directions/instruction given by the robber.

Do not attempt to stop or apprehend.

Look at the robber carefully and try to obtain an accurate description.

Note the direction of escape, vehicle used including the plate number, the make of car, color and other distinguishing mark of the vehicle. Also try to take note of the description(s) of any other person accompanying the other, of that of the person inside the vehicle, if any.

Cooperate with the Police and/or other law enforcement unit.



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## 2. SECURITY OFFICERS

- 2.1 Upon receiving report and positive verification of a robbery incident, Hotel's Security Office should instruct the Telephone Operator to call for Police assistance.
- 2.2 All Security personnel posted at the hotel lobby should be on alert and position themselves to monitor the movements and getaway of the robbers.
- 2.3 Other Security Officers should position themselves discreetly at the nearest getaway exits (at the Main Entrance).
- 2.4 The Security Supervisor should proceed cautiously to the vicinity of the scene and assess the situation. He is to ascertain the number of robbers, firearms/weapons and other relevant information.
- 2.5 If robber is armed with a gun, Security Supervisor should alert all Security Officers via walkie-talkie. Nobody should obstruct the robber. To avoid possible casualty and/or danger, he should be allowed to escape unchallenged.
- 2.6 If robber is armed with a knife, allow him to leave the counter with the cash. Confront him/her outside the hotel area.
- 2.7 Armed confrontation should be avoided, except when:
  - 2.7.1 Cornered and there is no alternative.
  - 2.7.2 Situation clearly indicates the facility of overpowering the robber(s) without any risk.





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- 2.8 If robber is unarmed, Security Officers should try to apprehend the robber, provided they do not endanger their life and that of others, as well.
  - 2.9 If robber managed to escape, note down the direction, vehicle used or accomplice involved.

## 2. DUTY MANAGER

Upon receiving information, Duty Manager should proceed to the scene.

Duty Manager should liaise with the Security Supervisors via two-way radio.

Security Manager/Supervisor should update the Duty Manager on the occurrence.

Duty Manager should direct guests, visitors and patrons away from the area.

## 3. CASHIERS

To avoid commotion that may cause alarm to guests/tenants, the cashier should surrender the money to the robber without any resistance.



# TOTAL POWER FAILURE



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## TOTAL POWER FAILURE

Should a complete power failure occur, only the following will continue to operate:

Under **UNINTERRUPTED POWER SUPPLY:**

1. Telephone System (PABX)
2. Security Paging System
3. Computer Systems

Under **BATTERY POWER:**

1. Emergency Battery Lights
2. Fire Alarm Bells/Smoke Detectors

Note: All other services will be interrupted.

### 1. GENERAL GUIDELINES

There is a total power failure when all electrical power sources of The Hotel are on simultaneous blackout, aggravated by a non-working generator.

The following actions must be undertaken:

The Chief Engineer should inform the Duty Manager regarding the status of the blackout.

Duty Manager should immediately inform Security Office of the status of the blackout.

Telephone Operator should announce through the pagers, the following message:



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***“OPERATION BLACKOUT IS IN EFFECT PLEASE RESPOND IMMEDIATELY.”***

Upon announcement of the “OPERATION BLACKOUT” message:

The ELEVATOR RESCUE TEAM should gather at the Front Office (*please refer to page 69*).

One Security Officer with a handheld radio should proceed to the Telephone Room to provide message to the Telephone Operator.

Members of the Crisis Team should proceed to Front Office to await situation reports from Security, Engineering, Duty Manager and other sources.

## **2. EXIT LIGHTS**

When normal lighting fails, emergency lights will provide partial illumination for escape routes, passageway, and corridors. All staircases and Exit Lights are equipped with battery pack, which can last for 2 hours.

## **3. CRISIS TEAM**

Upon receipt of the information regarding the blackout, the Crisis Team should:

Assemble at the Front Office.

Wait for a Situation Report from Security, Engineering and other sources.

Assess Situation Report and issue out necessary instructions.



Release Situation Report to Security and Front Office (Telephone Operator).

Designate/direct people to critical areas as the situation warrant.

Members of the Crisis Team are as follows:

#### Day Shift

- ❑ General Manager
- ❑ Rooms Division Manager
- ❑ Housekeeper
- ❑ Front Office Manager
- ❑ Security Manager
- ❑ Public Relations Manager

#### Night Shift

- ❑ Duty Manager
- ❑ Duty Engineer
- ❑ Security Supervisor
- ❑ Housekeeping Supervisor

The Duty Manager should assess the situation and inform the General Manager, if necessary.



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## 4. TASKING

### 4.1 HOUSEKEEPING

- 4.1.1 Rooms Attendants with spare emergency lamps should climb up the Stairway Exits from the Ground Floor to the 3<sup>th</sup> Floor. Each should inspect the emergency battery lights, should there be any out of order units, he/she should leave his/her lighted lamp(s) as replacement. He/she should retrieve the emergency lamps after the blackout.
- 4.1.2 Designate staff in each floor to check the elevator doors and listen to indication of any guest/tenant/staff trapped inside.
- 4.1.3 Public Area Attendant(s) should check lighting in the comfort rooms. Those without lightings must be provided with one.
- 4.1.4 Staff in the floors must remind tenants/guests to switch off all electrical appliances before leaving their rooms and should guide them to the stairways. They must also assist the tenants/guests in carrying their luggage(s).
- 4.1.5 Housekeeping staff to clear the hallways of carts, trolleys, etc.
- 4.1.6 Housekeeper should remind his/her staff to physically inspect and close all faucets inside the rooms, as soon as power is back.

### 4.2 ENGINEERING

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- 4.2.1 Chief Engineer, or in his absence the Duty Engineer should call the Duty Manager/General Manager regarding the status of the blackout.
- 4.2.2 Close the main gas line.
- 4.2.3 Ensure that nobody is trapped inside the elevators.
- 4.2.4 Ensure that the generator set is functioning.
- 4.2.5 Ensure that Fireman's Lift is operational and can be used for emergency.

#### 4.3 **SECURITY**

- 4.3.1 One Security Officer equipped with a handheld radio should proceed to the Telephone Room to relay message received through the radio.
- 4.3.2 One Security Officer to secure the Front Office should position himself in the FO Cashier's area.
- 4.3.3 One Security Officer should secure and position himself at the General Cahier's Office.

#### 4.4 **FRONT OFFICE**

- 4.4.1 Prepare the notice board informing tenants/guests about the power failure and place it in the lobby.
- 4.4.2 Bring fireman's lift to the ground floor to standby for emergency use.



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- 4.4.3 Front Office should generate report as backup in case of total shutdown (including UPS).

#### 4.5 MIS MANAGER

- 4.5.1 Determine the extent of the power failure, check with engineering whether the emergency generator is running or not.
- 4.5.2 All computers can proceed if the emergency generator is running normally. Otherwise, immediately inform the Front Office Manager/Supervisor about the situation.
- 4.5.3 Without any power source re-charging the UPS battery, it can only provide very minimal power to equipment attached to it for a maximum of one (1) hour. Front Office should therefore run the emergency reports, which are critical to operations once UPS power has totally been consumed.
- 4.5.4 Inform all personal computer-users to immediately terminate their use and switch-off their individual units to conserve the remaining power of the UPS.
- 4.5.5 Normally terminate all Back Office computer operations and initiate normal power shut down of the back office computers.
- 4.5.6 The Interface Computer should be monitored. These machines will remain working because they are being used by Front Office to automatically post telephone charges.





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4.5.7 Once the power from the UPS has been totally consumed, all computer equipment will shut down immediately. At this instant, turn-off the power switches on the Interface Machine. The power switches on the rest on the equipments may remain on, so that as soon as power is restored these machines can be immediately used.

4.5.8 As soon as power is restored, all computer equipments must be powered on in the following order:

- ❑ Interface Machine
- ❑ Front Office Machine
- ❑ Back Office Machine
- ❑ All Personal Computers

#### 4.6 **CASHIERS**

4.6.1 Cashiers must secure their cash drawers.

4.6.2 Cease all over-the-counter transactions at the Front Office.

4.6.3 Close off Cash Deposit Box.

#### 4.7 **COFFEE SHOP**

4.7.1 Close all gas stoves and other electrical appliances.

4.7.2 Limited menu shall be served. In case of prolonged total blackout, Supervisor must effect the transfer of perishable items.

#### 4.8 **ELEVATOR RESCUE TEAM**



4.8.1 Proceed to Security Office; from there the team will be informed of the location of the elevator where people are trapped.

4.8.2 Perform rescue operation, as necessary.

**4.9 ALL OTHER DEPARTMENTS/PERSONNEL**

4.9.1 Using flashlights, Department Heads should inspect their areas. Should there be problem he/she should immediately inform the Crisis Team.

4.9.2 Staff should move out of their offices and proceed to Front Office or other critical areas to help.

4.9.3 All personal computers must be switched off after saving the data.

4.9.4 All non-critical Front Office as well as non-Front Office operations computer equipments should be shut down.



# EMPLOYEE ACCIDENT/ ILLNESS PROCEDURE



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## EMPLOYEE ACCIDENT/ILLNESS PROCEDURE

### 1. REPORT/INFORMATION

Anyone who shall receive a call about any staff who had a serious accident and/or notice an employee who is ill should immediately report to the Telephone Operator using either of the emergency numbers “0” or “1”. Report the nature of accident/illness as well as the location of the staff that requires emergency medical assistance.

### 2. RESPONSE OF THE OPERATOR

Immediately call the following:

- ☐ Clinic Nurse/Physician
- ☐ Security Manager
- ☐ Duty Manager
- ☐ Division Manager/Department Head
- ☐ Human Resources Manager
- ☐ General Manager

Standby for further instruction from the Duty Manager and/or Security Officer. There is possibility that other assistance might be needed, such as the ambulance, etc.

If ambulance is needed, the Telephone Operators should give priority to this requirement by calling the hospitals (*refer to Ambulance Listing for telephone number(s) to be called first*). Relay to the Duty Manager the hospital name, which confirmed sending an ambulance.

Should Hotel undertake delivery of the employee to the hospital, call Front Desk and instruct to arrange for a vehicle to deliver the patient to



the hospital. Call the hospital concerned and inform them that a patient is arriving within a few minutes. As soon as these tasks are accomplished, inform and update the Duty Manager.

### **3. RESPONSE OF THE SECURITY OFFICER**

Upon receipt of the information about the medical emergency, Security Officer should immediately proceed to the scene.

Liaise with the Duty Manager and the Nurse and decide what particular action to be undertaken to ensure employee's survival, safety and comfort. The following action(s) may be undertaken, depending on the situation.

Apply first aid, CPR, etc. However ensure that only trained and licensed personnel conducts such.

Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.

Transfer the patient to the hospital:

- 3.2.3a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene.
- 3.2.3b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.
- 3.2.3c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably



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the type that could carry a stretcher) to standby at the employee entrance.

#### **4. RESPONSE OF THE CLINIC PERSONNEL**

- 4.1 Upon receipt of advice, confirm nature of the medical emergency.
- 4.2 Proceed to the scene with an emergency kit and other portable medical equipment, as the nature of the accident/illness requires (ex. oxygen tank, etc.).
- 4.3 Decide which action to be undertaken to ensure employee's survival, safety and comfort. The following action(s) may be undertaken, depending on the situation.
  - 4.3.1 Apply first aid, CPR, etc. However ensure that only trained and licensed personnel conducts such.
  - 4.3.2 Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.
  - 4.3.3 Transfer the patient to the hospital:
    - 4.3.3a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene.
    - 4.3.3b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.



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- 4.3.3c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably the type that could carry a stretcher) to standby at the employee entrance.
  - 4.3.4 Please note that for injuries sustained in the spinal or neck, the patient should be moved carefully using the spinal boards.
  - 4.4 Should sustained injury require medical treatment by medical professionals or will need hospital equipment, immediately refer to the nearest hospital (*please refer to Hospital Listing*). Advise Security if an ambulance is needed to transfer the employee-patient to the hospital. When possible employee should be transferred to the hospital using the hotel's vehicle.

## 5. RESPONSE BY THE DUTY MANAGER

Upon advise of the medical emergency, Duty Manager should immediately proceed to the scene.

The Duty Manager and the Nurse should decide which action to be undertaken to ensure survival, safety and comfort of the patient. The following actions may be taken depending on the situation:

Apply first aid, CPR, etc. However, ensure that the person who conducts such is duly trained and/or licensed.

Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.

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send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.

Transfer the patient to the hospital:

- 5.2.4a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene.
- 5.2.4b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.
- 5.2.4c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably the type that could carry a stretcher) to standby at the employee entrance.

If the employee is conscious, he/she should be allowed to make his/her own decision on the choice as to:

- ☐ What assistance he/she requires;
- ☐ Where he./she will be taken;
- ☐ What means of transportation he/she will take;
- ☐ Who will treat him/her

The Duty Manager and/or the Security Officer may make recommendations/suggestions, however the choice will be entirely up to the employee concerned.

In case the employee is unconscious, the Nurse, Duty Manager and the Security Officer will decide on the actions to be undertaken.

Prepare a detailed and complete report on the incident.





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## 6. **ROLE OF THE DEPARTMENT HEAD**

If medical emergency was a result of an accident, a comprehensive accident/incident investigation should be conducted. The results of the investigation should be submitted to the General Manager, furnish copy to Human Resources. This should be accomplished within 48 hours.

## 7. **HUMAN RESOURCES DEPARTMENT**

- 7.1 If accident/illness was work-related prepare necessary Occupation Health & Safety report as required by the Department of Labor.
- 7.2 Assist the employee-patient in processing of Social Security Sickness Reimbursement Benefits, if necessary and/or medical/hospitalization insurance and Philhealth benefits if the accident/illness required hospital confinement.
- 7.3 Ensure that report/record of such events is kept on 201 file of the staff as well as included in staff's medical records.



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# GUEST ACCIDENT / ILLNESS

## GUEST ACCIDENT / ILLNESS

### 1. INFORMATION



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Anyone who should receive a call about a guest having an accident and/or serious illness should immediately report to the Telephone Operator using the emergency number “0” or “1”. Relay the nature and location of the medical emergency.

## 2. **RESPONSE OF THE TELEPHONE OPERATOR**

Immediately call the following:

- ❑ Clinic Nurse/Physician
- ❑ Security Department
- ❑ Duty Manager/Rooms Division Manager
- ❑ General Manager

Standby for further instruction from the Duty Manager or Security Manager/Security Supervisor. It is possible that other assistance is necessary, such as calling the ambulance, etc.

If ambulance is needed, Telephone Operator should give priority to this requirement by calling the hospital to determine which ambulatory service to call first (*please refer to Hospital Listing*). Relay to the Duty Manager the name of the hospital that confirmed to send an ambulance.

Should Hotel undertake delivery of the guest/tenant to the hospital, call Front Desk and instruct to arrange for a vehicle to deliver the patient to the hospital. Call the hospital concerned and inform them that a patient is arriving within a few minutes. As soon as these tasks are accomplished, inform and update the Duty Manager.



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#### 4. **RESPONSE OF THE SECURITY OFFICER**

Upon receipt of the information about the medical emergency, Security Officer should immediately proceed to the scene.

Liaise with the Duty Manager and the Nurse and decide what particular action to be undertaken to ensure guest's/tenant's survival, safety and comfort. The following action(s) may be undertaken, depending on the situation.

Apply first aid, CPR, etc. However ensure that only trained and licensed personnel conducts such.

Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.

Transfer the patient to the hospital:

- 4.2.3a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene.
- 4.2.3b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.
- 4.2.3c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably the type that could carry a stretcher) to standby at the employee entrance.



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## 5. RESPONSE OF THE CLINIC PERSONNEL

- 5.1 Upon receipt of advice, confirm nature of the medical emergency.
- 5.2 Proceed to the scene with an emergency kit and other portable medical equipment, as the nature of the accident/illness requires (ex. oxygen tank, etc.).
- 5.3 Decide which action to be undertaken to ensure employee's survival, safety and comfort. The following action(s) may be undertaken, depending on the situation.
  - 5.3.1 Apply first aid, CPR, etc. However ensure that only trained and licensed personnel conducts such.
  - 5.3.2 Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.
  - 5.3.3 Transfer the patient to the hospital:
    - 5.3.3a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene.
    - 5.3.3b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.
    - 5.3.3c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably



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the type that could carry a stretcher) to standby at the employee entrance.

5.3.4 Please note that for injuries sustained in the spinal or neck, the patient should be moved carefully using the spinal boards.

5.4 Should sustained injury require medical treatment by medical professionals or will need hospital equipment, immediately refer to the nearest hospital (*please refer to Hospital Listing*). Advise Security if an ambulance is needed to transfer the guest-patient to the hospital. When possible employee should be transferred to the hospital using the hotel's vehicle.

## 6. **RESPONSE BY THE DUTY MANAGER**

Upon advice about the medical emergency, Duty Manager should immediately proceed to the scene.

The Duty Manager and the Nurse should decide which action to be undertaken to ensure survival, safety and comfort of the patient. The following actions may be taken depending on the situation:

Apply first aid, CPR, etc. However, ensure that the person who conducts such is duly trained and/or licensed.

Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary.

Move the patient to the clinic for further treatment. Move the patient to the clinic for further treatment. In such case, call LSO and request to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board, whichever is necessary



Transfer the patient to the hospital:

- 6.2.4a Request LSO to send two (2) Security Officers to bring a wheelchair, stretcher or spinal board to the scene
- 6.2.4b If ambulance is needed, instruct LSO to advise the Telephone Operator to call an ambulance.
- 6.2.4c Should Hotel undertake transfer, instruct Front Desk to arrange for a car (preferably the type that could carry a stretcher) to standby at the employee entrance.

If the guest is conscious, he/she should be allowed to make his/her own decision on the choice as to:

- ☐ What assistance he/she requires;
- ☐ Where he./she will be taken;
- ☐ What means of transportation he/she will take;
- ☐ Who will treat him/her

The Duty Manager and/or the Security Officer may make recommendations/suggestions, however the choice will be entirely up to the guest/tenant concerned.

In case the guest/tenant is unconscious, the Nurse, Duty Manager and the Security Officer will decide on the actions to be undertaken.

Prepare a detailed and complete report on the incident.

## 7. ROLE OF THE DEPARTMENT HEAD



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If medical emergency was a result of an accident, a comprehensive accident/incident investigation should be conducted. The results of the investigation should be submitted to the General Manager, furnish copy to Human Resources. This should be accomplished within 48 hours.





# ELEVATOR RESCUE



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## **ELEVATOR RESCUE**

### **IN CASE OF POWER FAILURE**

In the event of a POWER FAILURE the operation of the elevators may be interrupted. There is big possibility that people might be trapped inside the guest and/or service elevators. A team composed of Engineering, Security, Front Office and Housekeeping Personnel should immediately locate elevators with people trapped inside. The elevators will be manually opened to rescue the passengers.

#### **1. ELEVATOR RESCUE TEAM**

The team whenever there is power failure should immediately gather in front of the Front Desk to await advice of any guest and/or service elevator with trapped people inside.

##### **DAY SHIFT**

- ☐ Team Leader – Front Office Manager
- ☐ Engineering Personnel
- ☐ Bellman/Doorman
- ☐ Security Supervisor
- ☐ Housekeeping Supervisor

##### **NIGHT SHIFT**

- ☐ Team Leader – Duty Engineer
- ☐ Bellman/Doorman
- ☐ Security Supervisor
- ☐ Housekeeping Supervisor



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## 2. RESCUE PROCEDURE

As soon as power fails, the Security Supervisor on duty and the Front Office Supervisor should immediately check the elevators if there are people trapped inside. During the night shift, the Security Supervisor and the Housekeeping personnel are in-charged in checking the elevators.

As soon as trapped elevator passengers are determined, inform the Telephone Operator about the exact location/floor. The Telephone Operator in turn should advise the Elevator Rescue Team through their pagers.

The Elevator Rescue Team should immediately proceed to the location of the trapped passengers. Under the supervision of the Elevator Maintenance Staff and/or Duty Engineer, extricate the trapped passengers.

It is important that the **emergency switch lever** inside the elevator(s) is in **STOP** mode before attempting to extract any passenger.

The Team Leader should extend apologies to the trapped passengers and offer additional assistance required.

The Elevator Rescue Team may deputize other qualified Personnel to help as the situation warrants.

## 3. RESCUE OPERATION GUIDELINES

Communicate with the passengers. Tell them to keep calm and keep the car door closed.



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Using a flashlight and a T-key, check the location of the car by opening the hatch door. Do not fully open door, since the car might not be there. Close the door after confirming the location of the car.

If the car is located within the door zone, open the door fully with a use of the T-key.

Shut-off main power in the machine room.

Remove the motor shaft cover and insert the manual handle.

Insert brake release lever between brake lever and plunger. Pull release lever to disengage the brake.

Rotate the manual lever in the direction going to the nearest floor lever. Check the yellow paint on the rope until it is almost in line with the yellow paint in the machine bed. This indicates if elevator car is already within the door zone.

Remove the manual lever and brake release lever.

Go to the car location, open the door with T-key and release the trapped passengers.



# TYPHOON

## TYPHOON PROCEDURES

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**WHEN TYPHOON SIGNAL IS HOISTED** the Front Office Manager should direct the Telephone Operator to contact all Department Heads.

**1. SIGNAL NO. 1**

**Front Office Manager** should display the typhoon warning signboard at the Lobby Entrance.

The **Telephone Operator** should inform all Department Heads on any changes/development on the weather/typhoon.

**Department Heads** should thoroughly check their respective area of responsibility to ensure that they, their staff and properties are safe from possible typhoon damage. He/she should ensure that windows are closed by thoroughly checking.

**F&B Operator** must check the stock of food items to ensure that there is sufficient supply. There should also be ample stock of food items, which can be eaten without cooking, or with little preparation in case a higher typhoon signal develops, which may affect delivery. Also take into consideration that electric power may be cut-off during the typhoon.

**Engineering** should check/inspect the following:

Check and test the stand-by generator to ensure that it is ready for any power failure.

Cover all electrical outlets on the building exterior and roof.

Check all the pump pits.

Check and ensure that all roof drainage pipes are cleared.



Clean all floor drains on the ground floor that lead to the pavement.

Prepare pumps in case of flooding.

Check on all units, equipments, structures that may blow away or turn loose.

Ensure that all flashlights distributed to the rooms are operational.

Always have in hand a flashlight.

Keep the radio on and listen for the latest bulletins and announcements from proper government agencies.

## 2. SIGNAL NO. 2

**Front Office Manager** should display the typhoon warning signboard at the lobby.

**Security** should lower down all flags and should notify all office tenants to secure their windows before they leave.

**Housekeeping** should distribute flashlights. All plant pots outside main entrance should be removed to secure the place.

**Engineering** should switch off all external lights. All movable items to include those at the roof deck should be firmly secured in place or completely removed.

**General Manager/Duty Manager/Department Managers** should decide whether staff will stay behind or to be sent home.

## 3. SIGNAL NO. 3



**Front Office Manager** should display the typhoon warning signboard at the lobby. He/she should contact the Weather Bureau for typhoon update and inform accordingly the General Manager, Duty Manager, Chief Engineer and Security Manager.

Upon declaration of Typhoon Signal No. 3, all **Operating Department Heads** must immediately return to the hotel and stay until the typhoon signal is lowered or as approved/directed by the General Manager.

Department Heads without beepers and/or mobile phones should inform the Telephone Operators of their whereabouts.

All other staff with the exception of Department Heads who are not involved in Operations may be sent home upon their respective Department Heads' approval.

The **Director of Sales & Marketing** should closely monitor all airline flight schedules and adjust room status accordingly. All in-house groups should be contacted for unscheduled meal arrangement.

The **F&B Operator** should ensure that non-stop F&B service is provided during the period. He/she should liaise with the Director of Sales & Marketing and the Rooms Division Manager for unscheduled meal arrangement.

**Housekeeping** should ensure that all curtains are drawn completely to avoid any flying glass. All bedroom curtains/blinds are closed and doors firmly shut.

Buckets/pails and condemned linens should be stored/placed in each Service Area, in preparation for leaks/seepage.





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Room Attendants should have individual torch/flashlights in case of power failure.

**Engineering Personnel** are required to remain on duty. All external shutters should be pulled down.

**Security Staff** should remain on duty and ensure that all entrance and exit areas are properly manned.

# EARTHQUAKE EMERGENCY PROCEDURE

## EARTHQUAKE EMERGENCY PROCEDURE

The initial shock of an earthquake may last for a few seconds to almost one minute. This is normally followed by aftershocks, which are generally lesser in intensity than the first.

Aftershocks may come in rapid succession immediately after the initial shock. The interval between aftershocks may vary from a few minutes to several hours or even days and may keep repeating for weeks or months.

During earthquake the degree of damage to life and property depends upon the intensity of the initial shock and aftershocks. At the moment, its occurrence cannot be predicted although efforts are being exerted to develop early warning devices and instruments. Hence, the only way to lessen, if not prevent disasters caused by earthquake is to anticipate and prepare for emergency brought by them.

## **1. WHAT TO DO BEFORE EARTHQUAKE**

Make the necessary preparations in your respective place of work to prevent injuries during earthquakes. Organize your work area and ensure those passageways are cleared from any unnecessary equipments/materials.

Latches or locks should be installed on drawers and cabinets and ensure that such are always in good working condition.

Heavy equipments/materials should be identified and placed in the lower compartment of cabinets to avoid it from falling off during the tremors.

Harmful chemicals and flammable materials should be stored in a safe place.

Familiarize yourself with your work area. Know the routes to take to get out of the building in case of evacuation. Identify the location of the fire extinguisher.



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Familiarize procedures during earthquake emergency by participating during drills.

## 2. WHAT TO DO DURING INITIAL SHOCK OR TREMOR

Seek cover under heavy furniture such as tables, in a corner away from windows or in a strong doorway. Avoid taking refuge near cabinets and/or lockers as these may fall down during tremors.

If you are in higher floors/levels, do not run or rush for exits since stairways may be broken or jammed with people.

Brace yourself in an inside corner away from windows. Move to an inner wall or hallway. It is important to note that inner core of buildings are usually the strongest and least likely to collapse.

When there is sudden fire, activate the alarm and extinguish the fire immediately.

Even during mild earthquake, get the habit of turning off the power sources. The moment you feel the tremor, turn off all main switches, such as gas and electricity.

The basements, ground floor and the 2<sup>nd</sup> floor are categorized as DANGER ZONE. If you are located in these areas during the initial tremor, EVACUATE immediately. Do not wait for instructions and/or announcements.

Do not panic and try to get out of the premises. Doing so will just endanger yourself by running through falling debris.

- ❑ In some cases, death and injuries during large magnitude earthquake are due to falling objects/debris.



- ❑ If indoors, look out for falling plasters, bricks, lighting fixtures and other objects hanged on ceiling and walls. Watch out for high cabinets and other furniture that might slide or topple.
- ❑ Stay away from glass windows, sliding glass doors and mirrors. Rocking motion can shatter glass and topple masonry.

After the initial tremor, endeavor to move to a higher area/floor using the stairways unless there is an announcement/instruction that it is already safe to proceed to the designated evacuation areas.

Do not rush out in panic. However start thinking in advance about the way to escape in such an emergency. As soon as instruction to evacuation is announced, open the door and make sure of your exit. In some cases doors could have been bent during the tremor and cannot be opened, rendering some people trapped inside the room.

During evacuation:

Do not panic. Do not caught up in a rush for exit. Do not use the lift.

Be aware of the nearest fire exits. Fire exit doors generally lead to stairways.

Do not run towards exit doors since others may do the same, which can lead to stampede.

Remain calm and try to reassure others.

If you must leave the building, choose your exit carefully.

Move to a safer area on foot and take minimal belongings with you.



**If you are inside the elevators/lifts**, check that it is safe and immediately get off at the nearest floor. If you are trapped inside, do not panic. Be calm as you wait for help.

Do not use lifts/elevators during an earthquake. Use fire exits instead. Power for lift/elevator may fail which can cause you to be trapped inside.

**If you are in an alley or street between tall structures and walls** protect your head and get out of the way of dangerous/falling objects. Be careful of falling objects and concrete walls. Seek cover inside parked cars, motor vehicles or strong structure.

- ❑ Keep away from billboards, street lamps, electrical posts, electric wires and other hanging materials that can be loosened during the tremors.
- ❑ Keep away from tall buildings and other high-rise infrastructures to avoid falling debris due to cracks.
- ❑ Do not run through streets. If possible proceed to an open area where you can be at a distance of about  $\frac{1}{2}$  the height of the tallest building in the area.

**If you are inside a moving vehicle**, after the initial shock or tremor slowly drive your vehicle and avoid passing near landslides, ground fissures or near a damaged dam, which may cause overflow of water/flood. Avoid passing through tall buildings, falling debris and crumbling walls or structures when driving through cities or town.

- ❑ When in a mountainous area, maintain presence of mind. Stop/park vehicle in a safe place away from areas where landslides may occur but stay inside the vehicle.



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- When you are in a city or town, stop the vehicle in a safe place far from tall building and stay inside until tremors subside.



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# CIVIL DISORDER





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## CIVIL DISORDER

### 1. EXTERNAL DISORDER

- 1.1 If the Civil Disorder is reported to be approaching Hotel's, Security should immediately notify the following:
  - ❑ Police
  - ❑ General Manager
  - ❑ Duty Manager
  - ❑ Front Office Manager/Supervisor
- 1.2 Security Officers assisted by Front Office staff should immediately block the entrance of the driveway to prevent any intrusion into the hotel area. Extreme caution should be observed to prevent any possible danger to lives of staff and tenants/guests.
- 1.3 Tenants/guests who should enter the premises during the period will be screened before allowing access.
- 1.4 Front Office staff should guide guests/tenants into the building to ensure that they are not confronted/harassed by people participating in the civil disorder.
- 1.5 Security Staff on duty at the employees' entrance should alert who staff are leaving the premises.
- 1.6 Security Staff on duty at the Main Entrance (Driveway) should retreat once relieved by local police.



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## 2. INTERNAL DISORDER

Should disorder arise within the premises and among the guests/tenants, Security should immediately notify the following:

- ❑ General Manager
- ❑ Duty Manager
- ❑ Sales Manager in charge of the function/booking

Security should contain the commotion within the area, to avoid spreading to other areas of the hotel and/or creating fear and tension to other guests/tenants.

Allow the Duty Manager to mediate between organizers, while Security notifies the Police, if and when necessary depending on the severity of the disorder/commotion.

Should Police arrive in the scene, after being notified, Security immediately identifies the perpetrator(s) and his supporter(s).

Security should assist Police in expelling the perpetrators and his supporters from the Hotel premises.

The Sales Manager and Sales Coordinator should immediately explain and reassure function organizers of Hotel's action, in case they have been affected by such commotion/disorder.



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# BOMB THREAT



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## BOMB THREAT GUIDELINES

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The Hotel Industry throughout the world has always been the target for bomb placement and threats. The nature of the business provides the ideal circumstances for some misguided persons to bring about disruption, mass destruction, injury and death.

Generally speaking, hotels are open twenty-four (24) hours a days, every day of the year not only providing services to in-house guests, but as well as to general public in the form of services in its restaurants/coffee shops, bars, health club, etc. IN theory, this means that so long as the person can afford to pay for such services, the hospitality industry caters to every conceivable type of human being, some of which are undesired.

Provided people are in decent clothes/attire and able to act in harmony with the hotel's type of operation, they are able to visit many parts/areas of the hotel, unchallenged. Another fact is that, whether political or personal in nature, there are undesirable forces that may endeavor to disrupt the peace and order and well being of other people. Because of this, Hotel ' staff have a responsibility to be constantly alert to the possibility of a bomb being planted anywhere within the building at any time.

Never treat bombs and bomb threats lightly. Such should be treated as a real possibility, which is expected to receive international media coverage and can do untold damage to the property and its business operation, which is actually the ultimate goal of the "bomber".

- 1. ALL HOTEL'S STAFF/EMPLOYEES ARE ADVISED TO IMMEDIATELY REPORT TO SECURITY DEPARTMENT AND/OR HIS/HER SUPERIOR ANY UNUSUAL OCCURRENCES, PACKAGES AND PERSONS SEEN WITHIN THE PREMISES AND/OR NEAR THE VICINITY.**



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- 1.1 Bomb threats in most instances are made by:
- ❑ Misguided practical jokers;
  - ❑ Disgruntled current or previous employee(s);
  - ❑ Political/extremist organizations.
- 1.2 Bomb threats usually come from:
- ❑ Telephone to the switchboard operator;
  - ❑ Telephone to another person or authority, e.g. press, radio, television stations, police, receptionist, General Manager, Security, etc.;
  - ❑ Letter, which may be left at the hotel or delivered by mailing services.
- 1.3 It is important to remember that when threats are made by way of letter, particular care should be taken in the handling of the letter, so that latent fingerprints may be preserved. As soon as the letter is opened and the threat realized, the person holding the letter should avoid touching its surface any further, but rather hold a corner with the fingertips. No other person should be allowed to touch the letter and it should not be written on, stamped or creased any further.



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## 2. TELEPHONE THREATS

- 2.1 The Telephone Operator or other employee(s) receiving the threat must try to keep the caller talking so that every piece of information that the caller is able to disclose can be obtained.
- 2.2 It may be necessary to pretend to be having difficulty in hearing. However, this should not be overplayed as the caller may get the impression that the phone line is being trace and eventually hang-up.
- 2.3 Since majority of the threats are made directly to the Telephone Operator, a Telephone Bomb Threat Checklist should be kept within reach of the Telephone Operator so that he/she can refer to it.
- 2.4 As soon as the caller concludes the conversation, the staff/employee should complete the checklist accurately and notify the following:
  - 2.4.1 Front Office Manager
  - 2.4.2 Security Manager/Officer
- 2.5 Security, upon notification should immediately inform the:
  - 2.5.1 General Manager
  - 2.5.2 Department Heads
- 2.6 The General Manager, Front Office Manager or Security Manager, once they receive the notification of a bomb threat should:



- 2.6.1 Question at length the recipient of the call;
- 2.6.2 Ensure the checklist has been completed as much as possible;
- 2.6.3 Assemble all Managers at reception for discussion and implementation of contingency procedures.
- 2.6.4 Decide if it is necessary to report to Police.

In the absence of the General Manager, Front Office Manager and Security Manager, their immediate assistant should take over.

### **3. THE SENIOR MANAGER IN ATTENDANCE AT THE TIME OF THE INCIDENT SHOULD BE IN-CHARGE OF THE SEARCH OPERATION.**

Advise Search. Bomb threats cannot be ignored or treated lightly. A search must be conducted in the entire building.

In conducting bomb search, priority should be given to areas associated with VIP tenants/guests or any person who may have been mentioned by the caller – such information could have been said intentionally or accidentally, but in any event it cannot be ignored.

The search however should not be confined to specific areas. It is possible that caller mentions an area to create diversion from the real location of the bomb.

Search operation should be carried quickly with little fuss or disruption to hotel operation. The person conducting the search must proceed in an



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organized and orderly manner, without bringing attention to himself/herself.

If the caller did not mention a specific area or person during his call, priority should be given to areas that are accessible to the public over the past 12 hours, including fire stairs, functions rooms, bars, restaurant, restrooms, etc.

There should be good planning and coordination among the Manager in-charge, Department Managers and search team. Such should enable the search operation to progress quickly by covering many areas in the least possible time.

Associates involved in the search should be made aware that a bomb can look like almost anything and that extreme care should be made when doing the search.

Bombs such as military bombs can look like small or large block of wood. It can even be built to look like thermos flask, a radio, a brief case, a mobile phone, etc.

As a general rule any item found within the area unattended **should not be touched or moved in any circumstance**. The Associate who should found such should immediately report to the Manager in-charge.

**At this point, if the Police/Army has not yet been notified, they should be advised and requested to attend immediately to decide if the item is a bomb or not. Do not touch the item unless cleared by Police/bomb authorities.**

The search should be continued until all areas of the building have been thoroughly checked / inspected.

Search Method.





After questioning the recipient of the call, advising and conferring with other Managers, the Senior Manager in-charge should summon as many responsible and senior staff/employee from the outlets and service areas and assemble them in the Front Office area.

The Manager in-charge should remain at the Front Office. He should not physically take part in the search operation but coordinate and liaise with concerned individuals during the proceedings.

Staff/employees summoned to the Front Office should be dispatched in pairs to specific areas. They should be provided with a **“Bomb Search Checklist”**, which should have been accurately completed by the Manager in-charge.

Prior to leaving the Front Office to start the search, the search teams should be advised by the Manager in-charge with all the possible dangers involved in the operation. Reminder should also include the following:

- ❑ Not to touch and/or move any suspicious object they find;
- ❑ All findings should be immediately reported back to a particular telephone extension number in the Front Office;
- ❑ Check all areas accessible to the public, including fire stairs;
- ❑ Physically lock the entry doors of all unoccupied areas/rooms/offices, etc. as soon as they have completed the search;



- As soon as search in assigned area is finished they should report back to the Front Office and await further instructions.

Most Departments and outlets are open during the “A” and “B” shifts with all regular employees who are familiar with the surroundings, thus search teams should speak with these employees and inquire if they have noticed any unusual/foreign object(s) that suddenly appeared in their area. If the answer is affirmative, advise the staff not to touch and/or move the object but merely point it out to the search team member, should immediately report the finding to the Manager in-charge stationed at the Front Office.

If the time of the detonation is known, the Manager in-charge should advise all search team members to report back to Front Office, not less than 15 minutes before the expected detonation time.

#### 4. **THE SENIOR MANAGER IN ATTENDANCE AT THE TIME OF THE INCIDENT SHOULD BE IN-CHARGE OF THE EVACUATION PROCEURE.**

##### 4.1 Advise Evacuation

There is no hard and fast rule as to whether or not to evacuate the building. Police/Army will not make a decision to evacuate unless a bomb or suspected bomb is actually found. If you as the Manager in0charge is uncertain whether to evacuate or not, the advice is **EVACUATE**.

4.1.1 The decision to effect evacuation or not is the responsibility of the Manager in-charge, whose priority should be to safeguard human life before property and then business.



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4.1.2 Bomb threat must be considered on its merits, in conjunction with the information that has been made available by the person perpetrating the threat. The Manager in-charge should consider the following:

- ❑ Amount of time available if the detonation time has been mentioned by the caller;
- ❑ Other information collated on the Bomb Threat Checklist and/or threat letter;
- ❑ VIP guest in-house and level of hotel occupancy;
- ❑ Industrial tension;
- ❑ Types of function in progress inside the hotel and the people attending such functions;
- ❑ Area under threat; etc.

Consideration of all these facts, in conjunction with liaison with other Managers, Police and Army will generally determine the correct course of action to follow. However, if still in doubt – EVACUATE.

4.1.3 Evacuation when effected must be carried out with as little fuss and emphasis as possible. The demeanor and choice of words used by Associates when confronting the guests/tenants; customers; visitors; and even other Associates will determine either it's success or a fiasco resulting to panic, which could result to serious injury to people.



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4.1.4 During bomb emergency evacuation, the assembly area may alter from that of the fire procedure, depending on the location of the bomb or suspected bomb. It may be located in the near vicinity, making the usual assembly area much more dangerous.

The Manager in-charge, prior to implementing the evacuation procedure should determine the assembly point. He must bear in mind the following:

- ❑ When a bomb blast occurs, it travels in all directions –upwards, downwards and outwards.
- ❑ Glass windows and doors are very important dangerous factor.
- ❑ Reinforced solid concrete may become an important protective factor, depending on the size of the bomb or suspected bomb.
- ❑ When selecting an assembly area consideration should be given to the danger from falling concrete, glass, shrapnel, etc. within 30 seconds or more after a blast.
- ❑ Consideration should be given to a well-covered area or one that is geographically removed from the site, where people cannot be harmed.

## 4.2 Evacuation Method

### 4.2.1 Lifts



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4.2.1a The Front Office staff on duty or other staff member on duty should bring the lifts to ground level and switched to “Fire Service” mode at the time.

4.2.1b The lifts should not be used for evacuation, except with the approval of the Manager in-charge to evacuate aged or disabled persons or if a suspected bomb and/or suspicious item is found in the fire stairs.

4.2.2 During TOTAL EVACUATION

4.2.2a The Manager in-charge should determine the assembly point for the evacuation, in consideration of the location of the bomb or suspected bomb and its dimension.

4.2.2b The Manager in-charge should immediately effect evacuation in threatened areas, including two floors above and two floors below.

If area(s) to be evacuated are unit floors, use the paging system at the Front Office or instruct the Telephone Operator to call each unit. In the case of restaurants, bars, function rooms use the public address system on those floors or dispatch Managers and Supervisors to these areas.

4.2.2c Prior to dispatching any staff/employee, the Manager in-charge should ensure that they are aware of the location of the



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bomb/suspected bomb and the assembly area to prevent them from entering threatened areas as well as advise guests/tenants the location of the assembly area.

- 4.2.2d Message to be given to tenants/guests during evacuation advice:

***“An emergency situation exists in the building. For your own safety and security, please leave your room immediately and leave the building via the nearest fire exit. Go down, do not go up. Please lock your door when leaving and take your room key with you. Do not attempt to use the lifts. Thank you”.***

Variations in this message should depend on the area to be evacuated, but ensure that the word “BOMB” is not used to avoid panic. The staff/employee conveying the evacuation message should also avoid any further conversation or discussion with the guest, as such will be time consuming and any further information relayed may cause panic.

- 4.2.2e During the evacuation procedure, priority should be given to the floor/area where the bomb/suspected bomb is located. As soon as the threatened area has been evacuated, further evacuation should continue away



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from that area to all directions until total evacuation is achieved.

Telephone Operator should be given instruction to call guest room in the same fashion, advising tenants/guests to evacuate, taking note of the room numbers of both unanswered calls and answered calls. Priority should also be given to those located at the threatened floors/areas.

- 4.2.2f Evacuation of restaurant, bars, and function rooms can be done through the use of the public address system, however areas such as toilets and other B.O.H. areas (kitchens, stockroom, walk-in freezer etc.) should be physically searched to ensure that everybody has vacated, since it is possible that disabled persons or those under influence of liquor may still be present in these areas.
- 4.2.2g Porters must be directed to areas outside the fire exit points to direct people to the assembly point and prevent any unauthorized person from entering and/or re-entering the building.
- 4.2.2h Front Office associate should print out and take a copy of the "tenants/guest status" report to the assembly area. He/she should account for all tenants/guests.
- 4.2.2i Prior to leaving for the assembly area the Front Office Associate must deposit their



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float and shift takings in the FO drop safe. All outlet Cashiers should deposit their cash and dockets in the drop safe.

4.2.2j The Financial Controller should ensure that all cash, debtors' records, back-up tapes and important computer discs are locked in the Finance safe.

4.2.2k The Senior Associate member in other areas of the hotel, such as in the offices shall be responsible in:

- ❑ Evacuation of other staff/employees
- ❑ Securing all-important files, dockets, cash, keys, etc.
- ❑ Locking of the respective office/area prior to leaving for the assembly area

4.2.2l All tenants/guests, staff/employees should be kept away from the building and under cover. Should an explosion occur, glass and other debris will become airborne and could prove fatal.

**THE MANAGER IN-CHARGE SHOULD CONSIDER** – it is not beyond the realm of possibility for a bomb threat to be made in an effort to obtain unhindered access to cash, important records, master keys, etc.

4.2.3 During PARTIAL EVACUATION





Partial Evacuation is dependent on the location of the bomb/suspected bomb, its size or the reliability of the information received about its location, etc. Bear in mind that apart from evacuating the threatened area, at least two floors above and two floors below should be included. Partial evacuation is carried out in exactly the same manner as the total evacuation procedures, commencing with the floor/area immediately threatened, go up, down and then out. If there is the slightest doubt or reservation about the size or effect that bomb may have, **TOTAL EVACUATION MUST BE EFFECTED.**



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## BOMB THREAT TELEPHONE CHECKLIST

NAME OF PERSON RECEIVING CALL: \_\_\_\_\_

DEPARTMENT: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

INSTRUCTION: Remain calm, do not panic and do not express fright. Be courteous and listen carefully to what the caller has to say, for any background noise. Do not interrupt the caller. Reply only when the caller is expecting you to do so. Pretend to have difficulty in hearing and do not be afraid to ask the caller the following questions:

**Remember, this may be the only opportunity we may have to speak to the caller.**

1. Where is the bomb located? Floor: \_\_\_\_\_ Area: \_\_\_\_\_
2. When is it due to go off? Date: \_\_\_\_\_ Time: \_\_\_\_\_
3. What type of bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Is the bomb booby-trapped? \_\_\_\_\_
6. Why did you choose this hotel? \_\_\_\_\_
7. Do you realize that if the bomb explodes in a hotel this size, a lot of people could be killed or injured? \_\_\_\_\_
8. Can the hotel do anything to prevent the bomb from going off? \_\_\_\_\_  
\_\_\_\_\_
9. Do you have any grievance against this hotel? \_\_\_\_\_
10. Are you demanding a ransom? \_\_\_\_\_
11. Where are you calling from? (*Answer is not likely*) \_\_\_\_\_



12. What is your name? (*Answer is not likely*) \_\_\_\_\_

**ORIGINAL MESSAGE RECEIVED:**

*State the exact words of the original message delivered/spoken by the caller:*

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*Information about the caller (Most categories should be ticked for speed):*

**Voice Characteristics**

- ☐ Loud                      ☐ Soft  
☐ High Pitched   ☐ Raspy  
☐ Pleasant            ☐ Intoxicated  
☐ Other \_\_\_\_\_

**Speech**

- ☐ Fast                      ☐ Slow  
☐ Distinct              ☐ Distorted  
☐ Stutter                ☐ Nasal  
☐ Slurred               ☐ Lisp  
☐ Other \_\_\_\_\_

**Language**

- ☐ Excellent            ☐ Good  
☐ Fair                    ☐ Poor  
☐ Foreign  
☐ Other \_\_\_\_\_

**Accent**

- ☐ Local                    ☐ Foreign  
☐ Probable Race \_\_\_\_\_

**Manner**

- ☐ Calm                    ☐ Aggressive  
☐ Coherent              ☐ Incoherent  
☐ Rational               ☐ Irrational  
☐ Deliberate            ☐ Emotional  
☐ Righteous            ☐ Laughing  
☐ Attempt Disguise

**Background Noise**

- ☐ Factory                ☐ Trains  
☐ Music                   ☐ Noise  
☐ Quiet                   ☐ Animals  
☐ Machinery            ☐ Office Machines  
☐ Voice                   ☐ Mixed  
☐ Planes



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- ( ) Other \_\_\_\_\_ ( ) Party Atmosphere  
( ) Other \_\_\_\_\_

## **STANDARD OPERATING PROCEDURE BOMB THREATS**

1. Package(s) when being delivered should not be received at the Main Lobby Entrance at San Miguel Avenue.
2. Package(s) delivered should pass through the Service Entrance (Loading Dock) and should be thoroughly checked by the guard on duty using a metal scanner. The guard should visually inspect packages that can be opened.
3. Guidelines for food delivery service requested by in-house guests are as follows:

Delivery boy should be directed to the back entrance/loading dock at Amethyst side.

Upon arrival of the delivery boy at the Service Entrance, the guard stationed thereat should immediately inform the Front Office that the delivery has arrived.

FO Associate should call the guest that the delivery has arrived and request to prepare the payment.

FO Associate should escort the delivery boy to the guestroom and wait until payment has been made. He/she must be escorted out to the back entrance.

If the FO Associate is alone in the Front Desk, he/she may call Security at Local "5" to request a Security Officer to escort the delivery boy to the guestroom.



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4. For package delivery intended for Department/Offices inside the hotel:

The guard on duty at the Service Entrance, upon arrival of the package should thoroughly inspect the parcel/package.

After inspection the guard should immediately inform the recipient Department/Office regarding the arrival of the package.

Representative of the recipient Department/Office must escort the delivery boy until the parcel has been finally delivered.

Wrapped articles or objects inside boxes intended for delivery in the function room must be delivered in the Receiving Area, in case they are numerous and can cause obstruction to the luggage passageway, or if delivery vehicle should impede flow of traffic.

Bags, packages, parcels and other items brought in through the employees' entrance must be inspected, with the usual logbook entry indicating the name of the staff/person bringing them.

Cloakroom Attendants and outlet personnel should exert effort keeping close watch over their work area and should report to the Telephone Operator or Security Officer abandoned boxes/parcels, which might contain explosives.

Should a suspicious looking object is discovered, the Telephone Operator should be immediately advised, who shall in turn inform all Hotel Officials concerned:

- ❑ General Manager
- ❑ Duty Manager
- ❑ Security Manager



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Only upon instruction from the General Manager or in his absence, the Security Manager or Manager in-charge (Chief Engineer, Executive Housekeeper, Rooms Division Manager) can the Telephone Operator or Security Department call for Military/Police assistance.

Pending arrival of the bomb expert, the suspected explosive if possible must be kept to cooling tower by Security Manager and Engineering crew so that destruction to life and property can be lessened.

Pending arrival of bomb experts, Security Officers and Housekeeping staff should also ensure orderly evacuation of guests and visitors. Those on the upper floors must be guided through the stairways. Housekeeping and Security should coordinate in checking evacuated rooms by using chalk marks. (*Refer to Evacuation Procedures*).

Security Department should update the General Manager and/or Duty Manager as often as necessary.



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# ACCIDENT PREVENTION PROGRAM

The safety of all Hotel employees as well as that of guests is a primary concern of all; hence everybody should be reminded of the value of safety consciousness. Accidents can happen when least expected. Everybody must therefore exercise extreme care and awareness to anticipate or prevent occasion of accidents.



The following are some of the most common causes of accidents. Employees should avoid such situations, which may cause accident in the work place. Consciousness of the basic safety precautions at all times is encouraged.

1. Failure to observe signs such as: NO SMOKING; RESTRICTED AREA; DANGER: HIGH VOLTAGE; WET FLOOR and others.
2. Operating or using equipment without full knowledge of use or without authority.
3. Use of unsafe or defective tools and equipment like trolleys with worn out wheels or rollers.
4. Horseplay – distracting, startling or teasing like running after each other teasingly with knives, especially on slippery floors.
5. Operating and working at unsafe speed like running on stairways.
6. Taking an unsafe position or posture like trying to rock a 4-legged chair, carrying load beyond one's capacity, trying to do an acrobatic act while on ladders, chairs, tables and many others.
7. Poor housekeeping like not keeping flammable materials, sharp objects, and highly toxic materials in proper places; mislabeling or even unlabeled containers may prove to be hazardous.





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8. Electrical exposure like exposed high tension/voltage wires, broken electrical sockets/plates, broken plugs.
  9. Inadequate illumination – poorly lit storerooms, alleys, corners and exit stairways.
  10. Lack of adequate guards and safety devices or removing or making safety devices inoperative like breaking fire alarms, smoke detectors, destroyed padlock on restricted/high voltage areas.
  11. Mental condition: problematic, worries about health, money, marriage and family, resentment, hostility. Physical condition: hangovers, intoxication, extreme fatigue and acute illness which may impair the employees mental state.
  12. Failure to wear the correct personal and protective equipment like masks, boots or gloves.
  13. Carelessness in walking on slippery areas like the kitchen and stewarding which can cause falling and possible fracture of limbs.
  14. Placing furniture or other fixtures along hallways in a manner blocking fire exits or fire doors.
  15. Failure to extinguish cigarettes before throwing away the butt.



# SAFETY PROGRAM



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The Hotel operates on the belief that all workers should have the safest possible atmosphere in which to work.. Each employee has the responsibility of contributing to his/her own safety as well as that of others and the Hotel. Working safely is not just something we ask our employees to do in addition to their job but it is a vital and integral part of the way a job should be done.

We are responsible to work and conduct ourselves in such a way as to minimize the possibility of accidents. Safe actions and conduct are more important than all written safety rules or all protective guards and equipments being fabricated. No safety device can relieve one of the responsibilities to think and act responsibly. Employees must develop the habit of doing their job in the prescribed safe rules.

#### Safety Rules & Guidelines:

1. If you notice any potentially hazardous equipment, tools, machine or condition in the hotel, which you feel might affect you or others, it must be reported immediately to you immediate supervisor.
2. All injuries encountered while working must reported immediately to the Supervisor or Division/Department Head.
3. Never attempt to do something you are not able to do. Remember, we all have our limitations – physically, our bodies can only lift or carry so much and can only reach out to a certain point. We do not expect you to do something, which may cause injury or harm.
4. Before starting a new job, proper orientation and instruction must be given. Instructions must be proper and complete. If you do not fully understand the instruction, procedures or if you do not remember the



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safety precautions, ask your immediate superior again. The immediate superior's responsibility is to work with you until you feel comfortable.

5. Tools have their specific purposes and limited use – know the proper tools for each job and use them only in the proper way.
6. Short cuts are big mistakes in trying to expedite or accomplish a task. The hotel has spent considerable thought and experience in designing jobs and instructions to accomplish such. Always take time to do the job the safe way.
7. Management continually tries to make the hotel a safer place for all its employees and guests, and as such, Management always encourage and welcome suggestions for accident prevention.
8. When performing a task, never rush. There is a difference between working efficiently and rushing. Rushing can only lead to injuries and may also put the lives of others in danger.
9. Horseplay, practical jokes, fighting, yelling and running leads to accidents and injuries. Such actions should be forbidden in the hotel.
10. Always keep in mind your fellow workers and guests. Remember, your careless accidents may endanger and hurt others. Tools and materials should always be kept in a safe and orderly manner so others will not trip or fall.

The safety and well being of the employees and guests depend on the effective enforcement of the safety program.

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# CRISIS COMMUNICATION PLAN



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During times of disaster or when faced with critical situations all TLS Staff are hereby directed to maintain basic emergency procedures. In circumstances when anybody is called upon to answer to media people and/or any government or non-government entities, the following **CRISIS COMMUNICATION PLAN** shall be strictly enforced.

*Objective:*

The Crisis Communication Plan is developed in order to outline and identify responsibility centers during times of crisis, when it is inevitable to give statements to media regarding critical hotel situations.

*Definition of Terms:*

**Crisis** – to refers to an emergency / disaster / tragedy arising from situations such as but not limited to earthquake, fire, bombing and/or bomb threat, burglary/robbery, civil disorder, death/suicide within hotel premises, guests/employee accident.

**Communication** – transfer of information; dissemination

**Media** – referred to as the press people or media men, newspapermen/women; reporters

**Plan** – method; procedure; defined course of action

**Press Conference** – dialogue with a group of media people



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## **1. POLICY GUIDELINES**

### **1.1 Identification of Crisis Management Team**

The Crisis Management Team is composed of the following:

- ❑ General Manager
- ❑ Owners' Representative
- ❑ Financial Controller
- ❑ Rooms Division Manager
- ❑ Sales & Marketing Director
- ❑ HR Manager
- ❑ Security Manager

The team's basic responsibility is to manage crisis situations in the hotel. They should be called upon during occurrence of any trouble. An updated listing with the team members' after office contact numbers shall be made available at the Front Office Department.

### **Identification of Spokesperson**

For any emergency situation, there should be a spokesperson from the Crisis Management Team. As a rule, the General Manager shall be the official spokesperson. However, in the absence of the General Manager, only the Security Manager and/or Owners' Representative may be designated as alternate spokesperson, for a particular incident.

The "one spokesperson rule" will be strictly implemented during crisis situations. Only the designated/authorized spokesperson shall be allowed to give statements/information to media and other interviewing agency.





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## 2. PROCEDURES

- 2.1 All hotel staff shall be inducted in the basic emergency procedures, as well as the Crisis Communication Plan. A checklist of reminders during a crisis situation and on how to handle media shall form part of the Employee Handbook.
- 2.2 When an abnormal situation occurs, alert the Executive on Duty, who shall call upon the Crisis Management Team instantly.
  - 2.2.1 Know the exact details of situation and relay it as accurately as possible.
- 2.3 When you are asked upon by media to give comments/statements or details of a situation follow the following procedures:
  - 2.3.1 Courteously refer them to the General Manager/Security Manager or Owners' Representative, and explain that he/she is the best person to comment, however is unavailable at the moment.
  - 2.3.2 Ask the media people when their deadlines are and assure that the General Manager will get in touch with them as soon as possible.



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- 2.3.2a Find out the name of the media person, the media company/outlet he/she is connected with and his/her contact number.
- 2.3.3 As a priority, get the message and details to the General Manager, or if not available, to the Security Manager or Owner's Representative.
- 2.4 The Crisis Management Team, upon advice is required to be at the hotel in the least possible time and is tasked with the following:
- 2.4.1 Know the facts and exact detail of situation.
- 2.4.2 Meet and plan media message. In formulating the media message, the following items should be taken in consideration:
- ❑ Summarize the situation factually and briefly.
  - ❑ Show concern..
  - ❑ What's the context of this crisis – “this has never happened at our hotel before”, etc.
  - ❑ What action is being taken?
  - ❑ What do you want to come from this situation?
  - ❑ What's the call to action for viewers or the audience you're trying to reach?



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- 2.4.3 If the General Manager is not available, the Security Manager or the Owners' Representative shall be the spokesperson for the situation.

When designated as spokesperson, the following points should be remembered:

- ❑ Appear in business attire to send a business message.
- ❑ Take time in answering. If you don't know the answer, say so, and that you will find out the information as soon as possible. If the concern is outside your area or the hotel's jurisdiction refer the media person to the appropriate person.
- ❑ Show sincere concern and never lay blame.
- ❑ Be specific and don't use hotel jargon.
- ❑ Thank the interviewer.

- 2.4.4 Confer with the owners and the owner's legal representative prior to releasing planned statements.

- 2.5 Press Conferences can only be allowed during very critical situations. However, this shall require prior approval from the owners and their legal representative. During such Press Conferences only the General Manager is commissioned as spokesperson.



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# CRISIS MANAGEMENT TEAM

The Crisis Management Team is organized to manage disaster/emergency in the hotel, arising from situations such as earthquake, fire, bombing and/or



bomb threat, burglary/robbery, civil disorder, death/suicide within the premises, guest and/or employee accident.

## **1. Team Members**

Identified to compose the team are the:

- ☐ General Manager
- ☐ Owner's Representative
- ☐ Financial Controller
- ☐ Rooms Division Manager
- ☐ Sales & Marketing Director
- ☐ HR Manager
- ☐ Security Manager

## **2. Basic Responsibilities**

The Crisis Management Team's basic responsibility is to manage/handle critical situations in the hotel, and therefore is expected to:

Upon notification of a critical situation, should be in the hotel in the least possible time.

A list of after office contact number and address of team members shall be made available to all hotel officers as well as at the Front Office Department.

Each team member is required to update the list when a change in the contact number or address occurs.



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Draw up and facilitate contingency plans during times of disaster.

Meet and discuss details of problem.

Investigate occurrence.

Give detailed and accurate incident report to owners regarding the situation.

Draw up and agree on contingency plan and if needed, seek owners' approval.

Initiate agreed action plan.

Ensure that basic emergency procedures are adhered to in times of crisis.

Take charge and supervise employees and/or guests on emergency procedures, during fire and evacuation, bomb threat, external occurrences which may affect the hotel such as civil disorder, accident resulting in injuries inside the hotel premises, robbery, death or suicide.

Coordinate with police, fire station, hospital and other agencies as the situation may warrant.



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Manage and carry out the Crisis Communication Plan.

Meet, plan and agree on the media message.

Identify spokesperson. Ideally the spokesperson is the General Manager, however in his absence only the Security Identify spokesperson. As a rule, the spokesperson is Manager and/or the Owners' Representative may be designated as an alternate.

### **3. Points to remember when dealing with media**

Never say "no comment".

Return calls promptly.

Find out who you are talking to – determine what the company he/she is representing.

Make the media person comfortable.

Whether you want them there or not, thank them for coming.

Provide the media person with a contact number, should they need additional information. It is better they get the facts correct.



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When being interviewed, repeat your key message as often as possible.





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4. **In most situations:**

- ❑ The police, fire or ambulance officer will be the media's spokesperson and if asked for additional information, our line is that we are giving the police our full assistance in the matter.
- ❑ The media never report a suicide unless there is unusual circumstance, e.g. celebrity.
- ❑ There is no such thing as 'off the record'.
- ❑ If the hotel is to blame, i.e. the fire alarm did not sound or the security system was breached, buy some time by advising that *"we are currently investigating the issue and as soon as more facts are known, a full report will be issued. At this point our concern is for the safety of our guests and alleviating as much concern for their families as possible in this situation."*

5. **Scenario - some key phrases should you be called upon to comment:**

- ❑ **Suicide:** "the police are reporting that there are no suspicious circumstances in the case"
- ❑ **Food poisoning:** it is very important not to take responsibility, but it is equally important to show that you are concerned:  
*"We have conducted internal testing of the kitchens and believe this is an isolated case that relates to a specific item that has been supplied by suppliers."* i.e. you are implying that it is the supplier of the product, and not the kitchen.
- ❑ **Fire and evacuation:** *"The most stringent fire procedures are in place and all our systems worked extremely well to ensure that our guests were inconvenienced as little as possible."* Or *"We co-*



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*operated extremely well with the authorities to ensure the situation was addressed as quickly and as effectively as possible.”*

When asked regarding cause of fire “*investigation is being conducted to determine the cause, as soon as more facts are known, a full report will be issued.*”

- **Security breach resulting in serious crime:** “*We informed the police/authorities as soon as we discovered the problem and they acted on it immediately.*” – i.e. we did everything within our capacity.