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POLICY STATEMENT政策声明:

To act and trouble shoot with professional manner.

以专业要求或方式来处理突发事故。

PURPOSE目的:

To ensure hotel employees is aware of how to handle death cases.

为保证酒店员工确知如何处理意外死亡事故。

PROCEDURES程序:

1. Any death in the hotel is cause for concern, firstly because it may spread alarm and an unwelcome public attention, if it should be misrepresented in the media and secondly, because it would invariably involve the police department.

任何在酒店内发生的死亡事故都会引起社会的关注，首先是因为死亡会引起人们的恐慌并且容易引起一些不受欢迎的公共的关注。因此容易被媒介错误报道；其次，因为处理死亡性事件一般会有公安局的参入。

2. Death can be categorized as follows:

死亡有以下几种类别：

- a) Death by natural causes 自然死亡
- b) Death by unknown causes 不明原因死亡
- c) Murder 谋杀死亡

3. In the event of death of the premises, the following procedures are to be followed:

如何有死亡事件的发生，应执行如下程序：

STAFF RESPONSE 员工的职责:

1. Any staff member who receives a report or comes across a seriously injured/dying person should immediately pass the information to :

任何员工在看到伤亡人员或听到其报告时，要第一时间将信息上报至：

- a) CCTV room telephones extension no 6855/5110 and request for ambulance.
安保部监控室电话为6855/5110， 并叫救护车。

- b) AM on duty at extension #6166.

当班大堂副理电话“#6166”。

- c) Telephone operators by dialing '0'..

拨打“0”通知总机。

2. Remain at the scene and **TOUCH NOTHING** unless it is absolutely necessary to save life, i.e. such as applying first aid to stop bleeding, remove a body from a rope which he/she is hanging, removing obstructing to breathing, removing person from water, etc.

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请尽量保持并维护现场，除非有必要采取一些措施以挽救他人的生命，如：为伤亡者止血，将他/她上吊的绳子拿开，将阻碍呼吸的物品移开，将亡者的身体从水中挪出等等。

3. Try to preserve the scene and keep others from touching anything, as valuable fingerprints could be destroyed in the process.
尽力保护现场以免其他人接触，以免现场的有力证据如指纹遭到破坏。
4. Hand over scene of incident upon arrival of AM and Security Supervisor, brief them on known circumstances and action taken.
在大堂副理和安保部主管到达现场时向他们交接事故现场，并简短介绍已知的详情和已采取的措施。
5. Remain to assist in the follow up action and subsequent investigation by police.
留下来以协助跟进行动并接受公安部的调查。

CCTV Room 安保部监控室

6. Upon notification of a seriously injured/dying person, the CCTV officer on duty will ascertain:
接到伤/亡者的通知后，安保部值班主管应可知：
 - a) Identification of the formant. 确认通告人
 - b) Location of the scene and whereabouts of the informant.
现场的具体位置与汇报人的所在之处。
 - c) Condition of the seriously injured/dying person.
伤/亡者的伤势情况
7. He will inform the following staff to attend the scene immediately:
及时通知以下人员及时到达现场：
 - a) Assistant Manager on duty. 当班大堂副理。
 - b) Security Officer on duty. 当班的安保部主管。
 - c) Duty engineering staff if required. 如有需要，通知工程部值班员工
8. Never presume a person is dead unless he/she is officially certified by a qualified medical practitioner. Based on this guideline, report made to the police telephone (20702222) should be classified as 'Person Seriously Injured' or "Person Collapsed" whichever is applicable.
在没有得到资格医师的正式鉴定之前不要讲盲目地认为当事人已经死亡。在遵循此方针的基础上，向公安机关所做的汇报应当是应用“重伤者”或“重病者”的称谓。

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9. If police report has been made, inform Assistant Manager and Security Supervisor on duty. He will also inform security officer on duty at staff entrance and command post to clear vehicular access to hotel driveway. He should also brief Assistant Manager on duty and Security Manager
 如果已向公安机关汇报，通知大堂副理和安保部当班主管，在员工通道入口处禁止车辆过往通行，向当班大堂副理和安保部经理简短说明。
10. Inform Assistant Manager on duty and Security Manager on any action taken.
 通知大堂副理和安保部经理已采取的行动。
11. Record incident in the security log book.
 在安保部的工作日志上记录此事故。
12. Do not answer any query in relation to the incident unless otherwise instructed by the General Manager or Deputy General Manager. Refer all queries to telephone operators in the absence of any specific instruction.
 未经总经理或副总经理允许不对相关事故的质疑做出任何回答，在没有得到特别授权时涉及事件的所有质疑电话转至总机。

ASSISTANT MANAGER/ SECURITY MANAGER

大堂副理/安保部经理

13. Upon notification of a seriously injured/dying person, proceed to scene immediately.
 接到伤/亡者的通知后，立即赶赴现场。
14. Attend the person and see if any first aid or medical treatment can possibly help.
 照看伤者并留意是否要采取急救或医疗措施。
15. Inform GM and DGM, make report to police via telephone no 110 and first aid by dialing 120. Also call hotel doctor to attend scene immediately.
 大堂副理通知总经理和副总经理，向公安机关“110”和医疗急救“120”报警求助；并通知酒店医务人员立即赶赴现场。
16. Isolate the area or room and keep it clear of spectators.
 隔离发生事故的区域或房间，驱散围观人员。
17. If in an open area, erect screen to block off sight public view.
 事故发生在开放性区域，则竖屏以保护现场以免众人围观。
18. Instruct security supervisor to form and outer cordon to keep spectators away from the scene.
 安保部主管立即设立警戒线保护现场以免造成众人围观。
19. DO NOT TOUCH OR MOVE THE BODY OR ANY INSTRUMENT LYING AROUND THE BODY unless it is absolutely necessary – to save life.
 除非是在非常必要的情况下，如挽救生命，确保不移动伤者身体或身体旁边的器具。

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20. Keep others from touching anything as valuable evidence and fingerprints could be destroyed in the process.

不要让外人接触现场以免破坏有力证据或者指纹。

21. In the seriously injured/dying person occupies a guest room, obtain relevant inventory and registration card through the front office and be ready or investigation by the police.

在伤/亡者的客房里查找相关的遗留物并从前厅部得到登记卡，以为公安部调查做好准备。

22. Hand over scene to the police when they arrive and assist as directed. Brief them on known circumstances and action taken

在公安部人员到达后将现场交接给他们并按要求的协助，向他们简短地介绍已知的详情和已经采取的措施。

23. Ensure that the process of removal of the person(s) be arrange via service lift or evacuation staircase.

确保移动伤者的过程是通过员工梯或疏散梯来进行。

24. If the person has no friend or relative to accompany him/her to the hospital, arrange a bellboy to provide escort.

如果客人没有朋友或亲戚可以陪他/她到医院，大堂副理要安排酒店礼宾员一同前往。

25. After police investigation has been concluded, any belongings left behind by the person(s) will be stored for safekeeping until approval to release them has been given.

公安部门调查结束后，伤者遗留的任何物品将被有效地保管，直至接到准许处理的通知。

26. Notify next of kin without delay and appropriate consulates officer if a foreigner.

及时通知伤者亲属，如系外国客人，则通知该国领事馆。

27. Compile an internal investigation report.

汇集内部调查报告。

TELEPHONE OPERATOR 总机

28. Upon notification of a seriously injured/dying person, the operator will ascertain :

得到伤/亡者通知后，接线员应确定：

a) Identify of the informant. 确认通知者

b) Location of the scene and whereabouts of the informant.

现场的具体位置与汇报人的所在之处。

c) Condition of the seriously injured/dying person.

伤亡者的情况

29. Pass the information to

将信息汇报给：

a) Assistant Manager on duty. 当班大堂副理

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b) Chief of Security 保安部总监

c) Director of Room Division or Front Office Manager. 房务总监或前厅部经理

30. In the event of any query in relation to the incident, obtain instructions from the General Manager, Deputy General Manager or Public Relations Manager prior to any reply.
 在回答有对事故的任何质疑之前，应须先得到总经理或副总经理或公关部经理的授权。

FRONT OFFICE AND HOUSEKEEPING 前厅部与客房部

31. If the incident took place in a guest room, obtain permission from the police prior to any cleaning or renting of the room.
 如果事故发生在客房，须先经公安部允许后方可打扫或出售房间。

32. Sterilize the entire room before returning it for sale.
 在恢复销售此客房前应将整个房间杀菌消毒。

33. In the case of homicide or related case, check the door lock immediately.
 若是谋杀或相关事件，则立即检查门锁。

34. As a safety precaution, any HSKP attendant who comes across and occupied guest room with DND exhibited early morning till 2.00pm and with no sign of any activity should inform Assistant Manager on duty and /or housekeeping supervisor immediately for further action.
 预防措施：如客房服务生发现客用房从早上到下午2.00一直打着勿扰牌并没有任何活动的迹象，则应立即通知当班的大堂副理和客房主管以采取进一步的行动。

DEPARTMENT HEADS 部门领导

35. When an incident of this nature emerges, precautions should be taken by department heads concerned that the case has been dealt with according to the law.
 当这类事故发生时，相关部门领导应根据法律要求来采取防范措施。

36. All related information should be kept strictly confidential and should not be related to other hotel guests or discussed among staff members.
 所有相关信息应当被严格保密并不应当在其它酒店客人或员工之间被议论。