	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 1 OF 10

POLICY STATEMENT政策声明:

Ensure that the all employees are fully conversant with the hotel action on the outbreak of fire procedures.

确保所有员工在突发火警事件上完全熟悉酒店的行动程序。

PURPOSE目的:

The purpose of this policy is to set out the board principle regarding the action to be taken at the scene of the fire.

此政策的目的是宣布在火警现场所采取行动的原则。

PROCEDURES程序:

PROCEDURES ON REPORTING OF FIRE

火警报告程序

GENERAL FIRE INSTRUCTIONS

一般的火警指示

A. What to do in case of a fire

如果发生火灾应如何处理

1. Person who detects a fire should inform the Telephone Operator by dialing "0" and telling her:
发现火灾的人应立即拨打"0"通知总机, 说明:

- a) Exact location of fire 火灾的具体位置
- b) How big the fire is 火势大小
- c) Is anyone injured 有无人员受伤

2. a) Small Fires: 小范围火灾

Try to extinguish the fire using nearby portable fire extinguishers
使用就近的便携式灭火器灭火。

- b) Big Fires: 大范围火灾

Sound fire alarm by breaking the break glass
击碎玻璃, 手动报警

In case of Big Fires: 如果发生重大火灾


Assist injured persons by bringing them first to the nearest safe place and then to the designated evacuation area, which is outside the building at the emergency staircases.

首先帮助受伤人员撤离到附近的安全地, 然后通过安全通道, 将人员疏散到酒店外指定的集合地点。

Report to the Front Office Manager and wait them in the lobby for BOMBA (Fire Brigade) to arrive to direct them the right way.

向前厅部经理报告并且在大堂里等待消防队, 以便在他们的到达后向他们指引正确的受灾方位。

Wait for instructions from the Executive staff.

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 2 OF 10

等待行政人员的指示。

Do not open doors or windows unnecessarily, as this will help the fire to spread further.
 在没有必要的情况下，不要打开门或者窗户，以防止火势进一步蔓延。

Do not make use of elevators during a big fire but use the emergency staircases. See appendixes for location of emergency staircases. Do not panic but think calmly what to do.
 发生重大火灾时从安全通道撤离而不要使用电梯。安全通道的位置请参阅附录。能保持镇静并想如何去做。

B. Action To Be Taken When Sprinkler System is Being Activated

当洒水装置系统启动时，应采取的行动

1. Immediately inform the Telephone Operator by dialing “0” from any house telephone.
 立即从就近电话拨打“0”通知总机接线员。
2. The Chief Engineer or Assistant Engineer, on receiving the message, will send a technician to stand by at sprinkler main stop valve to monitor water flow when a fire out message is received.
 当接到灭火通知时，总工程师或助理工程师应派一位技术人员到洒水装置的总控制阀处监控水流量。
3. Fire Brigade will arrange to have the system back to normal as soon as possible.
 消防队员将会尽快使系统恢复正常。

C. Action To Be Taken When Wet Chemical Hood System is Being Activated


当化学引擎系统被启用时应采取行动：

1. Immediately inform Telephone Operator by dialing “0” from any house telephone.
 立即从就近的电话拨打“0”通知总机接线员
2. Follow the fire checklist procedures.
 遵循消防检查程序表
3. Chief Engineer will restore the system back to normal as soon as possible.
 总工程师将尽快使系统恢复正常。

I. TELEPHONE OPERATOR总机：

1. On receiving a call reporting a fire, immediately ask the caller CALMLY:
 收到火灾报告时，保持平静并立即询问来电者：
 - Where is the fire? (note the time) 火灾的位置（记录下时间）
 - How big is the fire? What kind of fire? 火势大小及火灾的种类
 - Is anyone injured? 有无人员受伤

Then say, if it is a guest, “please leave your room and I shall inform the Fire Brigade immediately”. If it is any employee, then instruct the caller “start to fight the fire with an extinguisher”.

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 3 OF 10

如果来电者是位客人，则告诉他"请离开您的房间，我将立即通知消防队"。如果是位员工，则告诉来电者先使用灭火器灭火。

2. Inform the persons below in the following order:

立即依次通知以下人员：

- 1) COS-保安部总监；
- 2) DOE – 工程部总监；
- 3) AM(大堂经理) ；
- 4) MOD (during MOD duty hours) 值班经理（在值班时间内）；
- 5) Person in charge of simulating fire site着火区域部门负责人；
- 6) It's very important to dial "119" after confirming the fire.
当确认火情时最快拨打“119”报警电话是非常重要的。

3. Note the exact time when the first call reporting the fire was made, including any others similar calls. Then wait for further instructions from hotel management.

记录下第一次报告或类似于报告火警来电的准确时间，然后等待酒店管理层进一步的指示。

REMEMBER切记：

Confine the report of the fire to only persons who should be informed. This is to avoid unnecessary panic. In case you receive any outside calls (except from Senior Executives) asking for news of the fire, please tell them politely that the situation is beyond control. Speak clearly and calmly. Do not get excited.


为避免不必要的恐慌，火灾发生的信息只限于通知给应该通知的人员。如果你接到任何外部电话((酒店高管人员除外) 询问火情，请有礼貌的告知他们火势已经得到控制。
语言清晰并保持平静，千万不要激动。

II. Duty Engineering 工程部值班工程师：

1. He will automatically shut the electrical supply and gases and station 1 staff at the fire control room. He will also cooperate with the Fire Brigade personnel such as providing relevant building plans.
他将自动关上供电和供气系统并派一名员工在消防控制室协助消防人员并向其提供楼体的建筑设计图。

Shutting down of sprinkler system mains stop valve after ascertaining the fire is complete out.
在确认了火灾已被扑灭后，将洒水装置的主阀门关闭。

2. Make a roll call of his staff after evacuation.
撤离完毕后为员工点名。
3. Ascertain safety worthiness of all services before putting them back in operation.
在重新运行之前确认所有服务设备是可安全操作的。

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 4 OF 10

4. Replacement/ refill fire extinguishers depressurize the sprinkler systems and ascertain all fire-fighter and protection systems are back in good order as soon as possible.
 将洒水装置系统减压，确保使所有消防设备及其保护系统尽快恢复正常。

III. SAFETY & SECURITY MANAGER AND SECURITY OFFICER

保安部当值人员

➤ Security Supervisor: 保安主管

Immediately organize security officers to contain the fire; effectively control each safety exits and prevent the entry of unauthorized persons into the hotel; instruct and guide the entry of fire brigade and fire vehicles; ensure that the safety exits and evacuation staircases are free from any obstruction; ensure that the fire lift is on the first floor before the arrival of fire brigade, other elevators are not allowed to use till fire situation is cleared; report the details of fire to the Chief of Security and Security Manager.

立即组织当值人员实施灭火扑救，及时控制酒店各出入口防止人员逆流和偷窃行为，指引消防队人员及车辆进入，确保各出口、疏散楼梯的通畅，确保当消防队人员到达时酒店消防梯停在一楼，其它所有电梯全部暂停使用，直到火势被清除。及时向保安部总监或经理报告情况。

➤ Other Security Officer: 其他当值员工

1. The floor patrolling guard to proceed to affected floor upon receiving a fire alarm from Fire Control Centre. If a genuine fire is found, feedback to fire Control Centre immediately and call out "19" command, use the nearest fire equipment to contain the fire.

楼层保安巡逻员接到消防中心火警信息后，迅速赶至报警楼层，在确认火情后，立即反馈至消防中心，同时发出保安"19"口令，并随即利用最近的灭火器材灭火。

2. CCTV guard inform the telephone operator by dialing "0" upon receiving fire information issued by Fire Control Centre, inform the affected floor and guest room number. At the same time to inform person in charge of security department; track fire site in time.

监控室值班人员当听到消防中心发出的火警信息后，立即电话通知总机"0"，说明相关楼层或房间号，同时通知保安部负责人；监控镜头及时跟踪火灾现场。

3. If it is a false alarm, feedback to Fire Control Centre to reset the fire alarm system.


若是虚假报警信息，及时反馈消防中心将火警系统复位。

IV. EXECUTIVE HOUSEKEEPER客房部主管

On receiving a fire message on the guest room floors:

接到客房的火警信息：

1. She will be present at the scene of the fire to reassure all guests.
应立即到达责任区域并安抚客人。
2. On receiving an evacuation instruction, direct all guests to leave via the fire exits, i.e. the staircases at both ends of the floors. She can leave after all guests have been evacuated.

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 5 OF 10

当接到撤离指令后，立即按照正确的疏散方法，利用楼层两侧的疏散步梯指引客人正确疏散；当客人全部被安全疏散后立即撤离。

3. She will account the number of guests after evacuation and verify with the AM.

撤离后与大堂副理核对客人人数。

4. Make a roll call of her staff after evacuation. 撤离完毕后核对部门员工情况。

V. ASSISTANT FRONT OFFICE MANAGER大堂副理

On receiving a fire message, immediately inform GM&DGM

在得到火灾报告时要及时通知总经理和副总理。

On receiving the general evacuation instruction, assign designated staff to staircase exit on the first floor and instruct guest evacuation.

接到全员疏散指令后，依照疏散预案指派相关人员到达一层有关区域指引客人疏散。

1. Ensure the cashiers have locked away all monies and closed all guests' safe deposits before leaving for evacuation.

在撤离之前，确保钱币及客人的保险箱都锁好。

After evacuation, together with Housekeeper in accounting the number of guests from the room floors and makes a roll call to his staff.

撤离到疏散区域后，与客房部主管统计住店客人和当班员工的总数并为其点名。

2. Note: All lifts will automatically land and stop at lower ground floor if a genuine fire happens.

注意：在火灾真实发生时，电梯将会全部自动停在酒店一层。

VI. THE GM OR DGM

总经理或副总经理

1. He will decide on calling Fire Brigade and initiate evacuation instructions prior to arrival of Fire Services.

总经理将会在消防队抵达前做出是否要请消防队或撤离指示的决定。

2. He will be overall in-charge of the fire situation until taken over by the Fire Brigade Officers.


在消防队员到达前将由总经理负责整个火灾现场。

VII. EVACUATION PROCEDURES撤离程序：

Only the GM/DGM or other authorized executive manager can give orders for general evacuation / partial evacuation:

只有酒店总经理/副总经理或被授权的其他管理层方可发布全部或局部撤离命令。

This can concern part of a floor, whole floor, a whole wing, a whole public area or the whole hotel. The executive in-charge will establish assembly area at the loading bay and ad instruction

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 6 OF 10

should be gathered from there. He will decide when to make use of the in-house emergency call system. Once the order for evacuation has been given, the following steps will be taken:

这将涉及到部分楼层，整个走廊，整个运行，整个公共区域或者整个饭店。负责人将在安全区域建立集合地点并进行下一步指示。他将决定何时利用内部的紧急呼叫系统。一旦撤离，将采取下列措施：

Front Office Manager前厅经理：

1. Get and keep the emergency key from the safe.
拿到并保存好保险箱的紧急钥匙。
2. Rush to the scene of the emergency and assist guest evacuation, advice the guests briefly, determinedly but calmly: "This is an emergency, please evacuate the building as quickly as possible through this staircase (point the way). DO NOT use elevators and evacuate to the assemble point.
立即赶到事故现场，协助疏散客人，要保持冷静并告诉客人：“现在酒店发生紧急事件，请您走安全通道，请勿乘坐电梯，尽快撤离到大楼外的集合区”。
3. Evacuate from the fire site and wait for further instructions from the command.
撤离火灾现场，等待总指挥的进一步指示。

Housekeeping客房部：

- To bring blankets and towels to the designed evacuation areas.
带毛毯和毛巾到疏散区。

Front Office前厅台：

- Supervisor to collect, as quickly as possible the latest printout of in-house guest list and bring them to the point of assembly, so that a proper person count can be conducted.
前台主管尽快打印出一份住店客人的名单，并带到疏散集合区域以备正确地清点住店客人人数。

Financial Controller财务：


- To secure all important papers and cash. He will contact the insurance company to establish losses and claims.
保存好所有有价值的材料与现金，并与保险公司联系，建立损失声明。

REMEMBER切记： Do not try to risk your lives in order to save property; the Hotel is insured in such case

不要为了保护财产而试图冒生命危险；酒店已入相关财产保险。

VIII. FIRE PREVENTION IN GENERA预防普通火灾：

1. Do not smoke in any service area, kitchen or non-public area and exercise care in the disposal of cigarette and cigar butts. Be sure they are all out.

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 7 OF 10


不要在服务区域、厨房及非公共区域吸烟，并注意确认公共区域放置的烟灰缸内的烟头已被完全熄灭。

2. Never empty your ashtray in a waste paper basket.
不要向空的废纸篓里倒烟灰。
3. Do not open or break windows when an area is filled with smoke due to combustion unless the situation might lead to suffocation.
当某个区域弥漫着烟雾并伴有燃烧迹象时，除非可能导致窒息的情况下不要打开或是击碎窗户。
4. Try always to cut off oxygen supply from a just started fire, by covering it either with a blanket, coat or sand.
当火刚开始燃烧时，尝试用绝氧法扑灭火，可以用毛毯、大衣、沙子等物品覆盖到火上以达到绝氧灭火。
5. Never use water to extinguish a oil or liquid fire.
油类或其它液体着火请不要用水来熄灭。
6. Avoid congestion of passage-way, entrances, exits and stairways with tables, ladders and other equipment.
应避免在通道、进出口、楼梯等地摆放桌子、梯子或是其他设备，防止阻塞疏散通道。
7. Use fire extinguishers to fight fire of combustible materials like woods, paper, textiles and fires started in either “live” or switched off electrical equipment.
使用灭火器扑灭易燃物质为木头、纸张、纺织品，当火灾是由电器引起时应先切断电源。
8. Be familiar with all locations of hydrant in your working area and make sure you know how to use it.
熟知工作区域内所有消防栓的位置，并确保会使用它。
9. Be familiar with the location of fire alarm buttons in your working area.
熟知工作区域消防报警按钮的位置。
10. Engineering Department must conduct regular tours of the whole hotel to detect any possible fire hazard.
工程部必须定期对整个大楼的电器线路进行常规检查，以防任何可能发生的火灾。

IX. INTERNAL FIRE FIGHTING EQUIPMENT AND FIRE ALARM SYSTEMS

内部防火设备和火警报警系统

1. FIRE HYDRANT/ WET RISERS SYSTEM 消防栓/ 喷淋灭火系统

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 8 OF 10

Fire hydrants are located outside and around the perimeter of the Hotel block and connected to the main incoming water supply. A wet riser system with pressurized water supply and connection outlets at both ends of each guest-room floor near the emergency staircases and strategic points in the other floors is installed. These fire-fighting facilities are for the Fire Brigade's use only.

消防栓安装于酒店外部和并在酒店周围与主要供水系统连接。在每个楼层靠近安全通道处安装了一处高水压消防喷射灭火系统。这些防火设备是仅供消防队使用的。

2. **HOSEREEL SYSTEM**消防系统

A hose reel system with pressurized water supply and outlets at the same locations as the wet riser system is installed. This facility is for the internal Hotel fire fighting team to use.

具备高水压供水的消防栓与喷洒灭火系统同样被安装。这个设备是为酒店内部消防队使用的。

3. **PORTABLE FIRE EXTINGUISHERS**便携式灭火器

The portable fire fighting extinguishers used in the Hotel are mainly the dry powder type, water-based type and CO2 type. They are located in hydrants, kitchens, and stores and offices etc in back-of-house areas.

在饭店使用的便携式灭火器主要有干粉灭火器、水基型灭火器和二氧化碳灭火器；通常放置酒店内部消火栓和厨房内；仓库及办公室等个别区域也放置了不同类型的灭火器。

4. **AUTOMATIC SPRINKLER SYSTEM**自动的喷淋系统

The total building is protected by a sprinkler system with the exception of the Generator Room, which is protected by Halon Fire Extinguishing System.

除发电机房，整个楼体是被洒水装置与灭火系统所保护的。


The wet sprinkler system is charged with water and the required flow rates and pressure are maintained by a system of jockey pumps and booster pumps drawing supply from storage tanks. The sprinkler head is a fire detector by itself and abnormal temperatures will activate the sprinkler head, which discharges a strong continuous shower of water, and a fire alarm is triggered.

高压洒水器系统是被水和水压所控制，通过储藏库内的抽水机与抽水泵系统可以保持水压。洒水器喷头本身就是一个感应探头，当温度升高到一定程度自动洒水检测器可自动激活喷洒装置报警并开始加压洒水。

Each floor is sub-divided into zones and when the sprinkler dead is indicated, an alarm is sounded and the area where the fire occurs is indicated in the Fire Control Panel, which monitors the whole Hotel complex for fire outbreaks.

当发生火灾区域的洒水系统被启动并开始报警时将会显示在控制整个楼体的分楼层的控制面板上。

All pumps associated with the wet fire fighting system are electric and generator driven. 所有的喷洒式灭火系统都是电动的并由发电机带动。

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	CODE: 03.19.023
		EDITION: 1
		PAGE 9 OF 10

5. CO2 FIRE EXTINGUISHING SYSTEM 二氧化碳灭火系统

Generator Room area, e.g. where the presence of water is damaging to the equipment, dangerous or ineffective in fighting the fire, is protected by an automatic CO2 extinguishing system. The system is linked to a heat and smoke detecting network which when activated will discharge CO2 gas to blanket off the fire.

机房遇水将会破坏设备并对消防系统造成影响，而二氧化碳灭火系统将会保护机房。此系统与热检测和烟检相连接来检测网络以喷洒二氧化碳将火熄灭。

6. HEAT DETECTOR SYSTEM 温感系统

The heat detector system is a network of heat sensors installed at ceiling level to detect abnormal temperatures, which a fire will generate. When activate it will trigger a loud fire alarm and also visual flashing light plus alarm at the master fire alarm panel at the fire control room. An extinguishing agent, i.e. CO2 gas will also be released if it is connected to the thermal detection system.

热检测器系统被安装在顶棚并可感应温度的变化，当火灾发生时开始启动。在消防室的火警控制板上会有灯光并发出大声警报。所连接的热检测系统将会自动释放二氧化碳气体来灭火。

7. SMOKE DETECTOR SYSTEM 烟感系统

Smoke detectors are installed in all return air ducts of the air conditioning and ventilation systems and in certain areas like computer hardware room, etc. Smoke issuing from a fire will cause the smoke detectors to trigger a loud fire alarm panel. Where connected, it will also energize the release of an extinguishing agent.

烟雾报警器安装在空调或通风系统的回风口处，如计算机房等地。烟雾将会自动检测并启动相连接的报警系统。

8. BREAK-GLASS ALARM SYSTEM 手动警报系统


A break-glass system is installed in all guest-room floors, public and back of the house areas. On detecting a fire, the person concerned should break the glass cover to give out a fire alarm.

手动报警系统安装在楼层公共区域和后勤区域，发生火灾时，现场人员可将表面的玻璃击破来报警。

9. MASTER FIRE ALARM PANEL 火警控制板(楼层显示器)

The master fire alarm panel is located in the fire control room at the Upper Ground Floor and it monitors the whole hotel complex for any fire outbreak. The floors are divided into zones and any detection of fire by the sprinkler system, thermal detector system, smoke detector system, and break-glass system will be indicated in the monitor panel by an alarm and a flashing light on the particular zone. The hose reel system is also being monitored by the panel. This system is also monitor by Security Personnel.

火警控制板位于楼层上的防火控制室，它监控整个酒店发生的复杂火情。当火灾发生时，火警控制板上的洒水系统、热感系统、烟感系统以及手动报警器将整个楼层分段并检测火情。整个系统由安保部控制且消防栓也是由消防控制板来监控的。

	RESOURCE LIBRARY – SECURITY Reporting of a Fire	<i>CODE:</i> 03.19.023
		<i>EDITION:</i> 1
		<i>PAGE</i> 10 OF 10