



Client Emergency Reference Guide

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1. Hotel Emergency Number

PUSH EMERGENCY BUTTON located on telephone handset in all Hotel rooms phone or just pick up any in-house phone and give:

Your Name

Type of Emergency

Exact location of Emergency

2. The Hotel Security Team

The Hotel's Security Department is a 24/7 Operation, Security Service Officers are trained in all aspects of Security including First Aid, OH&S, Fire Safety and Emergency Procedures.

3. First Aid

Crown Hotels has a list of designated First Aid Persons, Security are always first responders and are ALL first aid trained.

The Security Department have a first aid kit that can be taken to any location within the Hotel. There are also a number of First Aid Boxes located in various areas within the Hotel that contain oxygen and defibrillation equipment, which all Security staff are trained to use

4. CCTV

Crown Hotels has a sophisticated camera monitoring systems which is manned continually 24 /7 covering various locations within the Hotel.

5. Fire Alarm Procedures

Members of the Emergency Response Team (ERT) will be on duty at all times.

The Crown Hotels ERT will consist of the following staff:

Security Service Manager, Hotels Security Services Officers on duty, Hotel Duty Manager and Hotels Property Services Officers

The ERT will attempt to fight or contain the fire if safe to do so, and / or request an evacuation of the area.

The order to evacuate may be received via the Emergency Warning Intercommunication System (EWIS), installed throughout the Hotel.

The warning consists of two distinct sounds:

Alert Warning: BEEP BEEP BEEP siren, followed by a voice over

"Prepare for Evacuation" All guests should prepare for a possible evacuation and have any personal belongings ready to take with them. Any persons with a

disability/mobility impaired should be directed to an ERT member who can assist with their evacuation if an evacuation is required.

Evacuation Warning: WHOOP WHOOP WHOOP siren, followed by a voice over, "Evacuate" proceed to evacuate the building via the designated Fire Exit signs that will lead you to stairwells, you should follow the stairs until you are out of the building. Hotel Staff will also be on hand to direct you to allocated Fire Exits.

Remain calm. Account for all persons in your group and report any missing persons to the ERT and await further instruction from the ERT who will be liaising with the Melbourne Fire Brigade.

Important to remember

- **DO NOT USE LIFTS**
- **DO NOT STOP TO COLLECT PERSONAL BELONGINGS DURING EVACUATION**
- **DO NOT TAKE PERSONAL RISKS**
- **DO NOT RE-ENTER THE BUILDING UNTIL DIRECTED TO DO SO**
- **KEEP CALM**
- **UNDER NO CIRCUMSTANCES IS SMOKING PERMITTED DURING A FIRE EVACUATION OR ATTENDANCE AT THE FIRE ASSEMBLY POINT**

6.EVACUATION ASSEMBLY AREA

The Primary Evacuation Assembly Area (EAA) for **Crown Towers Hotel** is the Southern Promenade of the Yarra near the Heritage Bridge.

The Primary Evacuation Assembly Area (EAA) for **Crown Promenade Hotel** is the grassed area near the Kings Way Bridge and the taxi rank.

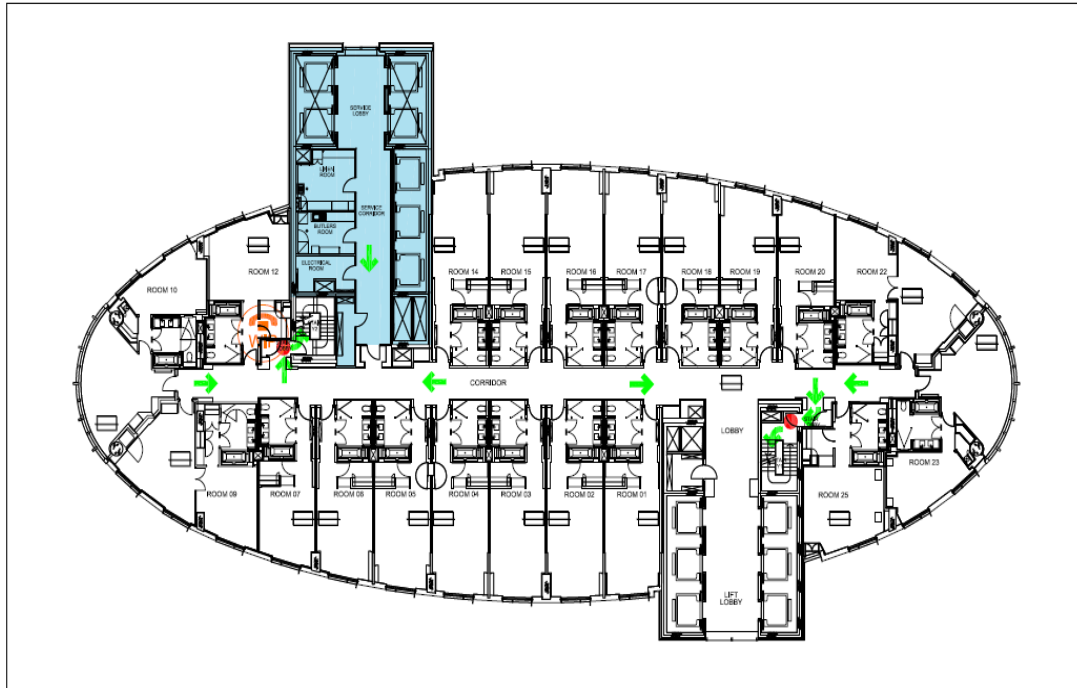
The Primary Evacuation Assembly Area (EAA) for **Crown Metropol Hotel** is the Melbourne Convention and Exhibition Centre (MCEC)

Crown has a number of designated assembly areas; You may be directed to these or others locations by Wardens on the direction of the Chief Warden



8. FIRE EXIT FLOOR PLANS FOR CROWN HOTELS

Crown Towers Evacuation Plan



Crown Metropol Evacuation Plan



Crown Promenade Evacuation Plan

