



PARADISUS

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Palma Real • Dominican Republic

EMERGENCIES PROTOCOLS

Paradisus Palma Real by Meliá

IMMEDIATE ATTENTION BRIGADE

The ICS is the combination of facilities, equipment, personnel, protocols, procedures and communications, operating in an organizational structure, with the responsibility of managing the resources allocated to effectively achieve an effective response in the face of a crisis.

PROCEDURE

First, know that the General Management and the Director of Safety in prior consensus with the Director of Maintenance are responsible for determining an evacuation. They will assess the situation together with the Brigade Chiefs to determine the magnitude of the incident.

Once the evacuation is imminent, hand in hand with the security team and the Chief of the Evacuation Brigade, the measure is taken to proceed, dividing the brigade by blocks this in case with Guests. In conjunction with the Reception Manager or Assistant the list of guests in the hotel will be taken and divided by villas or blocks, each leader or sub chief will have a list of his assigned block and will go to the nearest meeting point, this will be done depending on the safest parts and considering the vulnerability of the environment.

EVACUATION BRIGADE

Its function, once the **GREEN** code is declared, is to move the general population away from the danger zone, either individually or in groups, in a fast and safe way, as well as their return once the emergency is over. Chief of the Evacuation Brigade: He will report to the Operational Commander and will have updated every month the list of Brigade members by department, as well as periodically coordinate the Training Courses and recertification.

FIREFIGHTING BRIGADE

Its function is, once the Code **RED** is declared, to reach the place of the incident and act effectively against the fire, avoiding as much as possible its proliferation to other areas. Chief of the Firefighting Brigade: He will report to the Operational Commander and will have updated every month the list of Brigade members by department, as well as periodically coordinate the Training Courses and recertification.

FIRST AID BRIGADE

Its function, once the **WHITE** Code has been declared, is to arrive at the scene of the incident and once the victims are in the safe area, act effectively, stabilizing them until they are taken away by the Ambulances which show in the place. Chief of the First Aid Brigade: He will report to the Operational Commander and will update every month the list of Brigade members by department, as well as periodically coordinate the Training Courses and recertification.

SEARCH AND RESCUE BRIGADE

Its function, once the **GREEN** Code has been declared, is to reach the Meeting Point area and be aware in case, during the incident, guests or employees have been left on the road. In this case, the Brigade Chief will be notified, and he will be in charge to coordinate the BAI team and the help to take the ones left behind to the safe area, where they will be assisted by the personnel of the First Aid Brigade.

Chief of the Search and Rescue Brigade: He will report to the Operational Commander and will have updated every month the list of Brigade members by department, as well as periodically coordinate the Training Courses and recertification.

AQUATIC RESCUE BRIGADE

Its function, once the **BLUE** Code has been declared, is to reach the area where their presence is requested, either in the pool or on the beach, and evaluate the situation. In case the incident has happened on the beach, the Brigade must check the wave conditions, swim into the sea and with the adequate techniques, perform the rescue.

If necessary, jet skis will be used, taking the victim 20 meters away from where the wave breaks, where the rescuer will proceed to check vital signs and provide the necessary attention, until the Medical Service or Paramedics arrive to continue with the work. Chief of the Aquatic Rescue Brigade: He will report to the Operational Commander and will have updated every month the list of Brigade members by department, as well as periodically coordinate the Training Courses and recertification.

Notes: To view the full protocol for emergencies defined by property management, [click here](#).



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