

▶ Barceló Maya Grand Resort



SecurityCheck

MANUAL DE PROCEDIMIENTOS Y PROTOCOLOS DE SEGURIDAD

Incidents and Emergency Cases

When attending to an accident in Barcelo Maya Grand Resort complex, follow-up and attention must be given to the event following the first aid protocols established by the Mexican Red Cross which are made known by instructors of the school of emergency medical technicians of said dependency, with follow-up by the instructors of the company as part of the training courses, drills and practices given to Officers, Supervisors and all e1 personnel in the security area.

In addition, the staff is trained to be able to attend any type of accident respecting the protocol of internal emergency medical service (SUI) and the procedures, quality standards and work instructions established for such events. This is to provide adequate attention to guests, collaborators, concessionaires, Suppliers and any person who suffers an accident within the complex, with a primary objective of providing adequate attention, follow-up and documentation to each accident that occurs.

Below are the most frequent procedures for complex security.

1) Disturbance between guests in a public area.

In the case of any situation where the alteration of the environment in e1 public area is affected by personal issues of the guests, the Security Personnel acts with caution and respect for the people involved.

- The manager on duty requests the guest to calm down and moves to an area where no more guests are found. In case there is a situation where it is seen that the physical integrity of the guest or collaborators is at risk, security personnel will intervene quickly and effectively. This is to avoid a greater risk of injury to any of those involved.
- If a guest requests to change rooms, if there is availability, the room will be assigned and charged. Hotel staff should not provide information about the new room to anyone.
- In the case of a guest becoming violent, security personnel are authorized to secure the situation and hand it over to the authorities. It is necessary to inform the Tour Operator and Hotel Accommodation Manager.

2) Disturbance between guests in the room.

Upon receiving a report of disturbance in the room, the staff will inform the security supervisor and guest service team.

- Guest service staff will phone the room to request order in the room.
- In the case that the guest does not answer the phone or continues to disturb others, security will follow-up.
- The security supervisor will go to the room with a guest service supervisor and / or head of reception to request the guest to maintain order.
- In the case that the guest does not open the door, the authorized provider will proceed to open the door and enter the room to request the order.
- Upon leaving the room, a person is designated to remain outside the room to supervise.
- In the case of a guest's request for a change of room, the room will be assigned and charged in advance. Hotel staff should not provide information about the new room to anyone.

- In the case of a guest becoming violent, the security personnel are authorized to secure the room and deliver the guest to the authorities. It is necessary to inform the Tour Operator and Hotel Accommodation Manager.

3) Accompaniment for alcoholic guests.

To accompany guests, it is mandatory to request the presence of a concierge, mainly if the guest is drunk, semi-unconscious, or it is a woman or an infant. If due to a matter of schedule there is no concierge staff on duty, the presence of female staff from another department (ABB, housekeeper, kitchen etc.) must be requested.

4) Drugs in the guest room.

If upon entering a room drugs are detected, or you receive a report from another employee by telephone, you should proceed as follows:

- Contact a Security Supervisor and communicate the situation.
- The Security Supervisor will perform an inspection in the presence of the head of reception, Executive Guard, and Guest Service or reception staff.
- Do not touch anything or stay alone in the room.
- Security Supervisors will take photographs of the drug in the presence of the indicated parties and block the room.
- Information is disseminated to ensure that when the guest returns, the Head of Reception is made aware.
- The guest is accompanied to the room and, in the presence of security and reception, the drug is thrown into the bathroom toilet in their presence. In the case of large quantities, the competent authorities are notified.

5) Medical service for guests.

The hotel doctor can be requested for situations ranging from a consultation to medical attention for any accidents or emergencies. Anytime a guest requests a doctor the security department is informed of the situation.

- Doctor consultations do have a cost.
- If the guest requests transfer, do so in a mini ambulance.
- If it is raining and you cannot move them in a company car, it may be more convenient to take the doctor to his/her room
- If it is an emergency all collection issues will oversee the hotel medical service and the reception of the hotel, after which attention will be granted immediately.

6) Fire Outbreak (Red Code).

In the event of a fire, the red code will be used, and the internal emergency services will be activated. When security receives a warning either by radio, telephone call, or operator giving notice that an alarm in the fire system is in operation, the procedure will be as follows.

- Emergency services will approach the area of immediate concern with a fire extinguisher.
- Calls will go out over the maintenance channel.
- If there is fire, people will be evacuated from the place.
- Support is requested from the fire, evacuation and first aid brigades.

- The brigades will carry out the procedures that are part of the company's contingency plan.
- The General Services Manager and Maintenance Manager determine this support is requested at civil protection fire department.
- Once the fire is under control, personnel will make a supervision report and after will make a telephone call to the insurance company.
- A quantified damage report is requested from the maintenance department and external companies.

7) Guest/collaborator accidents within the complex.

In case of incidents within the complex, priority will be given to injuries that endanger the life of the injured as well as identify the necessary resources for their mobilization to receive immediate medical attention. The Safety Officer (first responder) During e1 accident:

- Applies the protocol for the activation of the emergency medical service (SUI)
- Requests the equipment necessary for the emergency (stretcher, first aid kit, tank with oxygen)
- Applies first aid maneuvers to the person while waiting for the emergency medical service.
- Secures the ABC of the victim.
- Prioritizes life-threatening injuries.
- Applies first aid to the person while waiting for emergency medical service.
- When e1 emergency medical service arrives, they will take charge of the situation.

During the accident,

- Answers the call of the person who activated the internal emergency service.
- Proceeds to the area of the accident.
- Determines, based on the situation, if it is necessary to request the hotel doctor to the accident area.
- The mobilization of injured and individuals is coordinated with the support team.
- Determines if the accident occurred by an unsafe act, unsafe condition, or combination of both situations.
- Notifies Security Assistant, Phase Director, Manager of Services generation and / or Human Resources and this is night On-call Executive on duty.

After the accident

- Takes photographs, witness versions, and make a file and deliver to the security office for review and follow-up.
- If the person requires a transfer to the social security clinic, ensures the facility is accessible. Records the ambulance plate number and number, the name of the company in charge of the ambulance, and the name of the paramedic responsible for the unit. In the case of a transfer in a taxi or a vehicle other than an ambulance, the plates, type of vehicle, color and the driver of the unit are noted.
- Takes any report of loss of guest items in public areas.

The Security Officer:

- Gives notice to the security supervisor so that the guest is provided with a copy of the official loss report in public areas.
- Delivers a version sheet describing the article and providing relevant information for possible recovery.
- Channels it to the nearest guest service desk so that a Concierge can assist with the application form and the format.

The Safety Supervisor:

- When the guest arrives, provides the format of loss in public areas.
- Coordinates a search with the Security Officer for the location of the lost item.

9) Medical Service

In the Barcelo Maya complex there is a medical office and doctor on call 24 hours a day as well as an ambulance service. This service is not part of any all-inclusive package.

Medical service for guests: The hotel doctor can be requested for situations ranging from a consultation to medical attention for an accident or emergency. Any time a guest requests a doctor, E1 security department is informed of the situation.

- If it is a question or query, inform the guest that the consultations have a cost.
- If it is raining you can move it in your car or it is more convenient to take the doctor to your room.
- If an emergency occurs, all collection items will be handled by the hotel's medical service and reception, following the immediate attention of the hotel's staff.

Security Team:

At the Maya Riviera hotel, security and medical equipment consists of:

- Fire extinguishers - 142 units
- Fire hydrants - 188 units
- Fire detectors - 3,643 pieces strategically distributed
- Fire car - 1 unit
- Security cameras - 304
- First aid kit equipped with an oxygen tank and stretcher
- 24-hour doctor for the complex
- 24-hour ambulance for the complex
- Two security officers and one security supervisor per shift
- A certified lifeguard in the pool and beach area
- The Arena Theater has a fire sprinkler system, as well as a laser-type fire detection system connected to the complex's alarm system.