



TERRORISM CRISIS MANAGEMENT PLAN



A. PRELIMINARY ACTION TO BE TAKEN

Steps Involved	Procedures
1. Form the Emergency Response Committee	The Emergency Response Committee (ERC) in ANVM comprises of: <ul style="list-style-type: none">a. General Managerb. RMc. Food and Beveraged. Financial Controllere. Chief Engineerf. Human Resources Directorg. Chief Security Officer

Steps Involved	Procedures
<p>2. Set up the Command Centre</p>	<p>Command Centre will be set up:</p> <ul style="list-style-type: none"> a. On Site – If terrorist act is not in the hotel b. Off Site – If terrorist act is in the hotel (On BTV I) <p>Establish the equipment requirements (phone lines, faxes, internet, radios etc)</p>
<p>3. Maintain an up-to-date list of contacts details</p>	<p>Obtain the home address / office phone number / mobile number and e-mail addresses of the following:</p> <ul style="list-style-type: none"> a. EXCO – Head Office b. Hotel EXCO & Department Heads c. Airports d. Hospitals e. Embassies f. Tour Operators and Reps g. Travel Agents h. Suppliers i. Unit Owners j. Associates k. List of all Associates employed and contact numbers. l. All emergency units (Police, Army, ER, Anti-Terror) <p>*To be updated every two months</p> <p>**2 copies of each of the above. 1 kept inside the hotel and another copy outside the hotel.</p>



B. TERRORIST ACT OUTSIDE OF THE HOTEL (but in Sri Lanka)

Steps Involved	Procedures
1. Inform Head Office – EXCO	To report and keep EXCO updated of the situation.
2. Roll call	Check that all guests and Associates are accounted for
3. Heavy volume of early check outs	<ul style="list-style-type: none"> a. Determine cancellation Policy. b. Transport guests to airport. c. Contact Travel Agents, Tour Operators, Embassies, and Consulates for early departures and assistance. d. Obtain all information regarding flights. e. Information – Set up a system to provide accurate and appropriate information to guests. (Regular time and place) f. Head Office’s EXCO to advise on closing the hotel if occupancy drops drastically.

Steps Involved	Procedures
4. Communication / PR	To be advised by Head Office
5. Security	Set up tight security
6. Set up call center	To attend to all enquires of guests / family members / Associates etc.
7. Contact future arrivals	Get in touch with future arrivals and keep them informed about the situation.
8. Keep Hosts informed	Arrange a meeting with Associates and keep them updated with the information.



C. TERRORIST ACT INSIDE THE HOTEL

Steps Involved	Procedures
1. Contact all emergency services and the Emergency Response Team	Hotel to call: a. Emergency Services b. Emergency Response Team
2. Assessment of the situation	Assessment of the situation by: a. General Manager b. RM c. Chief Engineer d. Chief Security Officer Remaining of the Emergency Response Team to meet at the Command Centre out of the hotel and nominate a leader.

Steps Involved	Procedures
3. Communication Lines	Ensure communication lines are fully open: <ol style="list-style-type: none"> a. Mobile Phone Networks b. SMS Text Messaging c. Radio d. Chat Software e. Satellite phone
4. Emergency Services	To contact all emergency services
5. Distribution of Responsibilities	<ol style="list-style-type: none"> a. Chief Engineer - Building b. HR Manager - Hosts c. EAM / FOM - Coordination of evacuation and to track information of where the injured guests and hosts are transferred to Male or a safe place. d. General Manager - General Co-ordination
6. Evacuation of remaining guests and Hosts	<ol style="list-style-type: none"> a. Inform all villas and hosts. b. To determine meeting point (in ANVM - can be GM room /RM room) c. Departure to other hotels d. To define group of managers in charge of securing the hotel. (EAM/CE/FOM)
7. Security	Tighter security of the hotel.
8. Insurance	Report to Insurance company.
9. Roll Call - to account for all hosts and guests	To account for all hosts and guests - injured or missing etc



Steps Involved	Procedures
<p>10. Expected arrivals for that day and future arrivals</p>	<ul style="list-style-type: none"> a. Send someone to the airport to pick up the guests, to keep them informed of the situation and facilitate the transfer to other hotels. b. Transfer the guests to other hotels. c. Contact future arrivals to inform them about the situation. d. Contact TA to assist with transferring the guests to other hotels.
<p>8. Keep hosts informed</p>	<p>Contact Associates to arrange a meeting with them in a place to be decided. To keep Associates updated with information.</p>