



## Health and Safety policy

Papagayo Curacao is committed to preventing the accidental loss of any of its resources, including employees and physical assets. In fulfilling this commitment to protect both people and property, management will provide and maintain a safe and healthy work environment, in accordance with industry standards and in compliance with legislative requirements and will strive to eliminate any foreseeable hazards which may result in property damage, accidents, or personal injury/illness.

All employees will be equally responsible for minimizing accidents within our facilities and on our work sites. Safe work practices and job procedures will be clearly defined on all the departments of the Papagayo Curacao. Accidental loss can be controlled through good management in combination with active employee involvement.

Safety is the direct responsibility of all managers, supervisors, employees, and contractors. All management activities will comply with company safety requirements as they relate to planning, operation and maintenance of facilities and equipment. All employees will perform their jobs properly in accordance with established procedures and safe work practices.

### **What we essentially do at Papagayo is:**

- We carry out controls of the evacuation routes, fire equipment, fire alarm system as per legal and our system requirements.
- Our employees are trained for use of the firefighting equipment.
- All our employees are trained for fire evacuation drill and this training will be repeated.
- There is always at least one team member per shift at the Hotel, on at Beach Club and one at the Resort trained for use of the AED (automatic external defibrillator for heart resuscitation).
- There is always at least one team member per shift at the Hotel, Beach Club and one at the Resort who are trained first aiders. They can aid in any health emergency until the arrival of the ambulance.
- We remain alert to keep an eye out for things that seem not to be ordinary and we carry out risk assessments in both Hotel, Beach Club and Resort areas with a frequency relevant to them harm.
- We work towards accident elimination by continuously improving methods of operation.
- We carry out preventive maintenance of our buildings and equipment for a continuous safe environment.
- In the Jan Thiel Area where Papagayo is located we work together with the Jan Thiel Security in case of an emergency and to keep the premises safe.



## **Evacuation plan**

All departments have a copy of the evacuation plan and the managers of each department must inform their employees about the evacuation plan. Papagayo Curacao have also a First Response Team (BHV-ers) that are ready to help at any emergency.

### *Internal signaling*

At any time someone discovers an incident or something unusual on Papagayo Curacao premises please call:

- Papagayo PBX accessible by dialing 7474-333
- Hotel Reception accessible by dialing 250
- Hotel Security accessible by dialing 212
- Resort Reception accessible by dialing 100
- Resort Security accessible by dialing 184

### *Signal for evacuation*

Papagayo Curacao uses the telephone call up system to inform their guests. When the property needs to be evacuated the Director of Engineering, Head of the first response team, will instruct the employees (BHV-ers) and security officers how to instruct and inform the guests. The employees will call and inform the guests about the evacuation.

### *Meeting place in case evacuation*

Evacuation Main building hotel:	gathering in front of Van Der Tweel parking lot
Evacuation Guest-rooms hotel:	gathering in front of Van Der Tweel parking lot
Evacuation Villas and Offices resort:	gathering in front of the Security Booth outside premises

### *First-aid station*

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|---------------------------|--|
| 1. Papagayo Beach Hotel:  | Reception/ Front Desk<br>Technical department    |
| 2. Papagayo Beach Pools:  | Papagayo Beach Club                              |
| 3. Papagayo Beach Resort: | Reception/ Front Desk<br>Security Booth Entrance |
| 4. Security:              | Security Patrol car                              |

### *General Practitioners*

Doctor Mol	Office number: 4653337
	Cellphone number: 5224866
General practice center Jan Thiel	Monday – Friday: 12:30 – 13:00 and 18:00 – 18:30
	Saturday – Sunday: 09:30 – 10:00
General practice center Sorsaka	Office number: 7360530 - 7389111