

## **CRISIS MANAGEMENT POLICY**

In the case of HOVIMA HOTELS which are located in the Canary Islands, what could happen would be a fire and an outbreak of disease.

### **FIRE**

All HOVIMA HOTELES staff know how to act in case of fire. Every year they do training courses in FIRE CONTROL AND FIRST AID for all the TEAMS, in addition they do annual drills with specialised firemen to instruct all the staff. In all hotels there is an Evacuation Plan known to all staff.

### **OUTBREAK OF DISEASE**

Generally in hotels in the Canary Islands, noroviruses occur. All staff are aware of the protocol in case of Norovirus and how to act.

## **HOVIMA HOTELS**

