



# VALE DE MILHO

V I L L A G E

## Emergency Plan

Vale de Milho Village



CARVOEIRO CLUBE

G R O U P

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## I. Informações Gerais:

- **Name of Development:** Vale de Milho Village
- **Address:** Vale de Milho Village, R. de Vale do Milho, 8400-564 Carvoeiro-Lagoa
- **Number of Villas:** 32
- **Number of swimming pools:** 32
- **Name of operator:** Carvoeiro Clube atividades Turísticas Lda

## II. Responsibilities:

The management of the resort designates persons responsible for dealing with emergency situations. This includes the resort manager, reception staff, security team, maintenance team and local fire department in the event of a fire.

## III. Training:

All staff are properly trained in safety procedures, including how to act in the event of fire, flooding and electrical/plumbing problems. Training must be carried out annually and includes emergency drills.

## IV. Communication:

- Villas must have the contact information for reception and the security team clearly visible when consulted, on the QR code behind the main entrance door to the villa.

## V. Emergency procedures:

### A. Fire:

1. In the event of a fire in a villa, the guest must:
2. Evacuate the villa, closing doors and windows behind them.
3. Go to the designated meeting point as shown on the emergency plan behind the main entrance door of the villa.
4. Report the fire to the local authorities by dialing (112) on your mobile device. As soon as you are at the safe meeting point, you should immediately contact reception and/or the security team.

**B. Flooding:**

1. In the event of flooding in the villa, the guest must turn off the electricity in the villa, if it is safe to do so.
2. Contact the security team.
3. Evacuate the villa and go to the meeting point designated in the emergency plan.
4. Follow the instructions of the security team.

**C. Electrical Problems:**

1. In the event of electrical problems in the villa, the guest should switch off the switchboard, only if it is safe to do so.
2. Contact the reception team and/or the security team.
3. Do not attempt to repair electrical problems.

**D. Plumbing problems:**

1. In the event of plumbing problems:
2. Contact reception and/or the security team.
3. Do not attempt to repair plumbing problems.

**VI. First Aid:**

**Initial Assessment:**

- Remain calm.
- Check that the patient is conscious and breathing.
- If they are not breathing or are at risk, call the emergency service (112) immediately.

**Ask for support:**

- Contact reception, and/or the security team.

**Assistance and monitoring:**

- Stay with the patient, offer support and remain calm.

*NOTE: Only perform manoeuvres or any procedure on the patient if you have the appropriate training.*

### VII. Safety equipment:

- The resort has fire extinguishers in strategic locations in each villa.
- Each villa is equipped with a basic first aid kit.

### VIII. Legal Compliance:

This basic emergency plan complies with current legislation.

### IX. Review and Update:

The emergency plan must be reviewed and updated whenever necessary to maintain its efficiency.

### X. Records and Reports:

- Records of training held at CC Group headquarters, inspections and previous incidents.

### XI. Emergency Contacts:

- Lagoa Municipal Fire Brigade: +351 282 352 888
- Carvoeiro GNR: +351 282 356 460
- Vale de Milho Village reception: +351 282 247 150
- Carvoeiro Clube Security Team: +351 917 963 419

### Final information

Basic emergency plan drawn up by Paulo De Carvalho and given to the Carvoeiro Clube for exclusive use in the Vale de Milho Village 5-star tourist resort..