EMERGENCY EVACUATION PROCEDURES

These guidelines can be used when the decision is made to evacuate any part of a building for any reason. At all times, the personal safety of the guests and employees should have priority.

X In a large building that is structurally sound, fire department authorities may not wish to evacuate all floors because of the risk of panic.

X A written chronological record of activity should be kept.

X Before an evacuation is put into effect, personnel (when possible) should be dispatched to the stairwell entrances on each floor to direct and reassure the guests. Elevators may not be used and should be returned to the main floor.

DO NOT MENTION THE REASON FOR EVACUATION

When directed by the General Manager or Manager on Duty, the front desk should systematically begin to ring the rooms telling the guests the following:

_I am sorry to disturb you, but management has asked that all guests in your area vacate their rooms immediately for safety reasons. Please use the stairwell on your corridor to leave the floor._

When there are handicapped guests staying in the hotel, employees should be sent to their rooms to assist them in evacuating the hotel. When the guest is deaf, but is accompanied by someone who can hear, the front desk should call the room to inform both guests that someone is coming to assist them.

List rooms not responding to the front desk call. Personally contact room occupants for their safety.
EMERGENCY ORGANIZATION ROLES:

PERSON IN CHARGE - The General Manager will be responsible for the overall activity relating to the emergency from the hotel’s perspective. This individual will see to it that the other members of the emergency organization fulfill their roles as well as the following:
- Coordination with the fire department.
- Notification of all appropriate parties.
- Supervision of the fire prevention activities.
- Verifying the readiness of the fire protection systems in the building(s). Any discrepancies should be noted and followed up.
- Advise the emergency services of the status of the building(s) systems.
- Maintain an accurate floor plan of the property noting all fire extinguishers, shut off valves, pull stations etc.
- Maintain inspection logs of the fire protection equipment.
- Restoration of the building following an emergency.
- Investigation of the fire(s) cause.
- Develop methods of communicating the location of meeting areas, employee and guest status, and keeping other appropriate parties informed.
- Ensuring that there is an adequate number of Emergency Keys available for the fire department.

EMERGENCY NOTIFIER - This individual will be responsible for either notifying the fire department or making a follow up call to provide additional information depending on the arrangement of the property fire alarm system. The following information should be provided to the fire department with the phone call.

This is the (insert name) hotel. We are currently receiving a fire alarm in our building. The alarm is coming from (location in the building) and is indicating a (type of problem). At this time, the situation is as follows: (state what you know, i.e., nothing found, smoke in the building, fire out etc.). If the property has sprinklers, advise the fire department if you know they have activated and lastly, if evacuation is in progress or complete. If possible, advise the fire department of the best access into the fire area.

SPRINKLER CONTROL VALVE FIRE PUMP OPERATOR - This position will be filled by the Chief Engineer of the property. This person will be responsible for ensuring that the fire suppression systems in the building are in service, or if out of service, have had the proper precautions to prevent a fire. This person will also ensure that the pathways to the sprinkler control valves remain clear at all times. If this person is not a maintenance person, they will verify with maintenance that any suppression systems on the property have been properly serviced. If the property has a fire pump, this person will verify that the pump is running and if an
FIRE EMERGENCY PLAN

It is the policy of ISLAND HOSPITALITY to provide our guests and employees with a safe place to work and visit. To that end, a fire safety plan is to be developed for each property. The plan which follows is designed to analyze the risks present at the property before the emergency, what systems exist to deal with these risks, and what to do once the fire alarm goes off. This plan is not designed to replace good common sense. However, at the time of a fire, the excitement may cloud someone’s thinking, which is why this plan should be included in the training of all associates.

Once completed, this plan should be reviewed with the local fire department. Following their review, all employees should be educated as to their role in the emergency management process. This plan should be kept in a readily accessible location for all associates to review and reference in case of an emergency.

SECTION ONE:
BEFORE THE FIRE

EMERGENCY ORGANIZATION:

At the hotel, the General Manager or the Manager on Duty, hereinafter referred to as the MOD, is ultimately responsible for the actions taken by the staff in the event of a fire. They are responsible for the development and maintenance of an active fire safety plan in accordance with ISLAND HOSPITALITY policy, local emergency response groups, and regulatory concerns. One of the tasks the manager is responsible for, involves the assignment of roles to be followed in the event of a fire. The following are roles that need to be filled in the event of an emergency.
actual fire is discovered, will switch the pump to manual shutdown to keep it running until the fire department allows same to be deactivated.

**FIRE DEPARTMENT LIAISON** - If the General Manager is not able to fill this role, then the duties should be assigned to the MOD. The person in this role will coordinate fire department tours of the property, ensure that the fire department has adequate data for their pre-fire plans, and coordinate any fire drills, training, etc. that may enhance fire department relations or further assist them.

**UTILITY PERSON** - This position will also be filled by the Chief Engineer of the property. This person will be responsible for ensuring that the appropriate utilities are turned off or on depending on the fire department's needs. This person will ensure that valves, switches, etc., are marked to identify which specific items should be operated. This person will also ensure that written instructions exist to perform a safe shutdown.

**SALVAGE SQUAD** - This group will normally involve housekeeping and will be responsible for the clean up activities that on-site staff have the equipment to undertake.

If the emergency occurs after hours, the roles will be filled in this order until you are out of staff to fill the positions.
1) Emergency Notifier
2) Person in Charge
3) Sprinkler Valve Operator
4) Fire Department Liaison
5) Utility Person

**ALL OTHER EMPLOYEES** - The remainder of employees will be expected to assist with the evacuation, simply leave the building, or gather at the preassigned meeting place.

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**FIRE PREVENTION**

The following areas are where hotel fires typically begin along with control measures for each situation.

**Guest Room** - The most common fire cause in this area is the guest leaving smoking materials burning. A common scenario is a guest forgetting a cigarette