A. Fire procedures are based on five basic principles to insure the safety of hotel guests and employees and to protect property. The basic principles are:

1. Prompt discovery of a fire
2. Confirm location to PBX Operator or Security Dispatcher if you can safely do so
3. Sound the alarm and notify the Fire Department
4. Contain or confine the fire
5. Evacuate the area or hotel when notified to do so by the Fire Department or a management representative

B. These procedures are directed toward guiding management through a fire emergency. A sample of a hotel emergency procedure that addresses responsibility for department managers and for employees follows.

II. PROCEDURES AFTER A FIRE, SMOKE OR UNUSUAL HEAT IS REPORTED

A. Upon receiving information that there is a fire emergency, perform the following tasks:

1. Confirm with the telephone operator or Security Dispatcher that the Fire Department has been notified.

2. Establish a Command Post.
   This post must be located near hotel telephones and where radio communications can be established. Such locations will facilitate management's handling of the emergency and maintain two-way communication with key employees. (Further requirements follow.)

3. Confirm that the hotel Emergency Response Team has been notified. The team should be directed to the source or location of the fire and take appropriate action.

   a. THE RESPONSE TEAM MUST include a minimum of two persons, equipped with two-way radios and keys to otherwise locked areas -- preferably one engineer and one security officer.

   b. Tasks to be accomplished by Response Team:

      (1) Investigate the situation
4. **Determine number and location of guests with disabilities and begin notification of these guests.** If necessary, begin evacuation of these guests. The Front Desk will maintain a list of all guests with disabilities and their room numbers from the time these guests check in.

5. **Radio communication.** Maintain radio communication throughout the incident with PBX Operator/Security Dispatcher and the Emergency Response Team. This should be done from the established command post.

6. **Meet the arriving Fire Department.** Security or bellstaff should be assigned to direct or escort firefighters to the fire location or alarm source. Remain with the Fire Department until they depart the property or until they give an "All Clear" signal. Always maintain radio contact with the PBX operator or Security Dispatcher.
VIII. MANAGEMENT RESPONSE

During every emergency, there are critical tasks that must be accomplished immediately, while there are others that can be performed as the emergency progresses or is resolved.

Initially, the following items must be verified and accomplished to assure effective control of a fire emergency.

A. CRITICAL MANAGEMENT RESPONSE

1. Verify the PBX/Security Dispatcher has phoned the local Fire Department.

2. Verify that the hotel’s Emergency Response Team has been alerted.

3. Insure that necessary public address announcements have been made advising guests and employees of the report of a fire emergency.

4. Have Front Desk personnel distribute list of rooms occupied by guests with disabilities to Response Team for use if necessary.

5. Make sure that a designated employee is awaiting the arrival of the Fire Department and able to direct them to the alarm source or location.

6. Have Emergency and Back of House Keys made available for the Fire Department upon arrival. These may be additional keys to those normally carried by Engineering and Security Department personnel.

7. Advise personnel to prepare for evacuation and secure necessary registers and safe deposit boxes.

8. Position yourself at the designated command post with a portable two-way radio and establish contact with members of the hotel response team and the PBX/Security Dispatcher.

9. Begin notification of other senior level managers on duty and advise them of information as needed.

10. Begin to assemble additional personnel to be available as needed to assist in salvage operations, evacuation, and assisting guests as needed.
B. FURTHER CONSIDERATIONS

1. Make "All Clear" announcements upon conclusion of the emergency.
2. Restore property to normal operations.
3. Insure that Engineering has the resources available to restore hotel operations.
4. If activated, insure that sprinkler system is promptly restored.
5. If connected to a central station monitoring company, advise them that the emergency is concluded and reset affected systems.
6. Notify Insurance Claims Representative, if necessary.
7. Begin salvage operations.
8. If necessary to relocate guests:
   a. Make accommodations (in-house or another hotel)
   b. Arrange necessary transportation
   c. Establish a positive customer relationship
9. Secure damaged area(s) for the claims representative's inspection.
10. Cooperate with the local police and Fire Departments in investigating the incident.
11. Notify Supervisors as needed to adjust work schedules.

12a. Maintain a log of events and people involved throughout the incident.

C. ADDITIONAL DUTIES

Other duties and responsibilities shall be determined by specific conditions occurring at the hotel and needed to restore hotel operations.

DEPARTMENTAL RESPONSE GUIDELINES
I. ENGINEERING PERSONNEL RESPONSE:

A. **UPON NOTIFICATION OF FIRE OR ALARM**, at least one engineer should respond, with either a second engineer or with a Security officer, to the alarm source location. Any necessary keys for the area (i.e., closets, storage areas, room master keys, etc.) should be carried along with a portable two-way radio and a flashlight. Bring your own fire extinguisher to the scene in the event a charged unit is not immediately available at the fire location.

B. Proceed safely to the location and determine the source of alarm or locate fire and/or smoke condition.

C. If a fire is located, activate the hotel fire alarm system if not already sounding.

D. Notify Command Post (Manager on Duty) of the conditions encountered and advise of appropriate actions to be taken. That is:

   1. False alarm and to reset the fire alarm panel (where permitted) and phone back the Fire Department.

   2. Begin selective evacuation of a floor or area.

   3. Send personnel to begin salvage operations.

   4. Make an "All Clear" announcement on voice communication system.

E. If trained, attempt to extinguish small fires. **Otherwise**, just confine the fire or smoke condition to the area involved by closing doors, windows, dampers, etc., evacuate guests and employees, and leave the immediate area. Advise the command post that you are leaving the area and have begun to evacuate others from the surrounding areas.

F. Request additional staff to assist in evacuation if appropriate or requested by the Fire Department.

G. Assist the arriving Fire Department with an assessment of the situation and offer whatever assistance is needed. Such as:

   1. Providing access to various areas

   2. Obtaining blueprints

   3. Operating or shutting down various systems (i.e., electrical, ventilation, fire pump, sprinklers, etc.)

   4. Providing additional staff
II. SECURITY DEPARTMENT RESPONSE

A. UPON NOTIFICATION OF FIRE OR ALARM, The Security Department can assist the Senior Ranking Manager by accomplishing the following tasks, depending upon available manpower.

1. Determine location of alarm and respond immediately.

2. Advise Security Dispatcher/PBX Operator of conditions and confirm that the Fire Department has been notified.

3. Assist in evacuating guests and employees from the immediate area until the source has been determined, and/or the Fire Department arrives.

4. Keep unauthorized persons out of and away from the incident area until an "All Clear" signal is given.

5. Maintain the integrity of the scene or incident area until a full investigation has been made.

6. Assist in accessing secured areas of the hotel.

7. Establish liaison with senior police and fire officials and investigators of the incident.

8. Make a full investigation, compile names of involved persons, and make a complete report to the General Manager and the Corporate Director of Security.

9. Assist Management in restoring hotel operations after a fire alarm or evacuation.

10. Refer all media inquiries to the General Manager.

III. PBX / SECURITY DISPATCHER RESPONSE:
A. UPON NOTIFICATION OF A FIRE OR SMOKE ALARM, CONTACT THE LOCAL FIRE DEPARTMENT IMMEDIATELY.

1. Advise the Fire Department of all known information such as location, type of emergency, easiest access (if known), how the notification to the hotel was made and any other information that they request.

2. A phone call to the Fire Department must be made, even if the fire alarm system is equipped with an automatic dialing feature that contacts the Fire Department directly or a central station monitoring company. The phone call from the hotel operator will serve to verify that the Fire Department HAS BEEN CONTACTED.

B. Notify hotel's Emergency Response Team and advise them of the information known up until that point.

C. Notify Senior Ranking Manager On Duty.

D. Establish communication with the command post at the fire control panel(s) or other central and accessible area.

E. Answer emergency phone calls from guests and employees on the designated phone line(s) advising them:

1. Unless threatened, stay in their room or area until they receive further instructions

2. If threatened, proceed to the nearest exit/stairway and exit the building and assemble in a designated area (sign area by street)

3. State that the hotel is investigating the source of the alarm and that the Fire Department is responding to the hotel

4. Advise caller(s) that further instructions will be given as soon as the hotel is advised by the Fire Department.

F. Log the times that the following phone calls were made or received:

1. Notification to the hotel of an emergency situation

2. When the Fire Department was notified

3. When the hotel response team was notified

G. Maintain radio contact with the response team and the Manager on Duty and follow their instructions.

H. Provide guests and employees current status and provide instructions as needed by those calling the switchboard.

I. As time or conditions permit, proceed to notify necessary personnel as established by property guidelines such as:
1. General Manager
2. Chief Engineer or Director of Property Operations
3. Director of Security
4. Executive Assistant Manager

J. General Managers of a specific property may require additional duties to be accomplished at this point. It is important that the operators or dispatchers follow these basic guidelines FIRST in handing any fire emergency on the property. These steps are essential to establishing a firm control of phone communications during the first ten to fifteen minutes of a fire alarm or report of fire.
IV. FRONT DESK PERSONNEL RESPONSE:

A. Front Desk personnel on duty when the fire alarm is activated or when there is a reported emergency should accomplish several critical tasks depending upon available manpower. These tasks include:

1. Assemble a list of rooms occupied by guests with disabilities and immediately provide list to Emergency Response Team and arriving Fire Department personnel.

2. Prepare for securing cash registers, folios, credit vouchers, and if necessary, safe deposit boxes. The preparation would allow personnel to have business documents ready for safe keeping in the event that the hotel is evacuated. Actual securing of documents should not begin unless ordered by the Senior Ranking Manager handling the emergency.

V. BELLSTAFF RESPONSE:
A. During a fire emergency, it is important that the bellstaff respond quickly to their assigned tasks and assist property management in resolving the emergency. Several tasks should be accomplished when the fire alarm sounds, depending upon the available manpower:

1. Assemble all available bellstaff personnel and assign tasks as needed by the emergency.

2. Obtain information as to the location of the fire alarm and have the information available to the bellstaff assigned to meet the arriving Fire Department.

3. Clear all vehicles from entrance of the hotel and advise waiting taxi personnel to keep the hotel entrance open for the Fire Department.

4. Stop non-emergency vehicles from entering driveways/entrance.

5. Secure bellstaff luggage storage area(s).

6. Extra bellstaff shall be assigned as needed by Senior Ranking Manager handling the emergency.

7. When authorized, begin preparation of evacuation areas(s) for the purpose of assembling guests if and when they are evacuated. This would include having exterior exits cleared and setting up the designated area(s) to receive hotel guests.

8. Assign available persons to assist actual evacuation efforts, particularly handicapped persons, elderly people, or other individuals needing special assistance.

B. **MEDICAL EMERGENCIES**

During medical emergencies within the hotel, a bellperson should meet the responding emergency personnel and direct them to the individual requiring medical assistance.

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**VI. CATERING DEPARTMENT RESPONSE:**
A. When the fire alarm begins to sound, the catering department shall accomplish the following tasks to assure guests of their safety and to maintain control over groups attending various catering functions.

1. Immediately when the fire alarm sounds, banquet servers shall be instructed to clear all tray stands from aisles, clear all exits, remove all food and other carts from the corridors, and otherwise prepare exit routes from various function rooms.

2. Banquet Captains or other supervisory-level personnel shall make individual announcements in each function room advising occupants:
   a. That the hotel has received a fire alarm condition
   b. That the alarm is being investigated
   c. That the Fire Department is responding
   d. And for them to remain in their areas until further advised by the hotel.

   NOTE: These announcements are critical in assuring guests of their safety and informing them that the hotel is handling the emergency and has their safety as a top concern.

3. If evacuation orders are given, assist guests in an orderly evacuation through designated exits.

4. Once all guests have evacuated, have banquet personnel evacuate and assemble at the designated area(s) outside the hotel for further instructions.

5. If an "All Clear" signal is given, banquet captains shall make announcements in each function room advising occupants:
   a. That the emergency has been investigated
   b. That the situation has been resolved
   c. That they can resume normal business
   d. Also, thank them for their patience and understanding

B. MEDICAL EMERGENCIES
1. If a medical emergency occurs within the catering areas of the hotel, immediately notify the hotel's operator via the designated extension number. They will notify Security or 911 as appropriate.

2. Catering Director shall assign an individual to remain with the injured or sick person until medical assistance arrives.

3. Security personnel will respond to assist and to take a written report of the incident.

4. A bellperson will be assigned to meet and direct the arriving emergency medical agency to the location.

VII. HOUSEKEEPING PERSONNEL RESPONSE:

A. ON GUESTROOM FLOORS
Housekeeping personnel working on guestroom floors have the best chance of detecting a fire condition in a guestroom, closets, service areas, or vending room areas. Such personnel should:

1. Sound the fire alarm (Operating manual fire alarm stations).
2. Call the PBX Operator or Security Dispatcher and give location and description of fire.
3. Close doors to confine the fire.
4. Move carts into guestrooms or closets to clear corridors.
5. Assist guests evacuating from the hotel and know the location of the designated area of assembly for housekeeping personnel upon evacuation of the hotel.

**B. LAUNDRY AND BACK OF THE HOUSE LOCATIONS**

Housekeeping personnel assigned to the back of the house areas such as the laundry, tailoring room, uniforms, and storage areas, should accomplish the following tasks during an emergency within the hotel:

1. Sound the fire alarm (Operating manual fire alarm stations).
2. Call the PBX Operator or Security Dispatcher and give location and description of fire.
3. Ensure exits and various evacuation routes are clear.
4. Evacuate the building.
5. Assemble in the designated area after evacuating the hotel.