

Dao Shepherds Bush

FIRE SAFETY AND EVACUATION PROCEDURES MANUAL

FIRE SAFETY AND EVACUATION PROCEDURES

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FIRE SAFETY IN THE HOTEL

GENERAL INTRODUCTION TO THE FIRE SAFETY AND EVACUATION PROCEDURES

The procedures in this manual are designed to explain the fire and evacuation system and procedures. The procedures in this manual have been prepared in such a way that their implementation is as effective as possible.

It is of vital importance that every associate in the hotel is fully aware of their responsibilities are in any emergency and the successful implementation of the fire evacuation procedures will depend upon every person knowing what to do.

This Plan is a guideline ONLY and the Duty Manager is responsible for the delegation of Fire Marshalls according to associate abilities, knowledge and training.

It is a legal requirement that regular Fire and Evacuation Procedures training is carried for every Hotel ASSOCIATE.

FIRE DETECTION AND ALARM SYSTEM

Fire Detection and Alarm System Operation

System Description:

The Fire Detection & Alarm System is a multi-loop addressable, voice evacuation alarm system, comprising of;

FIRE PANELS

- **Dao Main Fire Control Panel** – located on the ground floor by the Fire escape staircase
- **Dorsett main fire control panel**- located in the fire control cupboard room- Ground Floor.
- **Dorsett Security Control Room**- (Repeater) – Ground Floor
- **Dorsett Main Reception Office**, to be audible at reception or beacon to be installed at reception desk.
- **Dorsett FF access lobby to Core A** (Core A - behind 3 main lifts),
- **Dorsett FF access lobby to Core B** (Core B - Loading Bay),
- Battery units,
- Break glass units,
- Automatic detection, sounders and interfaces to the following systems:
 - Door hold open devices
 - Lifts
 - Mechanical control panels
 - Music system
 - AOVs
 - Smoke control systems
 - Sprinkler system
 - Fire Suppression Systems in kitchens and comms room.
 - Voice Alarm System
 - TV system
 - Vibrating Pillows
 - Pager for hearing impaired
 - Access Control Systems
 - Lighting Control Systems
 - Gas Solenoid Valves
 - FIRE Alert pagers

DISABILITY

The long stay apartments are equipped with Fire Refuge Areas on all of the floors within pressurised staircases complete with the ability to communicate to the Fire Party.

All guests are requested to divulge any disability when checking in, in order for the hotel to prioritise their needs.

The evacuation plan details trained Fire Marshalls to assist in the safe transportation of these guests to a place of safety.

System Operation:

The smoke detection for the Apartments is a **double** knock system consisting of a Smoke / Heat detection system

The system interfaces with vibrating pillow and pagers for the disabled rooms.

Full Fire Alarms are triggered by:

- Single call point
- Sprinkler activation
- Two Automatic Detectors

1. The single detector alarms will be a buzzer only at fire alarms panel located at the emergency staircase on the Dao ground floor and repeat to the Dorsett main reception, Security/ fire control room.
2. If this alarm is acknowledged at the Dao panel within 90 seconds, the main alarm will be delayed **for 3 minutes** to allow the alarm to be investigated.
3. If the Fire Party do not report back within the investigation time and the panel is not reset, the fire alarm will go into full alarm.
4. If during the investigation period another device is activated the system will go into evacuation mode and the sounders will be triggered.

5. Fire Alarm Panel Procedure

In the event of an activation

1. Accept the Alarm:
2. View the Alarm Location:
3. Alert Fire Party
4. Investigate the location

In the event of a FALSE ALARM

Reset The Panel:

- **PRESS... RESET**
- Sounders Activating Due to Investigation Time Running Out:
- Press the **Silence Alarms** button.

Once the Fire Party has given the all clear to the Duty Manager the system can be reset as above.

Activation of the Sounders by Two Automatic Devices or a Break glass Unit:

Evacuation:

If the Fire Investigation Party confirm a fire, the sounders should be activated by carrying out the following procedure and calling the Fire Brigade.

To Sound the Alarms for Evacuation:

- **PRESS - EVACUATE**

The system should not be reset until the Fire Brigade gives the all clear.

Switching off the Evacuation Sounders:

The only people to authorise the silencing or switching off of the Fire Alarm or Evacuation Alarm are the Fire Brigade.

The sounders can be silenced at any time

By pressing the Accept / Mute button followed by the Silence Alarms button.

The switching off of the Evacuation Alarm is the signal for all Departments to cease Evacuation and Closedown of the Hotel. Thus, it is vitally important that the Evacuation Alarm is only switched off when the fire has been properly extinguished.

If the fire has only been brought under control, but not extinguished, **the Evacuation Alarm must be left on until the fire has been confirmed as properly extinguished by the Fire Brigade Incident Commander.** Under no circumstances can the alarm be silenced until such time as the “all clear” has been given by the Fire Party.

FIRE FIGHTING EQUIPMENT

The firefighting equipment in the hotel is comprised of a Dry riser system and extinguishers. The sprinkler system is installed THROUGHOUT THE HOTEL EXCEPT THE Comms room

All associates must be fully familiar with the use of the available firefighting equipment and, particularly, with the use of the fire extinguishers. All extinguishers are now coloured **RED** and are labelled in the following system:-

Red Label	-	Water
Black Label	-	Carbon Dioxide (Co2)
Green Label	-	Halon (BCF)
Blue Label	-	Dry Powder
Cream Label	-	Foam

There is also a Dry Riser for Fire Brigade access on the side of the apartments at Rockwood Place

Every Associate must be fully familiarised with which type of extinguisher should be used on different types of fire.

DISCOVERING A FIRE - ACTION TO BE TAKEN

Any person discovering or suspects there may be a fire must:

1. Raise the alarm by breaking the nearest “**Break Glass Call point**”. **or**
2. Calling the Emergency number **777**
 - Give your name,
 - department,
 - exact location of the fire and
 - What is alight (if known)
3. If able and competent, return to the scene of the fire and try to extinguish the fire using the appropriate fire extinguishers without taking unnecessary risks.

DO NOT PUT YOURSELF AT RISK.

DEPARTMENTAL ROTAS ROLL CALL

Departmental ROTAS are the most up to date records showing the names of associates on duty at any one time.

All departments must keep their rota kept accessible and close to the Departmental Closedown Procedures.

The Rota should be monitored and updated, if necessary, on a shift basis to ensure accuracy of attendance, annual leave or any other absence.

Heads of Department/Asst/Supervisors must call the switchboard when coming on duty and advise them of who is responsible for the department for the oncoming shift. This person will then form part of the Fire Evacuation Party.

Switchboard should complete the **FIRE ALARM ACTIVATION COMMUNICATION ATTENDANCE AND HANDOVER SHEET (APPENDICE 1)**

In the event of an Evacuation;

The Head of Department or most senior associate on duty must collect their rota confirming as to, who is on duty at the time.

Unless associates form part of the Fire Evacuation Party, they should all report to the assembly point in order for a roll call to be taken to account for all associates within their department.

They must inform the Assembly Point Manager immediately if any associate cannot be accounted for.

It is recommended that on initial shift briefings, Heads of Department or the most senior person on duty, delegate responsibilities in the possible event of a major incident resulting in evacuation.

For example;

- Rota call person
- Evacuation Team Member
- Departmental Closedown
- Fire Marshall and guest assistance if necessary

Whoever is carrying the supervisory phone/pager, will become a part of the main **Fire Evacuation Party** (Fire Marshall) and report to the **MUSTER POINT** outside the Reception Back Office.

DUTY MANAGER/NIGHT MANAGER INSTRUCTIONS

INCIDENT MANAGER/DUTY MANAGER

1. Upon receipt of a Fire Alarm Activation, switchboard must immediately accept the alarm.
2. The DUTY MANAGER must then proceed to the FIRE PANEL located in **The Reception Back Office (Muster Point)** and confirm the location and whether the affected device is an activated detector head or break glass.
3. Ensure the **Fire Investigation Party** (Security/engineer) are on route to the point of activation.
4. Ensure the **Fire Evacuation Party** have been contacted by either PTT or pager and are on route to the **Muster Point** outside the reception back office to await further instruction.
5. Delegate **ONE** person from the evacuation party as **Incident Controller** and Obtain Fluorescent Jackets for you both in order to identify yourselves.

Have the Incident Controller

- Complete the '**Fire Plan Attendance Record Sheet**', (*APPENDICE 1*) Confirming arrival of each associate.
 - Prepare to hand out **FIRE MARSHALL, High** Visibility vests to the 'Fire Marshal Party' in readiness for possible evacuation.
 - Delegate Fire Marshall points to the Fire Party- Always **Prioritise** disabled guest escort
6. **If Necessary** make Contact with the '**Fire Investigation Party**' (DSO & Duty Engineer) and establish situation status.
 7. Ensure that a **Competent and Confident** colleague in possession of communication facility, has been assigned as Assembly Point Manager and they been issued with megaphone, fluorescent jacket and assembly clipboard.
 8. The **Main Fire Panel** should be used should either the reception back office or Security Control panel fail to highlight the affected area. A member of the Fire Marshal Party should go to this area in order to identify the activated zone if necessary.
 9. **ONLY** when the alarm has been confirmed as a false activity can the system be officially silenced and reset.

FALSE ALARM

1. If confirmed as a False Alarm - stand down all parties except Security and the Engineer who should remain at the scene to liaise with Fire Brigade if already alerted.
2. In the event of this occurring a Guest Service Associate should remain at the main entrance to meet and escort them to the scene of activated zone and/or E.C.P.
3. Duty/Night Manager to re-set panel on instructions of Fire Brigade.
4. Re-secure all equipment in the EMERGENCY KIT BOX.

FALSE ALARM (SYSTEM FAULT)

1. Follow instructions shown on computer screen.
2. If a faulty head is suspected, the Duty Engineer should be instructed to change this immediately, or in the event of it being out of hours, the Chief Engineer should be advised
3. If problem persists:
 - a. Isolate head (also possibly on instructions of Fire Brigade)
 - b. Call **MW FIRE**
 - c. Establish whether a 30 minute wakeful watch is required, if the affected area is in un-occupied area of hotel
 - d. Comply with any further instructions on screen

DUTY MANAGER- INCIDENT MANAGER **FIRE AND EVACUATION**

If the Fire Investigation Party reports that a real fire is in progress, Evacuation and the following actions MUST take place;

1. **Activate 'Evacuation'** on the Panel to ensure all zones go into evacuation mode.
2. **Ensure** the lifts have grounded.
3. **Ensure** one other associate has returned to the Forecourt to escort the Fire Brigade to the Security Control Room upon arrival.
4. **Ensure** at least one colleague from the 'Fire Marshall Party' has been detailed to assist the Security Officer/Engineer in the evacuation of **Disabled Guests** or colleagues
5. **Ensure** all other members of the Fire Marshall Party have been detailed with an Exit/ Fire Exit and noted on the **Incident Controller Evacuation Party Detail**. (*Appendices 2*)

Ensure all of the Fire Marshall Party have been issued with a Fluorescent Jacket

6. Ensure the Fire Alarm Activation Communication Briefing Sheet has been completed.
7. Ensure communication contact is maintained with the Fire Marshal Team and the Assembly Point Manager.
8. Liaise with the Fire Brigade Incident Commander detailed as direct controller of the incident on his arrival. He/she will need your support and assistance in dealing effectively with the incident. In particular, ensure that the **Chief Fire Officers Checklist** (*appendices 4*) has been completed and handed to the officer.

ADVISE THE FIRE BRIGADE OF ANY FIRE FIGHTING EQUIPMENT WHICH MAY HAVE BEEN USED

10. Once the relevant floor housekeeper/colleagues have contacted control, confirming their relevant floor has been cleared, RECORD the details on the evacuation form (*appendices 4*). If necessary re-deploy Marshalls to areas not already covered.

REMEMBER EVACUATION SEQUENCE

11. Once all areas have been searched send remaining Fire Marshalls to the assembly point.
12. Collect together all relevant logs and paperwork regarding the evacuation and **EVACUATE WHEN INSTRUCTED TO DO SO.**

DAY TIME HOTEL FIRE PARTY

The Hotel Fire Investigation/Marshall Party are trained in the Hotel Fire Safety and Emergency Procedures, familiar in the use of Fire Extinguishers, Fire Hose Reels and initial fire-fighting actions.

The Fire Party Consists of:

DAYTIME PARTY

- | | | |
|--------------------|---|-----------------------------|
| 1. Duty Security | - | Fire/Investigation Fighting |
| 2. Duty Engineers | - | Fire/Investigation Fighting |
| 3. DUTY MANAGER | | Incident Manager |
| 4. HOD /Supervisor | - | Incident Controller |
| 5. HOD/ Supervisor | | Assembly Point Manager |

DAYTIME INSTRUCTIONS

Upon activation of an alarm, The FIRE PARTY will receive a message via the pager and The Fire Investigation Party must be advised of the location.

All members, except those forming part of the Fire Investigation/Fighting Team should immediately attend the Muster Point and await further instruction.

The Fire Investigation/Fighting Team Must immediately attend the activation location and liaise with the Duty Manager at the panel.

If it is a false alarm the D.M should be advised to reset the panel and stand down the Fire Party.

If there is a real Fire, the D.M. should be advised immediately confirming exact location and reason for activation. If the Fire Investigation Team has been unable to immediately control the situation, the D.M. must be advised to evacuate and alert the Fire Brigade.

They should only continue to attempt to fight the fire if safe to do so and without putting themselves at risk.

If the fire becomes too severe for them to control, they should return to Security Control and liaise with the Fire Brigade and D.M.

APARTMENTS EVACUATION PARTY EVACUATION PARTY INSTRUCTIONS- DAYTIME

Upon activation of the Evacuation Alarm, attending Fire Marshalls must take instruction from the Duty Manager as to what responsibility they must oversee.

The nominated Incident **Controller** will issue each member of the Evacuation Party with Fluorescent Jackets and location Marshall points.

The Fire Marshalls will attend their particular allocated area in order to guide Guests and associates safely and uniformly to the Assembly Point.

Incident Controller

FALSE ALARM

If the Fire Investigation Party has confirmed the activation to be a false alarm you will no longer be required, and the Duty Manager will stand down the Fire Marshall Party.

EVACUATION

If the Fire Investigation Party has discovered a REAL fire and it has been decided that evacuation is necessary the Duty Manager will initiate the evacuation procedures and activate the evacuation alarm.

The Incident Controller should assign each member of the Fire Marshall Party a specific area in order to carry out the evacuation efficiently and issue them with:

Assembly Point Manager	Yellow Jacket –Megaphone- Radio Call Sign - APT 3
Fire Investigation	Radio Call Sign – APT 2
Disabled Guest Assistance	Yellow Jacket Radio Call Sign- APT 4
Disabled Guest Assistance	Yellow Jacket PTT
Fire Brigade Escort	Yellow Jacket Radio Call Sign - APT 5
1. Evacuation Party Fire exit 1	Yellow Jacket PTT
2. Evacuation Party Fire exit 2	Yellow Jacket PTT
3. Evacuation Party Fire Exit 3	Yellow Jacket PTT
4. Evacuation Party	

The Incident Controller should then assist the manager in completion of documentation

FIRE MARSHALL PARTY

The following procedures must be followed by each member of the Fire Evacuation Team:

1. The Fire Marshall Party will each be designated a Marshall point of control and must go to this area as soon as possible.
2. The guest lifts will ground automatically once the evacuation alarm has been activated and the only lift in operation will be the fireman's lift.
3. **Two Associates** (*minimum*) must be detailed to attempt to contact and then assist any disabled guests. If unable to get them to the ground floor they must be taken to the Refuge Area on that floor and if possible, one associate to remain with them. If this is not possible they must be advised in the use of the communication system.
4. Fire Evacuation Marshall's lining the route must direct guests and colleagues quickly and quietly to the Assembly Point.
5. The Duty Manager may at this point reassign you to search the back of house areas or to assist in the evacuation of less able bodied guests if necessary.
6. Once you are confident that all areas of the hotel have been evacuated, on instructions from the Duty Manager, go straight to the Assembly Point and report to the Assembly Point Manager.

ASSEMBLY POINT MANAGER PROCEDURES

The purpose of the Assembly Point Manager is to provide a means of checking that all hotel guests and associates are as far as possible, accounted for.

The nominated Assembly Point Manager will:

1. Obtain a full guest list, issued by the Front Office
2. Obtain the following equipment from the equipment box
 - Fluorescent Jacket
 - Assembly Point Manager Clipboard
 - Torch (for night-time use)
 - Megaphone
 - Space Blankets
 - Footwear

IF EVACUATION IS NOT NECESSARY

3. The Duty Manager will stand down all Fire Marshall Personnel and return all equipment to box.

IF EVACUATION IS NECESSARY

4. Put on the fluorescent jacket and proceed immediately to the Assembly Point.at Rockwood Place. Upon arrival inform the Duty Manager.
5. Use the megaphone and take control
 - Instruct departments to group together
 - Instruct Heads of Departments or most senior departmental associate to conduct roll calls for their teams and report back to you. On completion, report back to the Duty Manager
6. Instruct associates to help with guests and completion of their roll call and urgent requirements.
7. Once the roll call of associates and guests has been completed, advise the Duty Manager.
- 8 ADVISE the Duty Manager IMMEDIATELY of any apparent missing associates or guests, their possible location, or the refusal or inability of a guest to evacuate
9. The **Chief Fire Officer** in charge is the ONLY person who may authorise the return to the premises. Once you have been given an All Clear to re-enter the hotel, announce the “all clear” over the megaphone.
10. Return all equipment to Control and report to the Duty Manager to de-brief.

Standard Department Closedown Instructions

The purpose of the "Departmental Closedown Procedures" is to ensure that each department in the hotel can be effectively closed down and associates evacuated as quickly as possible in the event of any Emergency requiring the evacuation of the hotel. The primary objective of the Closedown Procedure is to ensure the safety of all associates and guests in the hotel and the secondary objective is to secure any valuable documentation from each department.

If there is ever any doubt, the safety of associates is paramount and valuable files and documentation should be left behind.

Should an evacuation be necessary at night, when many of the departments of the hotel are closed, under no circumstances should any associate enter an office in order to try and retrieve any files or other documentation?

Initiation of Closedown Procedures

The signal for commencing the Closedown Procedures and Evacuation of the Hotel is the Evacuation Alarm. When the evacuation alarm is activated, each department must immediately implement their closedown and evacuation procedures without reference to any other authority.

Non-essential Staff

All associates who have not been assigned to Emergency Teams or been given individual Emergency responsibilities, must leave the Hotel upon activation of the Evacuation Alarm and proceed to the Assembly Point.

Standard Office Emergency Closedown Procedures

The layout and equipment levels in different offices can vary widely but the following basic principles should be observed when implementing Closedown Procedures in any office.

IMMEDIATELY UPON ACTIVATION OF THE EVACUATION ALARM;

1. Close ALL doors and windows.
2. Leave the office immediately.
3. Take the NEAREST Fire Exit
4. The Most Senior Associate in the office should ensure that all other associates have left, before closing the door behind them and proceeding to the Control Point for their Fire Marshall Duty.
5. All associates who have not been assigned to Emergency Teams or been given individual Emergency responsibilities, should proceed to the Assembly Point. The senior person should take the roll call and advise the Assembly Point Manager of the result.

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

Departmental Closedown Instructions

FRONT OFFICE / COFFEE SHOP

On the activation of the pre alert alarm the Front Office Team Leader should prepare the following;

- **Print off two back up reports and in-house guest lists.**
- **Arrange for them to be handed to the Duty Manager and Assembly Point Manager**

In the event of an Evacuation Alarm, the Front Office cashier will:

- a. Secure all cash, credit card vouchers, and other negotiable documents and place them in the drop safe.
- b. Secure all the safe keys, cashier keys and safe deposit box master keys and take them to the meeting point.
- c. The Front Office Cashier is also responsible for collecting the Front Office rota and conducting the roll call for that department.
- d. All other Front Office Associates will proceed to the control point for their Fire Marshall Duty.
- e. The senior person should take the roll call and advise the Assembly Point Manager of the result.

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

Departmental Closedown Instructions

GUEST SERVICES

Upon receipt of the initial pre alarm, the senior person on duty in Guests Services should report to The Muster Point to form part of the Evacuation Party. They must be prepared to meet the Fire Brigade in order to escort them to the Fire Panel.

Immediately upon the sounding of the Evacuation Alarm, Guest Services will:

- a. Ensure that all items of value are secured.
- b. Remaining associates will act as Marshals and direct guests from the lobby to the Assembly Point.
- c. If you are ordered to leave by the Fire Brigade or Duty Manager, ensure that cash and valuables are secured.
- d. Associates will prevent anyone from entering the hotel and direct guests leaving via the fire exits to the Assembly Point and direct vehicles away from the roadway to give access for Fire Engines.
- e. The second most senior associate on duty will be responsible for the roll call and advise the Assembly Point Manager of the result.
- f. When safe to re-enter the hotel – Remember to release lifts.
- g. Assist guests with re-entry to hotel and rooms.
- h. Return keys and jackets to Emergency Control Point

**The Assembly Point is
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Dao Apartments

GUEST EVACUATION PROCEDURES

When a full alarm state is initiated and an evacuation is actioned

Evacuation of the serviced apartments will commence.

Security and Fire Marshalls will man the escape staircase to assist the residents to egress the building and proceed to the assembly point.

They will inform the residents that Fire has been detected in the building and they must evacuate for their own safety

Disabled Guests

The Duty Manager will provide the list of Disabled guests which will be handed to security.

The guests will be moved to the refuge area on the staircase

If safe to do so the guest will be transported via an evacuation chair to the assembly point

If the exit is not safe the security will inform the duty manager of the position of the guest via the refuge area alarm call point or radio.

The duty manager must ensure this information is relayed to the Fire Chief upon their arrival.

Fire Marshalls

Fire Marshalls will be appointed to attend the escape staircase as follows:

FM 1: Rockwood Place Fire Exit

FM 2: 6th Floor Refuge area

FM 3: 4th Floor Refuge Area

FM4 : 2nd Floor Refuge Area

Security: 7th to Basement

Escape Strategy

Fire signs indicating the escape route is on the rear of each apartment door and the exit route is All residents will exit their apartments and proceed to the exit staircase where they will proceed to the ground floor and exit onto Rockwood place.

Appointed Fire Marshalls will guide them to the assembly point

Security will check the floors if able and ensure all occupied apartments are complying with the evacuation with the exception of any area of danger.

Fire Brigade Keys and Site Plans

On arrival the Duty Manager will hand a master key(s) and laminated site drawings to the Fire Chief and update all relevant information

Responsible Person

The responsible person will be the Duty Manager

Drawings

Laminated Floor plans will be available in the Chief Engineers Office, Security and the Fire Pack in the back office

Departmental Closedown Instructions

ROOM ATTENDANTS

Immediately upon the sounding of the Evacuation Alarm, the Room Attendant Supervisor will:

- a. Ensure that all electrical equipment in the Linen Room is switched off.
- b. Ensure all Housekeeping Trolleys are cleared from corridors and access routes
- c. Ensure that all associates have evacuated from the Linen Room Areas, Apartments and Corridors
- d. Advise residents that the Fire Alarm has sounded and they should evacuate the building
- e. Take the duty rota, switch off the lights in the Linen Departments, and close the door.
- f. Go immediately to the Assembly Point.
- g. The Most Senior Associate on duty will be responsible for the roll call and to advise the Assembly Point Manager of the result.

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

Departmental Closedown Instructions

ENTERTAINMENT SPACE

In the event of an Evacuation Alarm this area must be checked by a member of the front office team as part of their closedown.

- a. Switch of all electrical equipment e.g., Coffee Machines, Tills and Catering equipment
- b. Instruct all guests using the Entertainment Space, to leave the building immediately and go to the Assembly Point.
- c. Assist persons with Disabled Guests to the Assembly point
- d. Inspect the Area to ensure all persons have evacuated
- e. Close the doors leading to the Entertainment Space.
- f. Proceed immediately to the Assembly Point and report to your Department Head.
- g. The Most Senior Associate on duty will be responsible for the roll call and to advise the Assembly Point Manager of the result.

**The Assembly Point is
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Departmental Closedown Instructions

RESTAURANT

Each of the above outlets is required to supply at least one colleague as part the Fire Marshall Team.

Alert:

- a. Each outlet will be informed of the alert from switchboard and will immediately dispatch the designated associates to the Muster Point.
- b. All table service should cease and departments prepare to evacuate if necessary.

Evacuation Alarms

- a. Ensure that all guests are instructed to evacuate the building immediately and directed to the Assembly Point.
- b. Ensure any electrical appliances are switched off and tills are secured.
- c. Leave the building by the **nearest** available exit and go to the assembly point.
- d. Proceed immediately to the Assembly Point and report to your Department Head.
- e. The Most Senior Associate on duty will be responsible for the roll call and to advise the Assembly Point Manager of the result.

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Departmental Closedown Instructions

LAUNDRY

Immediately upon the sounding of the Evacuation Alarm the Laundry Room Manager will:

- a. Switch off all electrical equipment within the Valet Department (e.g. Washing Machines, Vending Machines and Dryers).
- b. Secure the area and all guests belongings.
- c. Assist any residents to evacuate the building via the fire escape stairs to the Assembly Point.
- d. Ensure that no one is in the Laundry, switch off the lights, and close the door.
- e. Go to the Assembly Point and report to your manager.
- f. The Most Senior Associate on duty will be responsible for the roll call and to advise the Assembly Point Manager of the result.

**The Assembly Point is
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Departmental Closedown Instructions

ASSOCIATE RESTAURANT

Immediately upon the sounding of the Evacuation Alarm the restaurant associates will:

- a. Cease serving any meals.
- b. Switch off electric and gas intakes, food heaters and warmers.
- c. Clear all associates from the restaurant.
- d. The most senior person on duty will collect the rota and take it to the Assembly Point to account for all colleagues in the department.
- e. When the restaurant is empty, switch off the lights and close the door.
- f. Proceed immediately to the Assembly Point and report to your Department Head or person responsible for taking the Roll Call who will advise the Assembly Point Manager of the result.

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

Departmental Closedown Instructions

Housekeeping Office

Immediately upon the sounding of the Evacuation Alarm the Housekeeping Office Coordinator will:

- a. Secure and take out the Daily report Book and collect the rota/Attendance Sheet.
- b. Implement the Standard Office Closedown Procedures.
- c. Proceed to the Assembly Point, conduct the departmental roll call, and then report to the Assembly Point Manager.

FIRE MARSHALLS

1. Upon activation of the alert alarm via the pager system, the Housekeeping associates who form part of the Fire Marshall Team will attend the Muster Point and act on the duty manager's instructions.
2. Upon the sounding of the evacuation alarm all housekeeping associates will immediately remove all trolleys and vacuum cleaners from corridors and place them in any available vacant room. If there are no vacant rooms they must use the last serviced room in which no guests were present.
3. They must then ensure all doors are closed in their section and leave the building by the nearest emergency exit.
4. The Most Senior Associate on duty will be responsible for the roll call and to advise the Assembly Point Manager of the result

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Departmental Closedown Instructions

Engineering Department

The following colleagues of the Engineering department MAY form part of the Fire Investigation Party.

Area Chief Engineer
Engineering Co - Ordinator
Senior Engineer
Shift Engineers

On the activation of the evacuation alarm, associates within the workshop/office areas must:

- a. Area Chief and Co – Ordinator will Report to Front Office
- b. Senior Engineer and or Shift Engineer will form part of Fire Investigation Team .
- c. Co – Ordinator will collect the rota if available and take to the Front Office to carry out the roll call.
- d. All other members of the Engineering Department are to immediately cease activities on the sounding of the evacuation alarm and proceed to the Assembly Point.
- e. The Most Senior Associate on duty will be responsible for the roll call and advising the Assembly Point Manager of the result

**The Assembly Point is
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DEPARTMENTAL CLOSEDOWN INSTRUCTIONS

HOUSEKEEPING FLOOR MARSHALL

The position of Floor Marshall is of vital importance and must be carried out quickly and efficiently in order to establish any potential problems.

Immediately upon the sounding of the **Evacuation** Alarm, all members of the floor service team will:

- a) Implement the 'Standard Office Closedown Procedures'.
- b) Remove all room attendant trolleys from the corridors and place them back in store rooms or vacant rooms.
- c) Remove any other form of hotel equipment from the corridor.
- d) Switch off any equipment in use and store away securely.
- e) Should a guest still be in a room the Floor Marshall (room attendant, porter/floor supervisor) should instruct the guest as follows
 - ***There is an emergency in the hotel and it is necessary to evacuate the building.***
 - ***Do NOT attempt to pack luggage but leave immediately***
 - ***Please leave the building via the nearest Fire Exit Stairs. My associates will direct you from here to the Assembly Point in Rockwood Place.***

Should the guest refuse to evacuate for any reason, the Floor Marshall should advise the Assembly Point Manager immediately upon arrival at the Assembly Point.

Should the Guest be unable to evacuate for any reason, advise them to return to their room and close the door and assure them that immediate assistance be requested. Contact the Control Room immediately and apprise the Incident Controller of the facts.

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

THE DUTY MANAGER CLOSEDOWN PROCEDURE

THE DUTY MANAGER

The Duty Manager is at all times, the one person accountable for ensuring that all procedures are and have been carried out;

The Duty Manager should remember that this Plan is written as a guideline only, their Role is to DELEGATE responsibility and ensure that they are free to communicate with the emergency services and senior management. The Duty Manager is probably the best person to assess the capabilities of associates they are working with and therefore the delegation of Fire Marshalls will be left to their discretion. **It is NOT written in stone**

They will be expected to be able to answer all questions in relation to the incident and identify where everyone is within their control. They must also be able to produce the completed documentation when requested to do so.

This Role must **NOT** be confused with that of the Fire Marshall.

UNLESS YOU HAVE BEEN PREVIOUSLY ADVISED OF THE LIKELIHOOD OF AN ACTIVATION DUE TO ENGINEERS PRESENCE

Immediately upon the sounding of an Evacuation Alarm **WITHOUT** warning, the Duty Manager will and only IF able to do so due to incident location:
OBTAIN A RADIO

- a) **GO IMMEDIATELY TO THE FIRE PANEL LOCATED IN THE BACK OFFICE**
- b) **Confirm location and reason.**
- c) **Ensure that the Fire Brigade have been informed**
- d) **Ensure that The Fire Investigation Team are on at the very least ground level**
- e) **Ensure Fire Party have been alerted and have at the very least been delegated to cover;**
 - **ASSEMBLY POINT MANAGERS**
 - **ALL FIRE EXITS**
- f) **Ensure that contact has been at least attempted, to any disabled guest rooms by any means.**
- g) **Evacuate when instructed to do so.**

**The Assembly Point is
On The far side of The O2 opposite Rockwood Place**

FIRE AND EVACUATION TEAM

Night Shift

Fire/Evacuation Instructions

Introduction

It is important during the night to ensure that the safety of the guests and colleagues is the primary concern of the hotel and therefore the Fire Safety Policy must reflect the most efficient and effective way of utilising the reduced number of associates available.

The audible alarm system is designed in such a way as to give optimum warning to all guests who may be asleep.

It is however the policy of the hotel that as a **minimum**, **ALL DISABLED GUEST ROOMS** are to be checked by the Fire Party during any evacuation of the hotel.

DURING THE NIGHT SHIFT PERIOD, ALL ASSOCIATES ARE EXPECTED TO CARRY A RADIO.

THESE ARE MARKED HOTEL 1-5

Please remember it is the responsibility of the Duty Manager to delegate roles of the Fire Marshalls according to associates particular strengths and weaknesses
These guidelines are just that - GUIDELINES

NIGHT SHIFT

Hotel Colleagues on Duty

Position	RADIO CALL SIGN	Location	Name
NIGHT MANAGER Incident Manager	HOTEL 1	Fire Panel	
Duty Security Officer FIRE INVESTIGATION	HOTEL 2	Alarm Activation Point	
Night Reception	HOTEL 3		
Night Guest Service(1)	HOTEL 4		
Night Guest Service(2)			
Public Area Cleaner (1)			
Public Area Cleaner (2)			
Public Area Cleaner (3)			
Room Service Waiter	HOTEL 5		
Chef			

DUTIES TO ALLOCATE

Assembly Point Manager	
Fire Investigation	
Disabled Guest Assistance	
Disabled Guest Assistance	
Fire Brigade Escort	
1. Evacuation Party	
2. Evacuation Party	
3. Evacuation Party	
4. Evacuation Party	

Night Manager

FIRE AND EVACUATION

Upon activation of an alarm during the night,

- The Fire Investigation Party **(2)** must attend the point of activation.
- The Night Manager must go immediately to the Security Control Room
- All other associates, receiving the alert via the deck phone must go to the MUSTER point outside the Control room and await instruction.

In the event of the Fire Investigation Party reporting a REAL Fire at the scene, an Evacuation must take place.

- Activate the Evacuation Alarm
 - To stop the sounders press the **Accept / Mute** button followed by the **Silence Alarms** button.
1. **Issue** each Evacuation Team Member with a visibility vests
 2. **Ensure the lifts have grounded.**
 3. **The** Night Receptionist Auditor should print off the latest guest list and go immediately to the Muster Point and await delegated.
 4. The Night Guest service (2) should remain between the Muster Point and the lobby in order to take instruction for assistance with any disabled guests.
 5. Public Area Cleaner(1) should be detailed to the lobby on standby to guide the Fire Brigade to the Fire Panel and assist all guests in the lobby area

Assign all other members of the Fire Evacuation Team to an Exit/Fire Exit (as detailed below) and or en-route to the Assembly Point.

EXITS AND FIRE EXITS

- 1) .
- 2) .
- 3) .

On nights only check the floor of origin

- A. **Ensure** the names of the Evacuation Team members are recorded on the evacuation sheet in the relevant space.
- B. **Ensure** communication is maintained with the Fire Investigation Team and Assembly Point Manager
- C. **Liaise** with the Fire Brigade Incident Commander on his arrival who will be in command of the incident. He will need your support and assistance in dealing effectively with the incident.
- D. **EVACUATE WHEN INSTRUCTED TO DO SO**

FIRE INVESTIGATION PARTY **Security- Night Guest Service (1)**

EVACUATION AND CLOSEDOWN PROCEDURE

The Duty Security Officer and the associate delegated by the Duty Manager will assume the responsibilities of the 'Fire Investigation Party' and on the receipt of the Initial Alert via the pager and Fire Marshall communication,

They will

1. **Confirm** the location of the Activated Alarm
2. **The Fire Investigation Party** should attend the location immediately and if using a lift, **ALWAYS** go to the floor below and **WALK UP**
3. **Always** ensure the appropriate fire extinguisher is collected from the nearest point to the activated alarm.

FALSE ALARM

If you find that it is a FALSE ALARM, inform the Night Manager immediately and explain what has happened.

If the Fire Brigade have already been informed, wait at the scene for their arrival and point out what has been activated.

Once the Fire Brigade have checked the detector/ break glass, they will authorise the reset of the panel and the Fire Party will stand down.

Upon resetting of the panel, all fire exits etc. must be checked and secured if necessary

EVACUATION

If upon attending the scene of an activated alarm, it is found that there is a fire, the following procedure must be adhered to.

1. Upon attendance at the scene, The **DSO** must inform the Night Manager of what has been found.
2. If it has not been immediately extinguished- **EVACUATION** is necessary and the Night Manager informed **IMMEDIATELY**.
3. The team will ONLY fight the fire if relatively safe to do so with the appropriate extinguisher/hose reel until the arrival of the Fire Brigade and **WITHOUT** putting themselves at risk

NIGHT AUDITOR/RECEPTIONIST

The Night Auditor must immediately AND always prepare themselves in order to begin Evacuation Procedures if necessary.

Upon activation of an alarm, prepare to print off the latest guest list and go immediately to the Muster Point in readiness to for a delegated duty if necessary.

FALSE ALARM.

The Night Manager will stand you down and you revert to normal duties

EVACUATION

In the event of the alarm system going into A Full Evacuation Alarm the following procedures must be followed.

1. The **Night Auditor** will print off the back up reports and in-house guest lists ensure this is given to the Night Manager.
2. **Secure** all cash, credit card vouchers and other negotiable documents.
3. **Obtain** a high visibility vest, megaphone and documentation and take up their role as Assembly Point Manager at the Assembly on Rockwood Place.
4. **Clearly identify** himself at the Assembly Point and take control immediately in order to determine any person outstanding.
5. **Do Not** allow anyone to return to the hotel until permission has been cleared with the Fire Officer in Charge.
6. **EVACUATE** when instructed to do so.

PUBLIC AREA CLEANER (1)

LOBBY AND FIRE BRIGADE ESCORT

FIRE ALARM ACTIVATION

Activation of the Emergency Pager or Alarm.

The Public Area Cleaner (1) must immediately AND always prepare himself in order to begin Evacuation Procedures if necessary,

FALSE ALARM.

The Night Manager will stand you down and you revert to normal duties

EVACUATION

In the event of the alarm system going into A Full Evacuation Alarm the following procedures must be followed.

1. The Public Area Clear should obtain a high visibility Vest
2. **Position** himself by the front doors in order to await the arrival of the Fire Brigade
3. **Ensure** he has a clear view of the lobby; ensure he has full communication with the rest of the team.
4. **EVACUATE** when instructed to do so.

PUBLIC AREA CLEANER (2-3)

ROOM SERVICE

CHEF

Evacuation Party

FIRE ALARM ACTIVATION

Activation of the Emergency Pager or Alarm

All Associates MUST report to the Night Manager at the panel and await instruction.

FALSE ALARM.

The Night Manager will stand you down and you revert to normal duties.

EVACUATION

In the event of the alarm system going into A Full Evacuation Alarm the following procedures must be followed.

1. Prepare themselves as an Evacuation Party member and
2. **Collect** a fluorescent jacket and ensure communication
3. **TAKE INSTRUCTION** and guidance from the Night Manager and Proceed to the Assembly point when requested to do so.

WHICHEVER DUTY YOU ARE REQUIRED TO CARRY OUT, ONCE COMPLETED YOU SHOULD REPORT BACK TO THE NIGHT MANAGER FOR FURTHER INSTRUCTION

BULLITIN POINT REMINDER CHECKLIST

If there is ever any doubt, the safety of the Associates is paramount and valuable files and documentation should be left behind.

Should an evacuation be necessary at night, when many of the departments of the hotel are closed, under no circumstances should any associate enter an office in order to try to save any files or other documentation?

Initiation of Closedown Procedures

The signal for commencing the Closedown Procedures and Evacuation of the Hotel is the Evacuation Alarm

When the evacuation alarm sounds, each department must immediately implement their closedown and evacuation procedures **without** reference to any other authority.

Non-essential Associates

All members of staff who have not been assigned to Emergency Teams or been given individual Emergency responsibilities must leave the Hotel upon the sounding of the Evacuation Alarm and proceed to the Assembly Point.

APPENDICES

FIRE ALARM ACTIVATION COMMUNICATION ATTENDANCE AND HANDOVER SHEET (Appendices 1)

DATE	
TIME	
ZONE	
FLOOR/AREA	
CAUSE	

	Call sign	EARLY SHIFT	LATE SHIFT	NIGHT SHIFT
DUTY MANAGER	Hotel 1			
DUTY ENGINEER				
DUTY SECURITY	Hotel 2			

NORMAL DEPARTMENTAL DAYTIME FIRE PARTY ATTENDEE LIST

[illegible]

DISABLED GUESTS	ROOM

It is imperative that in EVENT OF AN EMERGENCY, we maintain a complete and Professional Fire Team

IT is the responsibility of Heads of Department to ensure the deck phones are handed to the Supervisor in charge and that the OPERATOR is advised of the above details

INCIDENT CONTROLLER

Appendices 2

EVACUATION PARTY FIRE MARSHALL LOCATION

**ENSURE THE SECURITY OFFICER BRINGS OR SOMEONE HAS COLLECTED
THE RADIOS FROM THE SECURITY OFFICE.**

NAME	LOCATION	CALL SIGN	KIT RETURNED
DUTY MANAGER	FIRE PANEL	HOTEL 1	
DUTY SEC OFFICER/ENGINEER	Fire Investigation	HOTEL 2	
HOD OR ASSISTANT LEVEL	Assembly Point	Megaphone HOTEL 3	
Supervisor + level	Assembly Point ASSISTANT	Carry Megaphone	
	FIRE EXIT 1	PTT	
	FIRE EXIT 2	PTT	
	FIRE EXIT 3	PTT	
	Forecourt		
GUEST SERVICE ASSOCIATE	Fire Brigade Escort	HOTEL 4	
	Loading Bay		
	DISABLED GUEST ESCORT	HOTEL 5	

CHIEF FIRE OFFICER CHECKLIST

Appendices 3

LOCATION OF ACTIVATION	
REASON FOR ACTIVATION	
LOCATION OF FIRE INVESTIGATION PARTY	
HOTEL BEING EVACUATED- YES/NO	
GUEST ROOMS OCCUPIED	
VACANT ROOMS	
EQUIPMENT	
DISABLED GUESTS- ROOMS OCCUPIED	
LOCATION OF SPRINKLER MAIN STOP	Plant Room Basement
LOCATION OF DRY RISER FIRE MAIN INLET	Every floor
LOCATION OF VENTILATION SYSTEM SWITCH	Plant Room Basement
LOCATION OF VENTILATION SYSTEM SWITCH	Plant Room Basement
LOCATION OF WHERE MAINS GAS AND ELECTRICAL INTAKES CAN BE SHUT DOWN	Plant Room Basement
GAS: –	Plant Room Basement
Electric Gas	Plant Room Basement
Electric 1	Plant Room Basement
LOCATION OF DAO MAIN FIRE PANEL	Ground Floor by FIRE ESCAPE STAIRCASE
Secondary Panel	Dorsett Back Office
LOCATION OF FIRE LIFT AND FIRE REFUGE STAIRCASE	Basement to Floor 8

To be handed to Chief Fire Officer on Completion

ASSEMBLY POINT MANAGER DEPARTMENTAL CHECKLIST

Appendices 4

ASSEMBLY POINT MANAGER EVACUATION CLEAR RECORD SHEET

Appendices 4

Assembly Point Manager _____

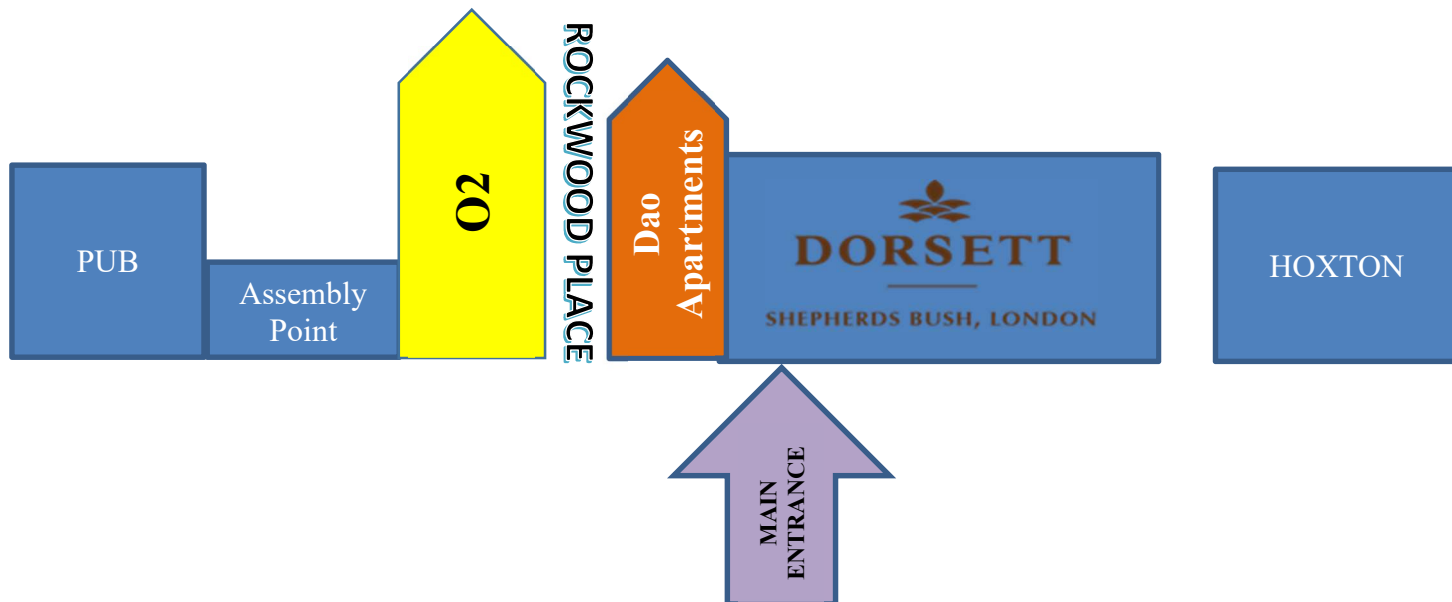
FLOOR	SUPERVISOR /MANAGER	COMMENTS
8		
7		
6		
5		
3		
2		
1		
GROUND Lobby- Restaurants		
Health Club		
Kitchen		
Basement		
TENANTS		

**INSTRUCT HEADS OF DEPARTMENTS OR SUPERVISORS
TO ROLL CALL THEIR DEPARTMENTS AND REPORT
TO YOU WHEN COMPLETED**

Guest Services		Kitchen	
Security Control		SPA	
Engineering		Sales & Marketing	
Executive Offices		Reservations	
Reception		Restaurant	
F&B Office		<i>Restaurant 2</i>	
Finance/ Purchasing		Room Service	
Housekeeping Office		Sales & Marketing	
Housekeeping Associates		Stewarding	
Associate Restaurant		Telephonists	
Executive Lounge		GUESTS	

- Report to Duty Manager when the roll call is complete.
- Report any persons missing and their last known location.
- Carry out Guest Check and report any missing.
- Do not announce the “All Clear” until authorised by the Duty Manager.

USE THE BACK OF THIS SHEET TO MAKE NOTES OR COMMENTS



SHEPHERDS BUSH GREEN

IF YOU DISCOVER FIRE

Raise the Alarm at once by

- Pressing the Emergency button on your room phone
- breaking the glass of the nearest Fire Alarm
- or using the nearest house phone and dialling 777 to speak to the operator

ON HEARING THE ALARM

- Locate your room key and take it with you
- Locate and proceed to the nearest available fire exit stairway
- Continue to the ground floor and leave the hotel
- Proceed to the ASSEMBLY POINT on Rockwood Place where an associate will take care of you.

DO NOT RE-ENTER THE BUILDING UNTIL THE DUTY MANAGER HAS GIVEN AN ALL CLEAR **IMPORTANT POINTS TO REMEMBER**

- Familiarise yourself with the building floor plan
- **DO NOT** stop to collect personal items
- **DO NOT** run
- **DO NOT** use the lifts
- **DO** inform the reception immediately if you have any disability that may affect your safety
- If you should find your exit impeded by smoke, try crawling.
- If you cannot reach the exit stairway safely, return to your room and call the operator immediately
- Place a wet towel at the base of the entrance door