



FIRE PLAN



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FIRE PLAN

WHAT TO DO IN THE EVENT OF A FIRE

On discovering a fire:

- **Operate the nearest fire alarm immediately**
- **DO NOT** attempt to tackle the fire unless it is blocking your only exit and presenting an immediate threat to you.
- **DO NOT** panic
- **DO NOT** collect personal belongings.
- Walk quickly and calmly to the nearest safe exit, do not run.
- Where it is safe to do so, close windows and doors as you exit the building.
- If you meet any guests on route ask them to follow you as you know the hotel better than they do.
- Speak in an even, calm tone.
- Go directly to your assembly point and await a role call.
- Report any persons you are aware of still being in the building to the Fire Officer or hotel Fire Marshall.
- **DO NOT** re-enter the building until you are told to do so by the hotel Fire Marshall or Fire Authorities.

On hearing the fire alarm sound:

- Stop what you are doing, switch off any appliances in your immediate area,
EVACUATE.
- **DO NOT** panic
- **DO NOT** collect personal belongings.
- Walk quickly and calmly to the nearest safe exit. Do not run.
- If you meet any guests on route ask them to follow you as you know the hotel better than they do.
- Speak in an even, calm tone.
- Report any persons you are aware of still being in the building to the Fire Officer or hotel Fire Marshall.
- Go directly to your assembly point and await a role call.
- **DO NOT** re-enter the building until you are told to do so by the hotel Fire Marshall or Fire Authorities.

Your individual departments all have their own fire plan, please familiarise yourself with this as it will point out:

- Your nearest exits



- Your assembly point
- Your role when the fire alarm sounds.

By knowing the above for your department it will assist in a smooth and efficient evacuation in the event of a fire.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

DUTY MANAGER (FIRE MARSHAL)

- REPORT TO RECEPTION IMMEDIATELY AND CHECK THE LCD DISPLAY FOR ZONE/LOCATION WHERE ALARM HAS TRIGGERED, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY.**
(If the Duty Manager has not arrived at reception within **ONE MINUTE** of alarm sounding, reception will call the **FIRE BRIGADE** and continue to **EVACUATE** the building)
- IF THE LOCATION IS EASILY ACCESSIBLE THE DUTY MANAGER, **ACCOMPANIED BY A COLLEAGUE**, WILL GO AND INVESTIGATE THE CAUSE, ENSURING THEY HAVE A **RADIO** AND FLOURESANT VEST WITH THEM. (Easily accessible is defined as: any location that can be easily reached allowing information to be relayed back to reception within a **two minute** time period.)

IF THERE IS ANY DOUBT WHATSOEVER THAT IT COULD BE A FALSE ALARM, OR, THE AREA IS NOT EASILY ACCESSIBLE, (FOR EXAMPLE: THE PLANT ROOM OR LOFT SPACE) THEN THE FIRE BRIGADE IS TO BE CALLED IMMEDIATELY AND CONTINUE EVACUATING THE BUILDING.

- REPORT BACK TO RECEPTION AS SOON AS POSSIBLE REGARDING THE CAUSE OF THE ALARM.
- IF IT IS A **FALSE ALARM** RELAY THIS BACK TO RECEPTION WHO WILL THEN ENSURE ALL GUESTS AND DEPARTMENTS ARE NOTIFIED. **ONLY THE DUTY MANAGER CAN AUTHORISE THE ALARM BEING SILENCED.**
- IF IT IS A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION TO CALL THE **FIRE BRIGADE BY DIALLING (9)999.**
- RETURN TO RECEPTION BY SAFEST ROUTE POSSIBLE, CLOSING ANY DOORS BEHIND YOU.
- ENCOURAGE AND ASSIST ANY GUESTS/STAFF YOU ENCOUNTER TO EVACUATE.
- ASSIST ANY GUESTS USING LIFT THEN LOCK OFF TO GROUND THE LIFT.
- CHECK IF ANY RESIDENTS MAY REQUIRE ASSISTANCE DUE TO DISABILITY OR ELDERLY
- COLLECT FIRE FILE (containing building plans), GUEST LIST, SWIMMERS SIGNING IN/OUT SHEET, REGISTRATION CARDS & FIRST AID KIT FROM RECEPTION, STAY AT THE MAIN ENTRANCE.
- ALLOCATE JOBS TO THE FIRE TEAM.
 - 1) Guest roll call.
 - 2) Ensure senior member of staff from each department are completing staff role call for their department.
 - 3) External check of fire exits for disorientated guests.
 - 4) First Aid.
 - 5) Ensure access road is clear for Fire Brigade.
- REASSURE GUESTS, ENSURE ROLL CALLS ARE COMPLETED ACCURATELY AND CALMLY.
- RECEPTION SHOULD BE MANNED UNTIL THE FIRE BRIGADE ARRIVE (If not in immediate danger)
- RELAY INFORMATION ACCURATLY AND CALMLY TO FIRE BRIGADE WHEN THEY ARRIVE, NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT.**
- IF YOU LEAVE THE BUILDING FOR ANY REASON DURING YOUR SHIFT YOU MUST NOMINATE ANOTHER MANAGER ON DUTY TO COVER YOUR ABSENCE, RECEPTION MUST BE AWARE OF WHO THIS IS.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

DUTY MANAGER – SLEEP IN (FIRE MARSHALL)

- REPORT TO RECEPTION IMMEDIATELY AND CHECK THE LCD DISPLAY FOR ZONE/LOCATION WHERE ALARM HAS TRIGGERED, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY.**
- **CALL THE FIRE BRIGADE IMMEDIATELY BY DIALING (9)999.**
- IF THE LOCATION IS EASILY ACCESSIBLE THE DUTY MANAGER WILL GO AND INVESTIGATE THE CAUSE, ENSURING THEY HAVE A **RADIO** AND FLOURESANT VEST WITH THEM. (Easily accessible is defined as: any location that can be easily reached allowing information to be relayed back to reception within a **two minute** time period.)

IF THERE IS ANY DOUBT WHATSOEVER THAT IT COULD BE A FALSE ALARM, OR, THE AREA IS NOT EASILY ACCESSIBLE, (FOR EXAMPLE: THE PLANT ROOM OR LOFT SPACE) THEN DO NOT ATTEMPT TO INVESTIGATE THE CAUSE, CONTINUE **EVACUATING THE BUILDING.**

- REPORT BACK TO RECEPTION AS SOON AS POSSIBLE REGARDING THE CAUSE OF THE ALARM (IE: FIRE OR FALSE ALARM)
- IF IT IS A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU.
- **ENSURE NIGHTPORTER CONTACTS: OPERATIONS MANAGER AND MAINTENANCE MANAGER AS SOON AS POSSIBLE.**
- RETURN TO RECEPTION BY SAFEST ROUTE POSSIBLE, CLOSING ANY DOORS/WINDOWS BEHIND YOU.
- ENCOURAGE AND ASSIST ANY GUESTS/STAFF YOU ENCOUNTER TO EVACUATE.
- ASSIST ANY GUESTS USING LIFT THEN LOCK OFF TO GROUND THE LIFT.
- COLLECT FIRE FILE (containing building plans), GUEST LIST, SWIMMERS SIGNING IN/OUT SHEET AND REGISTRATION CARDS, TORCH(ES) & FIRST AID KIT FROM RECEPTION.
- START GUEST ROLE CALL AT ASSEMBLY POINT.
- REASSURE GUESTS, ENSURE ROLL CALL IS COMPLETED ACCURATELY AND CALMLY.
- NIGHT PORTER SHOULD MAN RECEPTION UNTIL THE FIRE BRIGADE ARRIVE (If not in immediate danger)
- RELAY INFORMATION ACCURATLY AND CALMLY TO FIRE BRIGADE WHEN THEY ARRIVE, NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT.**
- IF YOU LEAVE THE BUILDING FOR ANY REASON DURING YOUR SHIFT YOU MUST NOMINATE ANOTHER MANAGER ON DUTY TO COVER YOUR ABSENCE, RECEPTION MUST BE AWARE OF WHO THIS IS.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

RECEPTION

- IMMEDIATELY CHECK THE LCD DISPLAY FOR ZONE/LOCATION WHERE ALARM HAS TRIGGERED, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY.**
- DUTY MANAGER WILL IMMEDIATELY COME TO RECEPTION AND ASK YOU THE LOCATION.
(If the Duty Manager has not arrived at reception within **ONE MINUTE** of alarm sounding, call the **FIRE BRIGADE** and continue to **EVACUATE** the building)
- IF THE LOCATION IS EASILY ACCESSIBLE THE DUTY MANAGER AND A COLLEAGUE, WILL GO AND INVESTIGATE THE CAUSE, ENSURING THEY HAVE A **RADIO** AND FLOURESANT VEST WITH THEM.
(Easily accessible is defined as: any location that can be easily reached allowing information to be relayed back to reception within a two minute time period.)

IF THERE IS ANY DOUBT WHATSOEVER THAT IT COULD BE A FALSE ALARM, OR, THE AREA IS NOT EASILY ACCESSIBLE, (FOR EXAMPLE: THE PLANT ROOM OR LOFT SPACE) THEN THE FIRE BRIGADE IS TO BE CALLED IMMEDIATELY AND CONTINUE EVACUATING THE BUILDING.

- **DO NOT, UNDER ANY CIRCUMSTANCES, SILENCE THE ALARM.**
- THE DUTY MANAGER WILL REPORT BACK TO RECEPTION AS TO THE CAUSE OF THE ALARM (IE: FIRE OR FALSE ALARM)
- IF IT IS A **FALSE ALARM** THE DUTY MANAGER WILL RELAY THIS BACK TO RECEPTION WHO WILL THEN ENSURE ALL GUESTS AND DEPARTMENTS ARE NOTIFIED. **ONLY THE DUTY MANAGER CAN AUTHORISE THE ALARM BEING SILENCED.**
- CALL THE FIRE BRIGADE BY DIALLING (9) 999, GIVE THEM THE COMPLETE ADDRESS INCLUDING POSTCODE AND TELEPHONE NUMBER. (do not hang up until all details have been confirmed back to you)
- SECURE ALL MONIES. PRODUCE AN UP TO DATE GUEST LIST.
- COLLECT SWIMMING SIGNING IN/OUT SHEET, REGISTRATION CARDS AND BED CALL LIST AND PASS TO DUTY MANAGER ALONG WITH GUEST LIST AND FIRST AID KIT. (Any guests with a disability that would make it difficult for them to hear or react to the alarm are to be noted in case of evacuation)
- INFORM THE DUTY MANAGER OF ANY GUESTS WITH SPECIAL NEEDS SO THEY CAN BE LOCATED AND GIVEN ANY NECESSARY HELP.
- UNTIL INSTRUCTED OTHERWISE BY THE DUTY MANAGER, ALL OUTSIDE CALLS WILL BE LEFT UNANSWERED. INTERNAL CALLS WILL BE ANSWERED AND THE CALLER TOLD TO EVACUATE THE BUILDING.
- RECEPTION SHOULD BE MANNED UNTIL THE FIRE BRIGADE ARRIVE (If not in immediate danger)
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT.**
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

KITCHEN

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE**, **DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- **TURN ALL GAS APPLIANCES AND EXTRACTOR FANS OFF IN YOUR IMMEDIATE AREA IF IT IS SAFE TO DO SO.**
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- REPORT TO THE EVACUATION POINT, CAR PARK OPPOSITE FRONT ENTRANCE WHERE SENIOR MEMBER OF STAFF ON DUTY WILL CARRY OUT A **STAFF ROLE CALL**.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

BARS

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SECURE ALL MONIES IN TILLS AND SECURE BAR SERVICE AREAS.
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- REPORT TO THE EVACUATION POINT, CAR PARK OPPOSITE FRONT ENTRANCE WHERE SENIOR MEMBER OF STAFF ON DUTY WILL CARRY OUT A **STAFF ROLE CALL**.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

CONFERENCE & BANQUETING (OPS)

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- REPORT TO THE EVACUATION POINT, CAR PARK OPPOSITE FRONT ENTRANCE WHERE SENIOR MEMBER OF STAFF ON DUTY WILL CARRY OUT A **STAFF ROLE CALL**.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF OR GUEST NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

CONFERENCE & BANQUETING (ADMIN)

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA
- TAKING UP TO DATE FUNCTION SHEETS, GO TO FUNCTION ROOMS IN USE, IF IT IS SAFE TO DO SO, AND ENSURE ALL DELEGATES ARE EVACUATING AND DIRECT TO THE ASSEMBLY POINT.
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- REPORT ANY MEMBER OF STAFF OR GUEST NOT ACCOUNTED FOR TO DUTY MANAGER.
- REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

STABLES BAR AND GRILL

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA.
- SECURE ALL MONIES AND BAR SERVICE AREA.
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- ASSIST ANY GUESTS USING LIFT AND ENSURE IT IS LOCKED OFF TO GROUND THE LIFT.
- REPORT TO THE EVACUATION POINT, CAR PARK OPPOSITE FRONT ENTRANCE WHERE SENIOR MEMBER OF STAFF ON DUTY WILL CARRY OUT A **STAFF ROLE CALL**.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF OR GUEST NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

HOUSEKEEPING

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA AND ENSURE CORRIDORS ARE FREE OF OBSTRUCTIONS.
- ENSURE ALL STORAGE AREA DOORS AND BEDROOM DOORS ARE CLOSED AS YOU LEAVE.
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF OR GUEST NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- **THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY**. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

MAINTENANCE

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA.
- ENSURE ANY WORKING AREA'S ARE MARKED AND MADE SAFE.
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF, GUEST OR CONTRACTOR NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- **THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY**. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

NIGHTPORTER

**(WHEN THE DUTY MANAGER IS IN THE BUILDING AND THE RECEPTIONIST HAS LEFT)
(IF RECEPTION IS STILL ON DUTY ASSIST THEM AS REQUESTED)**

- IMMEDIATELY CHECK THE LCD DISPLAY FOR ZONE/LOCATION WHERE ALARM HAS TRIGGERED, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY.**
- **CALL THE FIRE BRIGADE IMMEDIATELY BY DIALING (9)999.**
- DUTY MANAGER WILL IMMEDIATELY COME TO RECEPTION AND ASK YOU THE LOCATION.
- IF THE LOCATION IS EASILY ACCESSIBLE THE DUTY MANAGER, WILL GO AND INVESTIGATE THE CAUSE, ENSURING THEY HAVE A **RADIO** AND FLOURESANT VEST WITH THEM. (Easily accessible is defined as: any location that can be easily reached allowing information to be relayed back to reception within a two minute time period.)

IF THERE IS ANY DOUBT WHATSOEVER THAT IT COULD BE A FALSE ALARM, OR, THE AREA IS NOT EASILY ACCESSIBLE, (FOR EXAMPLE: THE PLANT ROOM OR LOFT SPACE) THEN NO INVESTIGATION IS TO TAKE PLACE, CONTINUE **EVACUATING THE BUILDING.**

- **DO NOT, UNDER ANY CIRCUMSTANCES, SILENCE THE ALARM.**
- THE DUTY MANAGER WILL REPORT BACK TO RECEPTION AS TO THE CAUSE OF THE ALARM (IE: FIRE OR FALSE ALARM)
- **IF THE DUTY MANAGER CONFIRMS IT IS A FIRE THE OPERATIONS MANAGER AND MAINTENANCE MANAGER SHOULD BE CALLED AS SOON AS POSSIBLE.**
- SECURE ALL MONIES. PRODUCE AN UP TO DATE GUEST LIST. (GUESTLINE: REPORTS/GUEST LIST/RESIDENTS)
- COLLECT SWIMMERS SIGNING IN/OUT SHEET, REGISTRATION CARDS AND BED CALL LIST AND PASS TO DUTY MANAGER ALONG WITH GUEST LIST AND FIRST AID KIT. (Any guests with a disability that would make it difficult for them to hear or react to the alarm are to be noted in case of evacuation)
- INFORM THE DUTY MANAGER OF ANY GUESTS WITH SPECIAL NEEDS SO THEY CAN BE LOCATED AND GIVEN ANY NECESSARY HELP.
- ASSIST ANY GUESTS USING LIFT THEN LOCK OFF TO GROUND THE LIFT.
- IF NO OTHER STAFF ON DUTY, THE DUTY MANAGER WILL CARRY OUT A ROLE CALL OF GUESTS AT THE ASSEMBLY POINT.
- UNTIL INSTRUCTED OTHERWISE BY THE DUTY MANAGER, ALL OUTSIDE CALLS WILL BE LEFT UNANSWERED. INTERNAL CALLS WILL BE ANSWERED AND THE CALLER TOLD TO EVACUATE THE BUILDING.
- RECEPTION SHOULD BE MANNED UNTIL THE FIRE BRIGADE ARRIVE (If not in immediate danger)



- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.

FIRE PLAN (ACTION WHEN ALARMS SOUND)

NIGHTPORTER (FIRE MARSHALL)

(THE NIGHTPORTER IS FIRE MARSHALL WHEN THERE IS NO DUTY MANAGER IN THE BUILDING OVERNIGHT)

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- RETURN TO RECEPTION BY SAFEST ROUTE POSSIBLE, CLOSING ANY DOORS BEHIND YOU.
- ENCOURAGE AND ASSIST ANY GUESTS/STAFF YOU ENCOUNTER TO EVACUATE.
- ASSIST ANY GUESTS USING LIFT THEN LOCK OFF TO GROUND THE LIFT.
- COLLECT FIRE FILE (containing building plans), GUEST LIST, SWIMMERS SIGNING IN/OUT SHEET AND REGISTRATION CARDS, FIRST AID KIT AND HI VISIBILITY VEST FROM RECEPTION, STAY IN THE MAIN ENTRANCE.
- ANSWER INTERNAL CALLS INFORMING GUESTS TO EVACUATE THE BUILDING IMMEDIATELY.
- IF ANY OTHER STAFF ARE ON DUTY UTILISE THEM TO REASSURE GUESTS, CHECK THE EXTERNAL PERIMETER OF THE HOTEL FOR DISORIENTATED GUESTS AND DIRECT THE FIRE BRIGADE.
- ENSURE A ROLE CALL IS CARRIED OUT AS SOON AS POSSIBLE.
- **CONTACT: OPERATIONS MANAGER AND MAINTENANCE MANAGER AS SOON AS POSSIBLE.**
- RELAY INFORMATION ACCURATLY AND CALMLY TO FIRE BRIGADE WHEN THEY ARRIVE, NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHOURISED BY THE FIRE OFFICER.
- **YOU MUST NOT LEAVE THE BUILDING FOR ANY REASON DURING YOUR SHIFT, IF YOU NEED TO LEAVE IN AN EMERGENCY YOU MUST FIRST CONTACT THE OPERATIONS MANAGER.**
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

ACCOUNTS

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE, DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU, INSTRUCT RECEPTION OF ITS LOCATION AND TO CALL THE **FIRE BRIGADE BY DIALLING (9)999**.
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON.
- ENCOURAGE ANY GUESTS OR STAFF IN YOUR IMMEDIATE AREA OF WORK OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT.
- SENIOR MEMBER OF STAFF TO REPORT ANY MEMBER OF THEIR STAFF OR GUEST NOT ACCOUNTED FOR FOLLOWING ROLE CALL TO DUTY MANAGER.
- ON COMPLETION OF STAFF ROLE CALL SENIOR MEMBER OF STAFF ON DUTY TO REPORT **IMMEDIATELY** TO THE DUTY MANAGER AT THE ENTRANCE OF THE HOTEL.
- ALL OTHER STAFF WILL REMAIN AT THE ASSEMBLY POINT ASSISTING AND REASSURING GUESTS AND COLLEAGUES, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE.
- SENIOR MEMBER(S) OF STAFF ON DUTY WILL BE ALLOCATED JOBS BY THE DUTY MANAGER.
- CONTINUE TO ENCOURAGE EVACUATION AND ASSIST THE DUTY MANAGER AS MUCH AS POSSIBLE.
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL (9)999, GET EVERYONE OUT AND **STAY OUT**.
- NOBODY TO RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER.
- DO NOT LEAVE ASSEMBLY POINT UNLESS YOU ARE IN DANGER. NO STAFF TO LEAVE SITE UNLESS AUTHORISED BY THE DUTY MANAGER.



FIRE PLAN (ACTION WHEN ALARMS SOUND)

CONTRACTORS / NON EMPLOYEES

- IMMEDIATELY STOP WHAT YOU ARE DOING AND CHECK YOUR IMMEDIATE AREA FOR SIGNS OF FIRE, **EVACUATION OF THE HOTEL IS TO START IMMEDIATELY**, IF YOU DISCOVER A **FIRE**, **DO NOT** ATTEMPT TO TACKLE THE FIRE UNLESS IT PRESENTS AN IMMEDIATE THREAT TO YOU
- IF YOU ARE ABLE, INSTRUCT RECEPTION OF THE FIRE'S LOCATION. RECEPTION WILL CALL THE FIRE BRIGADE
- SWITCH OFF ALL ELECTRICAL APPLIANCES IN YOUR IMMEDIATE AREA
- LEAVE CALMLY BY THE **NEAREST** EXIT CLOSING ANY DOORS AND WINDOWS ON YOUR ROUTE, **DO NOT** STOP TO COLLECT PERSONAL BELONGINGS AND **DO NOT** GO BACK FOR ANY REASON
- ENCOURAGE ANY OTHER PERSON IN YOUR IMMEDIATE AREA OR THAT YOU ENCOUNTER ON YOUR ROUTE TO EVACUATE BY THE QUICKEST SAFEST ROUTE AND DIRECT TO THE ASSEMBLY POINT
- UNDERTAKE A ROLL CALL OF YOUR TEAM TO ESTABLISH ANY MISSING PERSONS
- SENIOR PERSON WITHIN YOUR ORGANISATION AND ON-SITE TO REPORT ANY MEMBER OF THEIR TEAM NOT ACCOUNTED FOR FOLLOWING ROLL CALL TO THE HOTEL DUTY MANAGER, WHO WILL BE AT THE ASSEMBLY POINT
- REMAIN AT THE ASSEMBLY POINT, THE DUTY MANAGER MAY REQUIRE YOUR ASSISTANCE SO PLEASE BE AVAILABLE
- DO NOT RE-ENTER THE BUILDING UNTIL AUTHORISED BY THE FIRE OFFICER OR HOTEL DUTY MANAGER
- DO NOT LEAVE THE ASSEMBLY POINT UNLESS YOU ARE IN DANGER
- THE ABOVE SHOULD ONLY BE CARRIED OUT IF IT DOES NOT ENDANGER YOUR OWN, GUESTS OR YOUR COLLEAGUES SAFETY. IF IN DOUBT CALL 999, GET OUT AND **STAY OUT**.