

INTRODUCTION

As members of the management team of the {PROPERTY NAME}, we have a tremendous responsibility to provide for the safety of our employees, members, and guests.

This document contains the policies and procedures designed to protect guests and employees and control damage to property and equipment; ensure the continuity of mission critical application systems and availability of critical data and enable the resumption of business operations in the event of a property emergency.

The plan has been specifically developed for

{BRIEF DESCRIPTION OF THE PROPERTY AND IT'S SURROUNDINGS, INCLUDING ADDRESS}

All procedures in this manual must be followed completely for every incident.

It is the responsibility of the Emergency Organization team members to familiarize themselves with the plan's contents and be knowledgeable of their roles and responsibilities during an emergency incident.

PLAN STRUCTURE

The Plan has been designed to incorporate two main components:

- Part One Policy and Background Information
- Part Two Action Steps and Procedures for Emergency Response

- **Part One**

Part One of the Plan contains the essential background and contextual information that makes it easier to understand, activate and implement. Part One also identifies responsibility for maintaining the plan's content and describes the maintenance schedule.

- **Part Two**

Part Two contains the actual steps to be taken in the event of a property emergency, including notification and emergency response activities. Response procedures for specific emergency situations are contained in individual sections.

EMERGENCY ORGANIZATION – TEAM AND RESPONSIBILITIES

- **Overview**

It is universally understood that the key to success during any emergency is being prepared for the emergency prior to it occurring. With that thought in mind, it is imperative that several steps are taken to ensure that if, and when, the occasion arises management and the staff can proceed in a confident manner. With that thought in mind, following are several steps that can be taken to minimize the adverse affects of an emergency.

The Emergency Organization is the first line of defense in dealing with such emergencies as fire, gas line rupture, power outage, earthquakes, medical, and other incidents involving possible harm to life or property. Within its power, it must try to control an emergency situation and see to an orderly, rational handling of all events generated by and/or associated with an emergency. Its duty is to protect lives and prevent property damage in so far as training, ability, and available resources will allow. Further, its job is to provide the Fire Department and other professional emergency personnel with as much information and assistance as might be required.

- **Emergency Organization Members**

EMERGENCY ORGANIZATION CHIEF

1. Coordinates development and implementation of the Emergency Plan and performs semi-annual review and update of Emergency Organization Plan.
2. Selects and trains Emergency Team members.
3. Ensures that appropriate procedures are followed.
4. Identifies utilities, alarm systems, and other pertinent systems.
5. Maintains Emergency Call List for utilities and hazardous materials.
6. Ensures that evacuation routes are clearly identified and posted
 - When necessary, provides progress reports on evacuation.
7. Shall assign individuals to do administrative tasks as needed. These shall included, but not be limited to:
 - Record enacted Emergency Procedures.
 - Provide required administrative services.
8. Shall conduct Quarterly Fire or other Emergency Drills.

OTHER EMERGENCY ORGANIZATION MEMBERS

LOSS PREVENTION/SECURITY

The Security Team Leader is responsible for the security of the property, guests and employees.

ENGINEERING

The Engineering Team Leader is responsible for building safety and building searches.

COMMUNICATIONS

The Information / Communications Team Leader is responsible for communicating information about the Natural Disaster / Earthquake to the Hotel guests and Associates as it is received after approval for release by the Emergency Team Leader. In addition, the nformation/Communications Team Leader is responsible for coordinating communications from outside the hotel to the guests and employees.

HUMAN RESOURCES

The responsibility of the Human Resources Team Leader is to assure that the needs of the employees are addressed in an expedient manner, this includes assisting employees in contacting their immediate family to assure their safety.

FIRST AID

The First Aid Team Leader is responsible for handling any guest or employee injury situations in a well-trained, professional manner.

PLAN ADMINISTRATION

- **Administration**

The Plan is administered by:

{enter name and contact number for employee identified as responsible for plan administration}

Revisions to the Plan, including changes in Team membership and/or contact numbers should be immediately identified and forwarded to:

{enter name and contact number for employee identified as responsible for plan administration}

- **Plan Distribution**

:

{insert name, position and phone number of all recipients}

Name	Position	Phone

- **Maintenance**

The Plan will be reviewed and revised according to the following schedule:

Every May and November

Unscheduled revisions of the plan will occur:

- After an emergency has occurred;
- When employee, or their responsibilities change;
- When the layout or design of the property changes;
- When significant changes occur to the property's surrounding environment;
- When local or corporate policies and/or procedures change.

All team members and plan recipients will receive notification of every revision as it occurs.

Employees will receive notification of changes to the plan as appropriate.

TRAINING AND EXERCISING

{Insert details of training to be provided}

{Insert Information on exercising the plan, including the exercise schedule}

GENERAL EMERGENCY INFORMATION

Emergency Codes And Radio Codes

- For any general emergency besides fire, the Front Desk will announce a Code 3 and a location which alerts the Emergency Response Team to respond to that location.
- This Team includes Engineer-on-duty, General Manager, MOD & Chief Engineer. The response team will communicate with the Front Desk immediately to receive information concerning the Code 3.
- CODE 3 refers to any emergency response including, but not limited to:
 - Death
 - Bomb Threat
 - Guest or Associate Emergency
 - Structural Collapse
 - Earthquake
 - Explosion
 - Suicide
 - Power Outage
 - Civil Disturbance
 - Toxic Spill
 - Flooding

FIRE EMERGENCIES

- The responsibility of reporting the discovery of a fire or smoke rests with every associate. Tragedy can be avoided if people are warned in time to escape. Fire in the hotel is detected through our Fire Alarm System or by a person discovering the fire.

FIRE PROCEDURES RESPONSIBILITIES

- There are three basic job duties directly related to our response to a Fire Alarm:
 1. Communications - (Front Office & Night Audit)
 2. Fire Control - (Front office & Night Audit)
 3. Response Team - (Security/Engineering)
- Each of these positions must be covered 24 hours.

EMERGENCY

- If the Response Team declares an emergency, the evacuation should commence.
- Once an Emergency has been put into effect, only the Fire Dept. may give the All Clear.

FALSE ALARM

- Only the Fire Dept. or the Response Team may declare a False Alarm. Any communication of a false alarm should be specific. If there is any doubt, the alarm should not be silenced. In the event of multiple alarms, each alarm must be accounted for before the system is reset or silenced.

- If a false alarm has been declared, reset the system as directed and make the "All Clear" announcement. (In certain jurisdictions, system can only be re-set after the "All Clear" has been given by the Fire Dept.)
- Call Central monitoring company (ADT) to verify the reset of the alarm.

FIRE DRILLS

- A fire drill and evacuation should be conducted at least once a year. The entire property must be included. Be sure to notify guests, fire department and monitoring company of your drill in advance. Complete the attached Tracking Sheet and maintain a file on fire drills.

FIRE ALARMS - DESCRIPTION

- A Fire alarm is triggered by the activation of one of the following:
 1. Pull Station
 2. Sprinkler flow switch
 3. Smoke detector in a public area or mechanical equipment.
 4. Heat detector
 5. Duct detector
- A Fire alarm will cause an audible tone as well as activate the flashing "FIRE" lights. This will occur on the guest floor on which the alarm was activated and the floors immediately above and below.

EXAMPLE (read to ensure accuracy)

- The following information may be determined by locating the red indicator light(s), which will appear on the Annunciator panel in the Fire Control Room.
 1. Level (floor)
 2. Area (east, west, elevator lobby, service corridor, etc.)
 3. Device (smoke detector, pull station, sprinkler flow, duct / heat)
- Employees, other than those involved with the response to the alarm, should prepare to evacuate the building if a general alarm sounds. Procedures and locations for evacuation are outlined in the Evacuation section.
- Employees should be prepared to properly respond to guests' inquiries by advising them to evacuate the building using the nearest emergency exit, not the elevators.

LOCATION OF FIRE CONTROL ROOM

To reach the Fire Control room:

(insert directions to fire control room from the lobby)

SAMPLE INSTRUCTIONS

- When you enter the Fire Control Room, you may see a large transparent Plexiglas board with several red, yellow and green indicator lights. By observing where the red lights are lit, you can determine the location of the alarm, as well as which of the devices activated the alarm. Verification can be done by scanning the panels on the walls to determine what is in alarm. If the yellow light is lit, this indicates either a malfunction to the wiring of the alarm in that area, or that a sprinkler valve tamper switch has been activated. When all lights are green again, all is clear on the system.

- Also located at the Fire Control Room is the Fire Department Key Box, Central Station monitoring (ADT) and supplies to be used in the event of a disaster.

Insert Central Station Monitoring (ADT) instructions: including security codes, phone numbers and process steps.

FIRE EMERGENCIES CHECKLIST

CONTENTS

- ACTION STEPS ON DISCOVERING A FIRE
- COMMUNICATIONS
- FIRE CONTROL
- RESPONSE TEAM

ACTION STEPS UPON DISCOVERY OF A FIRE

- Activate the nearest fire alarm pull station.
 - Phone the hotel operator by dialing "0" and call "9 - 911".
 - Give the operator your name and department, your exact location, the location of the fire and its extent.
 - Stay in the area if it is safe to do so in order to direct the fire response team.
 - If possible, if the fire is small, use a fire extinguisher to put it out before it becomes larger.
 - If the fire is large do not attempt to extinguish it. Contain the fire by closing all doors leading into the area. If a door is warm to the touch, DO NOT OPEN THE DOOR.
 - Assist in the orderly evacuation of the immediate area.
 - Mark cleared / evacuated guestrooms with chalk on the outside of the door.
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- **Activate fire alarm pull station before attempting to extinguish fires.**
 - **Do not attempt to enter a smoke-filled area.**
 - **Never let a fire get between you and the way out.**

COMMUNICATIONS - (Front Office & Night Audit)

Upon activation of a Fire alarm the audible fire alarm indicator located in the fire control room will sound.

- Immediately notify the Fire Dept. by dialing "911". Be prepared to answer guest phone inquiries with a brief and appropriate response: "We are responding to the alarm. Further information will be announced."
- In the event that further information relevant to the alarm is received, advise the response team via radio.
- Be prepared to receive and relay any information related to guests who might need special assistance. Any such information should be recorded and made available to the Fire Dept. when it arrives. Remain in the office to continue operations unless doing so would pose a threat to your safety, or unless told to evacuate by the Fire Dept.
- If you need to evacuate the building, follow the evacuation plan on {insert page}.
- No false alarm may be declared, except by the Fire Dept. or the Response Team. If an Emergency has already been declared, only the Fire Dept. may give the All Clear.
- In addition to the above duties, all members of the Front Desk staff should be cross-trained in Fire Control duties in order to gain familiarity with the system and assist if necessary.
- ** Be sure that your occupancy list notes physically disabled persons. The occupancy list must be run on a daily basis. – Red tag registration card of ADA rooms.

FIRE CONTROL - (Front Desk & Night Audit)

All members of the front office and night audit staff must be trained in Fire Control duties.

Upon activation of a Fire alarm, the audible alarm will sound at the front desk.

- The senior person present at the front desk must respond immediately to the Fire control room.
- Upon arriving at Fire Control check the Annunciator and the Fire panel.
- Determine the level, area, and source of the alarm.
- Clearly transmit this information over the radio to the Response team. Be certain that the Response team properly acknowledges that they have received the message and are en route to the correct location.
- Remain at Fire control unless relieved by a more senior qualified person.
- Continue to monitor the radio to hear any instructions from the Response team.
- Continue to monitor the Annunciator and notify the Response team of any further alarms.
- Contact Central station monitoring company (ADT) to verify alarm
- Await the arrival of the Fire Dept. and be prepared to brief them on the situation and notify them of any guests in need of special assistance.

RESPONSE TEAM - (Security / Engineering)

The Response Team will consist of Security and/or Engineering personnel. Members of the response team will carry two-way radios and master keys at all times.

- Upon activation of a Fire alarm, await information over the radio from Fire Control.
- Always acknowledge receiving notification of the alarm.
- Ex: "This is Security / Engineering. I am en route to (state location of alarm)".
- Always respond via the emergency stairways. Do not use the elevators.
- Once at the location, attempt to locate the source of the alarm. Only when the source of the alarm and the entire surrounding area have been checked and found to be safe may a False Alarm be declared.
- Example: "*Security / Engineering to Fire Control. We have a False Alarm at (state location)*".
- If there is any doubt, do not declare a False alarm. Wait for the Fire Department.
- If, upon arrival at the location, there is smoke or fire, advise Fire Control and the Front Desk of the situation.
- Example: "*This is Security / Engineering. I am at level 2 east. There is smoke in the area. Activate fire emergency procedures and send help to this location.*"
- If not apparent, attempt to locate the source of smoke or fire. Feel the doors for heat. If a door is warm to the touch, do not open it.
- If the source is located, and if the fire is small, attempt to extinguish it.
- If the fire is large, do not attempt to extinguish it. Contain the fire by closing all doors leading into the area.
- Assist in the orderly evacuation of the immediate area. Mark entry doors when guests have been evacuated.
- Direct the Fire Dept. to the scene of the fire.
- Be prepared to open any areas to which the Fire Dept. may need access.
- Keep unauthorized persons out of the area until the Fire Dept. gives the All Clear.

