

Hotel XYZ Doha

# Fire Strategy

Revision 0.1

01-March-2016





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## Revisions

Revision Number	Date	Author	Description of Changes	Approved By
0	March 01, 2012	Loss Prevention Manager	Original	General Manager

## Control

Document Number	Date	Location	Receiver	Signature
1	March 01, 2016	Executive office		
2	March 01, 2016	Security Department		
3	March 01, 2016	Human Resource Department		

## 1 Introduction

Hotel XYZ Doha (XYZ) The premises is owned by Al Yehya Group and managed by XYZ Hotels & Resorts

XYZ Hotel Doha has several Departments working together, some of which are: Operation , Engineering & Maintenance services, Housekeeping (Cleaning, Pest & Rodent Control...etc), Health, Safety and Security (HSS).

Management provides these services to ensure a common standard across the whole hotel, providing operational support, service, advice and guidance if and when required.

The information contained in this document is based on current legislative requirements, appropriate XYZ Hotel and Health and safety standards of XYZ & XYZ Hotels and the Qatar Civil

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Defence Safety Guides in collaboration with the contribution to managing risk on a day-to-day basis.

## 1.1 Scope

The fire strategy outlines the fire protection, fire prevention, fire evacuation procedure, fire training and life safety requirements for the establishment.

## 1.2 Objective

To ensure fire safety management system is agreed, effectively communicated to all users and maintained in accordance with relevant current standards.

## 1.3 Purpose

The purpose of this document is to clarify the minimum acceptable standards of fire safety within the GU-Q after the formal handover from contractors to satisfy both the Qatar Civil Defence Department (QCDD) and the QF HSSE Directorate requirements.

## 1.4 Abbreviations

**CHD** – XYZ Hotel Doha

**HSS** – Health, Safety, and Security

**CDD** – Civil Defense Department

**LPM** – Loss prevention Manager (Security, Health, Safety manager)

**FCC** - Fire Common Center

## 2 Site and Occupancy Details

CHD is a twenty-story building with a Mezzanine level, Ground floor and basement level, building contains 340 guest rooms, swimming pool, SPA, offices, Meeting room and a staff cafeteria, restaurant, kitchen, Accessory spaces such as storage room, mechanical rooms, pump room, electrical rooms are also provided in the building.

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## 2.1 Hotel Guests

An evacuation plan is displayed in every bedroom giving instructions to the guest of the action they should take in the event of a fire if the evacuation voice message alarm is sounded.

## 2.2 Fire Fighting Systems

The Fire Fighting System is fully installed and functional as approved and commissioning certificate – (third party maintenance contract by Security and Safety Company)

- i. **Dry-Riser system**
- ii. **Sprinkler system**
- iii. **Portable fire extinguishers**  
Fixed Fire extinguishers have been provided in specified locations to cover the specific risks; staff will be trained to use the Portable fire extinguisher
- iv. **Water Hose Reels**  
'Occupant use' hose-reels are installed in in specified locations to cover the specific risks.
- v. **Emergency Lighting**
- vi. **Emergency Exit & Safety Signage**
- vii. **Smoke Control System**

## 2.3 Emergency Lift

Emergency lifts are required to be available for emergency services personnel. Addition to normal requirements for safe operation (third party maintenance contract by KONE Company)

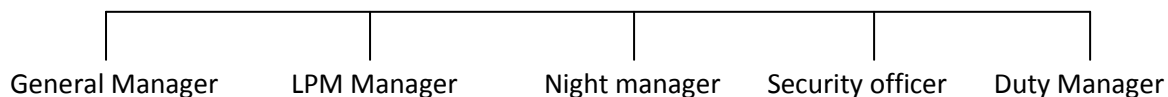
## 2.4 Fire Safety Systems Operation, Maintenance & Compliance

Hotel chief engineer will be responsible for safety systems maintenance .

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## FIRE DETECTION SYSTEM TRAINING

Chief Engineering responsible for providing technical details as shown



How Panel receives information  
 What types of detection in System  
 How each type works  
 How panel transfers this information to warning signals  
 Type of signal: Panel Sounder, Messages, Electronic Sounder and lamp/Buzzer units, LCD on panel,  
 paper printer, Bleep Connection and Back-Up Panels, batteries etc  
 Control switches – types and uses.

## FIRE DETECTION/ AVACUATION PANEL ACTION

Chief Engineering responsible for maintenance of panel and systems

Battery Back-up  
 Auxiliary Generator Supply  
 How to mask a defective detection unit  
 How to change Printer Paper  
 How to mask a detective loop

### 2.5 Staff Training

Full safety systems, procedural and escape route orientation will be provided as appropriate for all staff by LPM in collaboration with the Human Resource Manager

Regular training will be given to ensure that all personnel are aware of what to do if such an emergency arises.

**This training will comprise of:**

- i. Induction day with the Hotel Training Officer.
- ii. Departmental Induction Training.
- iii. Staff Evacuation Drills - Twice Yearly

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- iv. Departmental Fire evacuation Drill
- v. The Departmental Training will involve professional external trainers, with appropriate records kept in liaison with the Hotel Training Officer. The above training will be organized by the Security department, Human Resources Department and assisted by the Chief Engineer.
- vi. **Security Staff Training**  
The Security and engineering departments will be undertaking specific fire response training
- vii. **Engineering Staff Training**  
Full safety systems familiarization with the computerized Building Maintenance System (BMS).



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## 2.6 Fire alarm system functioning

The Fire Alarm system is installed as approved as per the Civil defence standard and is used in two ways:

Phased evacuation configuration is programmed to be a two stage alert sequence, triggered by a detection of heat and/or smoke, a voice type notification will sound and a three (3) minute delay will start, this is to allow security and senior staff to investigate the incident.

- If the alarm is activated by a manual pull station, and/or a number of heat/smoke detectors a bell sound (alarm) type notification will sound across the whole site.

The Fire Evacuation Message is programmed to operate in both English and Arabic.

- All key staff are to be trained in the correct use of the system by the contractor.
- The fire system is tested weekly, by hotel engineering and Security departments at key points around the site, using detectors and manual call points. This is carried out each Monday at 10am, and recorded.
- On a six monthly basis a complete fire drill is undertaken to ensure all staff are aware how the system works, this is also recorded by Security & Safety/engineering department with assist of CDD

The security officers check fire exits, fire signage, fire equipment and the fire phones across the site, reporting issues if found to engineering department

All false alarms are treated as real events and are recorded.

Regular maintenance is completed by the engineering team/contractors and recorded. Site copy records are to be maintained in the CCTV control room.

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## 3 Fire Response Procedures

### 3.1 Roles and Responsibilities when there is an outbreak of fire

If you discover a fire:

- 1) Raise the alarm by breaking the nearest "Break Glass /Fire Pull Station" alarm, or call Security office by Emergency telephone line or by extension number 3391
- 2) Alert everyone in the room, department or area where the fire is located and direct them Away from danger to the emergency exit, closing the doors and windows on departure.  
**DO NOT LET THEM USE THE LIFTS**
- 3) If you are confident and competent enough, and without endangering yourself try and bring the fire under control with one of the many fire extinguishers, fire hoses, or fire blankets that are situated throughout the building.  
KNOW YOUR FIRE EXTINGUISHERS / HOSES AND WHERE TO FIND THEM. Always maintain a clear exit for yourself encase the fire escalates. **REMEMBER** - Life is more important than property.

#### 3.2 Visitors to your Department

Escort them out of the Hotel, via the nearest Fire Exit, to the place marked assembly point @ the left corner of the center point building adjacent to the back of the Hotel when Evacuation message alarm sounds.

#### 3.3 The Fire alarm (Sounding)

The general rule on hearing the continuously Alarm is to prepare and stand by to evacuate.

If a fire is discovered dependant on the size of the fire if it cannot be brought under control then the General Manager or Manager On Duty or Night Manager will make the decision to evacuate the Hotel, at which point the evacuation message will be activated / full evacuation

#### The Evacuation Alarm

Once the evacuation 'sound alarm' button has been pressed, the evacuation voice message will sound CONTINUOUSLY. Advising guests that "an incident has been detected in the building, please leave the building immediately by the nearest fire exit, and do not attempt to use the lifts"

When you hear this message **EVACUATE** the building, and proceed to the assembly point adjacent front of the hotel Building right side, front of the landscape corner (flags area),

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Directing any guests to the assembly point

Assemble by Department as shown by the indicator board - F/O, F&B, Accounts etc for Roll Call.

## 4 Fire Emergency Team

### 4.1 FIRE PROCEDURE FOR CONTROLLER & EMERGENCY TEAM

In the event of fire report from whatever source, or the sounding of the alarm message, the procedures will be as follows.

#### 4.2 Controller

The Duty Manager/deputy will control all arrangements regarding an outbreak of fire in the hotel, unless the General Manager or Executive Administration Manager assumes control, pending the arrival of the Fire Brigade who will assist/advise until the "All Clear" is given by them.

#### 4.3 Initial Action

When an alert message is activated, a sounder will automatically sound in the security office at the Ground floor.

The security in the operation room, Chief/Duty Security Officer, Chief/Duty Engineer will respond as shown below.

#### 4.4 Security Officer/Duty Manager in the Fire Common Center

##### IN THE EVENT OF AN ACTUAL FIRE

- a) Security officer / Manager in charge ensure the panel is set to full alert - press the sound Alarm (Evacuation) message button
- b) Inform Switchboard immediately of the situation and advise them to call the emergency services
- c) Proceed immediately to the security operation room located in the Ground floor level
- d) Remove the Emergency box out of the cupboard
- e) Lay out all Action Cards, Torches, Hi-Visibility Vests and Loud Hailers in priority order,
- f) Have each person write their name on the action card check sheet,
- g) Ensure via radio that all Action cards have been completed,
- h) On the arrival of the fire brigade the Duty Manager hands the control of the incident to the senior fire officer.

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- i) Manager in charge to evacuate the hotel, if instructed to do so by the senior fire officer or if it is unsafe to remain
- j) Proceed to the Front of the hotel and remain there until further instructions from the senior officer

#### 4.5 At the Scene of Alarm

If a Fire is discovered the first person on the scene must:

- a) Notify "Control" of location, size and type of fire.
- b) Commence fighting fire whilst it is safe to do so, with registered fire fighting equipment
- c) Dependant on size of fire, inform Controller of need to ensure evacuation of all persons from floors above,
- d) Ensure evacuation of all persons from floor concerned if safe to do so.

#### 4.6 If No Fire is discovered

- e) Check device indicating alarm.
- f) If satisfied there is no fire, notify Controller. Controller 'All Clear' and to mute and reset the panel if possible and to arrange repair/replacement of device as required,
- g) Controller to ensure staff and guests are advised, by activating the all clear message and advising the Guest Liason appointed person to advise all concerned that it is safe to return
- h) to the building if evacuation has taken place  
In any event record details in the "Fire log Book"

#### 4.7 Duty Security Officer

- a) Having received the emergency bleep "alarm" then precede to the fire location area for immediate investigation by confirming it with the Controller.
- b) If there is a fire and you are the first of the Emergency Team to arrive, then take the appropriate action as described in paragraph 4 above.
- c) At the very earliest opportunity you must take charge of the evacuation duties for that floor if safe to do so.
- d) Unless there is another designated person available, he will also act as communication link with the Controller.
- e) Where there is more than one security officer on duty one will go to the scene and the other to the fire common center.

#### 4.8 Duty Engineer

- a) Will proceed to zone concerned and investigate.
- b) If there is a fire and they are the first members of the Emergency Team to arrive, they will take the appropriate action as described in paragraph 4 above.

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## 4.9 Chief Engineer (Deputy in his absence)

- a) Will proceed to the Fire Common Center if evacuation is necessary he will proceed with the Controller to the Fire control room to prepare for evacuation,
- b) On arrival of Fire Officer in Charge, he will provide technical support as required,
- c) Direct Engineering Fire Team

## 5. First Aid

First Aiders are available every shift,

first Aid boxes is available in all hotel departments security, executive office, Engineering, Kitchen ...etc

## 6. The Media

In the event of a fire and subsequent emergency services involvement it is quite likely that the Hotel will attract the attention of the media. This aspect of the Fire Procedures is of paramount importance.

Consideration to will be given after the initiation of the crisis procedure and subsequent "All Clear" being given.

Under no circumstances whatsoever is any form of communication allowed to any person(s) other than the Marketing Communications Director or General Manager.

### ABIDE BY IT.

Reporting of misleading information can cause distress to friends or relatives of people who might be involved in an incident. Inaccurate reporting may also damage the interests of our business. Only the Marketing Communications Director or GM will deal with all enquiries from the media.

## 7. Department action will be taken in case of evacuation

### 7.1 DEPARTMENTAL FIRE ROUTINE NOTICE FOR SALES & MARKETING

IN THE EVENT OF THE FIRE **EVACUATION** VOICE MESSAGE ALARM, THE PROCEDURES WILL BE AS FOLLOWS:

- ❖ Stay calm and do not panic.
- ❖ Upon hearing the Pre-Fire message, prepare for evacuation.

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- ❖ Upon hearing the Evacuation Fire message, the Director of Sales & Marketing will proceed to the Communication Centre (Fire Control Room) where the fire panel is located, and await instructions from the Controller.
- ❖ Assistant Director of Sales and Marketing will instruct all others to carry out the following procedures:
  - ❖ Close all doors (Do not lock any doors)
  - ❖ Switch off all electrical appliances.
  - ❖ Place away all relevant files and discs.
  - ❖ Lock any valuable items / confidential documents away in fireproof safe.
  - ❖ Leave by the nearest Fire Exit and by taking with you the staff attendance sheet and walk to the staff assembly point for Roll Call by the Assistant Director of Sales or nominated person.
  - ❖ Take duty roaster.
  - ❖ Remain at the assembly point until given the all clear by the Fire Officer or Duty Manager.

## 7.2 DEPARTMENTAL FIRE ROUTINE NOTICE FOR THE FINANCE DEPARTMENT

IN THE EVENT OF THE FIRE **EVACUATION** VOICE MESSAGE ALARM, THE PROCEDURES WILL BE AS FOLLOWS:

- ❖ Stay calm and do not panic.
- ❖ On hearing the Pre-Fire message, prepare for evacuation.
- ❖ On hearing the Evacuation Fire message, the Financial Controller will proceed to the Communication Centre (Fire Control Room) where the fire panel is located, and await instruction from the Controller.
- ❖ Assistant Financial Controller or delegates will instruct all staff members to carry out the following procedures:
  - ❖ Close all doors (not locking them).
  - ❖ Switch off all electrical appliances.
  - ❖ Take away all files and discs with you.

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- ❖ Lock any valuable items away in fireproof safe.
- ❖ Leave by the nearest Fire Exit by taking with you the staff attendance sheet and walk to the assembly point for Roll Call by the Assistant Financial Controller or nominated person.
- ❖ Remain at assembly point until given the all clear by the Fire Officer or Duty Manager.

### General Cashier

- ❖ Collect and record any cash boxes received from other departments and place in fire proof safe.
- ❖ On the sounding of Evacuation Message Alarm continuously you must evacuate hotel, ensuring that all money and documents are locked in the safe. It is general cashier's responsibility to ensure that the key is kept safe on your person until the fire officer or Duty Manager **ALLOWS** you back into the building. Proceed to the assembly point for Roll Call.

## 7.3 DEPARTMENTAL FIRE ROUTINE NOTICE FOR TELEPHONE OPERATORS

IN THE EVENT **OF EVACUATION** FIRE ALARM MESSAGE SOUNDING, THE SUPERVISOR WILL PROCEED AS FOLLOWS:

- ❖ Stay calm and do not panic.
- ❖ Call Controller" General Manager, Chief Engineering and Loss Prevention Manager" and then wait for instructions of what further action should be taken.
- ❖ On confirmation of an actual fire and on the direction of the Controller, call the Fire Brigade by dialling "999", providing all relevant information by giving the address:

**"AIRPORT ROAD – NEAR CAPITAL SECURITY OPPOSITE ROYAL PLAZA HOTEL"**

- ❖ (DO NOT DISCONNECT UNTIL THE ADDRESS HAS BEEN REPEATED) Inform bellman to look out for fire brigade units immediately.

### DISABLED PERSONS

- ❖ A register of disabled persons will be kept by Reception who will advise the switchboard of any disabled or incapacitated person, who might require assistance. This information should be relayed to the Controller who will arrange for someone to check the guest's room, if this is possible and considered safe to do so.
- ❖ Do not leave the Switchboard until advised to do so by the Controller or the Fire Brigade,
- ❖ Leave by the nearest emergency exit and proceed to the assembly point.
- ❖ Take staff attendance sheet for Roll Call check.
- ❖ In the event of Fire during the night, all persons listed on the emergency list should be notified

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#### 7.4 DEPARTMENTAL FIRE ROUTINE NOTICE FOR EXECUTIVE OFFICE

IN THE EVENT OF THE FIRE EVACUATION ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay Calm & Do Not Panic
- ❖ Turn Off all computers.
- ❖ Turn Off the lights.
- ❖ Close the window and doors.
- ❖ Proceed directly to the Assembly Point via the nearest Fire Exit Door.

#### 7.5 DEPARTMENTAL FIRE ROUTINE NOTICE FOR BELL TEAM AND CONCIERGE

IN THE EVENT OF EVACUATION FIRE ALARM MESSAGE SOUNDING, THE HEAD CONCIERGE OR HIS DEPUTY WILL DEPLOY HIS STAFF AS FOLLOWS:

##### 1. CONCIERGE

- ❖ Stay calm and don't panic.
- ❖ To clear the driveway of vehicles (including taxis), so that the Fire Brigade has free access, and prevents any other vehicles parking there.
- ❖ Prevent all unauthorized persons from entering the Hotel. Guests to be directed to the guest assembly point, other persons to be asked to keep clear of the driveway and doorways.
- ❖ The Head Concierge is to be ready to direct the Fire Brigade Officers to the scene of the fire, and the Senior Fire Brigade Officer to the Communication Centre.
- ❖ As soon as the Evacuation Button is activated the guest lifts in the lobby should automatically move to the ground floor and remain there. If this fails concierge will need to call the lifts to ground floor and place stools or similar objects in the entrance to stop the lifts from closing. Engineering Department will then use the preference key to close off the lifts.
- ❖ If you are in possession of luggage on a bedroom floor and Evacuation alarm message sounds (Evacuate) you are to place this luggage into the nearest guest bedroom, recording the room number then, proceed to the assembly by the nearest fire exit directing any guests on route to the guest assembly point.



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## 2. HEAD CONCIERGE / BELL CAPTAIN

- ❖ To secure all valuables.
- ❖ To assist the Bell Captain in directing guests and visitors in the lobby to leave the Hotel via the safest exits and to make their way to the guest evacuation point .When the evacuation message is heard; they will depart via the nearest Fire Exit to the staff assembly point for Roll Call.
- ❖ Roll Call at the assembly point will IS carried out by senior member of Staff.

## 7.6 DEPARTMENTAL FIRE ROUTINE NOTICE FOR HUMAN RESOURCES

IN THE EVENT OF THE FIRE **EVACUATION** ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and don't panic.
- ❖ All files should be locked away.
- ❖ Human Resources Manager or his / her delegates should instruct staff to proceed to the assembly point place via the nearest Fire Exit for Roll Call.
- ❖ Human Resources Manager will proceed to the Communication Centre to coordinate and following instructions from the controller will proceed to staff assembly point to co-ordinate Roll Call.
- ❖ Assistant of Human Resources will take Employees Master List and discs with all staff names and the contacts of next of kin.
- ❖ Close all doors (Do not lock door).
- ❖ Take staff attendance sheet for Roll Call check
- ❖ Roll Call at staff assembly point place to be carried out by senior member of staff

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## 7.7 DEPARTMENTAL FIRE ROUTINE NOTICE FOR STAFF CANTEEN

IN THE EVENT OF THE FIRE **EVACUATION** ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and don't panic.
- ❖ The Chief Steward will ensure that all appliances are switched off.
- ❖ He should instruct staff and anyone in the dining area to evacuate the premises via the nearest Fire Exit to staff assembly point place for Roll Call.
- ❖ Duty Roaster should be collected by HR Coordinator or cafeteria in-charge
- ❖ Roll Call at staff assembly point place to be carried out by senior member of staff.

## 7.8 DEPARTMENTAL FIRE ROUTINE NOTICE FOR KITCHEN STAFF

IN THE EVENT OF THE FIRE EVACUATION ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

### **KITCHEN AND STEWARDING STAFF**

- ❖ Stay calm and don't panic.
- ❖ The Executive chef will instruct his staff to switch off all electrical / gas cooking machines and other appliances.
- ❖ Close all cupboards, fridges and freezers after checking it (if applicable).
- ❖ The fryers will be covered by fire blankets or metal covers to avoid the oil aggravating any fire.
- ❖ Switch off LPG.
- ❖ The senior member of staff will instruct all other staff to depart via the nearest Fire Exit to the staff assembly point Carry out staff duty roaster.
- ❖ Evacuate to staff assembly point.
- ❖ Roll Call to be carried out by senior member of staff.

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## 7.9 DEPARTMENTAL FIRE ROUTINE NOTICE FOR LOBBY CAFÉ THE LOUNGE

IN THE EVENT OF THE FIRE EVACUATION ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and don't panic.
- ❖ Open the two exit glass doors in order to facilitate guests evacuate to assembly point.
- ❖ The Restaurant Managers / Supervisors will see all patrons to the outside of the Hotel and ask them to go to the assembly point where the guest liaison person will be directing.
- ❖ The Cashier will ensure that the cash drawer is locked and will retain the key.
- ❖ The Restaurant Manager / Supervisors will then ensure that all appliances are unplugged and heating units extinguished.
- ❖ Roll Call at the staff assembly point to be conducted by senior member of staff.

## 7.10 DEPARTMENTAL FIRE ROUTINE NOTICE FOR HEALTH CLUB

IN THE EVENT OF THE FIRE **EVACUATION** ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and do not panic.
- ❖ Upon hearing full Alarm evacuation message direct the persons in the Leisure Areas to the nearest emergency Fire Exit and to assembly point, any members that have just got out of the pool should be provided with a robe to put around them whilst outside.
- ❖ Ensuring till cash drawer is locked and the senior member of staff will retain the key.
- ❖ Check all areas including sauna's and steam rooms for any patrons to be evacuated.
- ❖ All electrical equipment must be switched off.
- ❖ Computers to be switched off.
- ❖ All valuables should be sealed in the cupboard.
- ❖ Check all occupied lockers for any valuables.
- ❖ Collect member /guest sign-in / sign-out sheet.

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- ❖ The Pool and Leisure Massage Area should be closed once all is clear before proceeding to the nearest emergency exit and assembly point where they should be on stand by for first Aid.
- ❖ Take staff attendance sheet for roll call check.
- ❖ Roll Call at the staff assembly point to be carried out.

### 7.11 DEPARTMENTAL FIRE ROUTINE NOTICE FOR IT DEPARTMENT

IN THE EVENT OF THE FIRE EVACUATION ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and don't panic.
- ❖ Shut down all the servers and remove all the hard drive (make sure all emergency report has been printed by front office)
- ❖ take all back up tapes with you
- ❖ Switch off all electrical items
- ❖ Close the door to your office but DO NOT LOCK may need to be accessed.
- ❖ Leave by the nearest fire exit and proceed to the assembly point.

### 7.12 DEPARTMENTAL FIRE ROUTINE NOTICE FOR ENGINEERING

IN THE EVENT OF THE FIRE **EVACUATION** ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Stay calm and don't panic.
- ❖ The Chief Engineer will make his way to the Security Office where the Fire Panel is located.
- ❖ Lift will automatically go down to ground floor; shift engineer should be on stand-by with the lift preference key in case of failure.
- ❖ Duty Engineer will proceed to zone concerned and investigate.
- ❖ Plumber should be ready to check operations of fire pumps if needed. Instruction will be issued to members of fire team via radio/ Mobile.

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- ❖ Clear workshop from all flammable items for further precaution.
- ❖ Engineering office / workshop, all electrical appliances are switched off.
- ❖ All Engineering staff should evacuate and proceed to the staff assembly point for Roll Call.

#### CHIEF ENGINEER (DEPUTY IN HIS ABSENCE)

- ❖ Will proceed to the security operation room if evacuation is necessary he will proceed with the Controller to the Fire control room to prepare for evacuation,
- ❖ On arrival of Fire Brigade, he will provide technical support as required,
- ❖ Direct Engineering Fire Team

#### 7.13 DEPARTMENTAL FIRE ROUTINE NOTICE FOR SECURITY DEPARTMENT

IN THE EVENT OF THE FIRE **EVACUATION** ALARM MESSAGE SOUNDING, THE PROCEDURE WILL BE AS FOLLOWS:

- ❖ Duty Security Officer - to go to the scene of the fire and follow Emergency team
- ❖ must ensure that all emergency keys are taken to the assembly point incase they are needed. Take the list of contractors on property and the Security Rota and evacuate to the staff assembly point.

#### 7.14 SECURITY OFFICER/DUTY MANAGER IN THE FIRE COMMON CENTER

- ❖ On the sounding of the buzzer in the operation room, the Duty Manager / Security officer will proceed directly to the Fire Panel in the operation Office at Lobby Floor,
- ❖ Report to all stations that you have arrived at the panel,
- ❖ Controller to confirm the location of the fire via radio / MOBILE.
- ❖ Take action depending on the outcome of the report.
  - All Clear - Mute the panel, and reset the panel
  - Log the incident in the Fire panel log book

#### IN THE EVENT OF AN ACTUAL FIRE

- ❖ Ensure the panel is set to full alert - press the sound Alarm (Evacuation) drill button

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- ❖ Inform Switchboard immediately of the situation and advise them to call the emergency services
- ❖ Proceed immediately to the security operation room located in the Lobby level
- ❖ Remove the Emergency box out of the cupboard

#### DUTY SECURITY OFFICER

- ❖ Having received the emergency bleep "alarm" then precede to the fire location area for immediate investigation by confirming it with the Controller,
- ❖ If there is a fire and you are the first of the Emergency Team to arrive, then take the appropriate action as described in paragraph 4 above,
- ❖ At the very earliest opportunity you must take charge of the evacuation duties for that FLOOR IF safe to do so.
- ❖ Unless there is another designated person available, he will also act as communication link With the Controller

### 7.15 DEPARTMENTAL FIRE ROUTINE NOTICE FOR HOUSKEEPING

#### FLOOR SUPERVISORS

- ❖ Stay Calm & Do Not Panic
- ❖ Push Trolleys into vacant rooms to clear passage.
- ❖ Direct guests the way out to through the fire exit staircase.( DO NOT USE ELEVATOR )
- ❖ Inform Switch board or Reception about the situation on the floors and if someone is stuck in a room or require assistance.
- ❖ Lead room attendants to fire escape stairs.
- ❖ PRECEDE directly to the Assembly Point via the nearest Fire Exit stairs.

#### EXECUTIVE HOUSKEEPER OR DEPUTY

- ❖ Go to the Reception Desk to get the Guest in-House report for evacuation.
- ❖ Take Employees' duty roaster and leave the office.
- ❖ Check that all staff are evacuated from the offices.
- ❖ Make sure that the Fire Escape corridor in the Ground Floor level is clear.
- ❖ Help people evacuated by leading them to the nearest exit door to the assembly point

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## 7.16 DEPARTMENTAL FIRE ROUTINE NOTICE FOR FRONT DESK STAFF

ON SOUNDING OF THE EVACUATION ALARM MESSAGE, THE FOLLOWING NEEDS TO BE DONE:

- ❖ Stay calm and do not panic.
- ❖ Print Emergency Reports, and send a copy to the Duty Manager:
  - (1)** Arrivals (Individuals & Groups); **(2)** Expected Arrivals for coming 7 days (Individuals & Groups); **(3)** Departures (Individuals & Groups); **(4)** Expected Departures for coming 7 days (Individuals & Groups); **(5)** In-House Guests list by room number and by name (Individuals & Groups); **(6)** VIP list (Individuals & Groups); **(7)** Availability Report; **(8)** Guest Ledger Report with Zero Rate; **(9)** City ledger Report; **(10)** Cashiering Report
- ❖ Give money bag or large brown envelopes to each cashier. The cashiers are not to put the money (notes, cheques and foreign currency) in these bags for the time being.
- ❖ Inform Switchboard of any disabled/handicapped guest and their room numbers.
- ❖ Take Staff attendance sheet.
- ❖ The receptionists are to lock their floats in their safe deposit boxes and keep the keys with them.
- ❖ One receptionist to answer all calls on the desk and keep the guest calm.
- ❖ One receptionist to get a trolley from the concierge, in order to take:
  - Registration card drawers
  - Departure box
  - Aircrew folder (if any)
  - Outstanding registration cards that have not been checked into the Opera system Leave by the nearest Fire Exit Out of the hotel and walk to the assembly point for Roll Call.
- ❖ The remaining staff evacuates the building directing guests on their way out.
- ❖ Once all the above has been completed, the Shift Leader needs to take the Duty Manager's logbook, the emergency reports and the duty roster with him / her out of the hotel. Proceed to the evacuation point.
- ❖ Once they have reached the assembly point, it is the responsibility of the Shift Leader to do the roll call to ensure that all FO staff have left the hotel. The Shift Leader then needs to proceed to the guest assembly point, to assist with guest liaison.
- ❖ Reservations staff will ensure that all files and correspondence are locked away and computers switched off and will exit to the assembly point via the nearest fire exit.

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## 8. Escalation and Reporting Process

### Key Contacts

XYZ Hotel Management / Directorate

#### **General Manager**

Mobile: - E-mail:

#### **Chief Engineer**

Mobile: - E-mail:

#### **Security Supervisor in-charge**

XYZ Hotel Security Supervisor

Mobile: - E-mail:

#### **Loss prevention Manager**

Mobile: - E-mail:

#### **Police, Civil Defence and Emergency**

999

#### **Water and Electricity Emergency**

991

#### **Accidents and Emergency - Hamad Hospital**

#### **Hamad Medical Corporation**