



Fire & Evacuation Manual 2014

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PRE ALARM

FIRE INDICATION (PRE-ALARM STAGE)

There are 2 possible ways of indicating a fire:

- A. Human indication (Discovered by a person)
- B. Electronic indication (Detected by a detector, sprinkler)

a) HUMAN INDICATION (ACTION ON FINDING a FIRE)

The immediate and prompt action by the members of staffs that discover a fire or see or smell smoke can save valuable time and could avoid a disaster.

The procedures to follow if you find a fire or see or smell smoke are:

1. **ACTIVATE THE NEAREST PULL DOWN STATION** This will activate the alarm system and indicate on the fire system the location of the problem. It is also a signal that will mobilize the hotel fire response and evacuation teams.
2. If there is easy access to a telephone, dial number "5191" security department or "5999" Emergency number and advise the One Touch Service :
 - Your name
 - Your exact location
 - The location of fire or smoke
3. If you smell/see smoke carry out a quick search of the area and try to locate the source of the smoke.
4. If you find a fire and it is containable and small, try to extinguish it by using the firefighting equipment available /accessible to you.
5. If you discover a fire, that in your judgment is not containable, commence evacuation of guests in the immediate vicinity of the fire without creating panic.

Note:

1. It is not advisable to fight a fire single-handed.
2. Use your common sense and if the fire is small try and extinguish it after you have raised the alarm.
3. If the fire is not small, leave it to the Hotel Fire brigade team to fight the fire and commence evacuating guests from the area.

b) **ELECTRONIC INDICATION (DETECTED BY A DETECTOR/SPRINKER)**

In Radisson Blu Plaza Bangkok, main fire control panel located on Ground floor in communication room and accessible through monitor in Engineering office (Basement)

FIRE ALARM CONTROL PANELS

The fire alarm control panels consist of:

1. Graphic Panel
2. Zone and device identity indicator panel

Graphic Panel

The graphic panel is the largest one in the group. It displays the layout of the building in general with floor separator lines. Each floor has a red color led light that will be illuminated when a detector device is activated.

Zone and Device identity panel

This panel gives the exact location of fire by indicating the activated device's identity and the zone or the room number that the activated device is located.

RESPONSE TO THE PRE-ALARM

Emergency Response Team (ERT)

The Emergency Response Team is to be composed of Security Officer, Duty Manager, and Duty Engineering Staff. Each will conduct their duties as following:

Security / Control Room Officer

1. Notify the ERT team by Walkie Talkie the exact location as indicated by the panel.
2. ERT team immediately to investigate the pre-alarm whether it is a false alarm or a real fire.
3. Notify Engineering control room officer by walkie-talkie to confirm fire alarm indicated by the panel.
4. If the emergency response team (ERT) confirms that the pre-alarm is false alarms then inform the One Touch and Duty Manager for records and reset the system.
5. If the emergency response team (ERT) confirms there is an actual fire, the Security Control Room officer is to immediately inform the Hotel fire Brigade Team (FFT) for support to fight the fire at indicated floor and immediately inform One Touch to send "SMS" notify to all concerned.

Duty Manager

1. The Duty Manager will receive the location of the Pre-alarm via Walkie Talkie from the control room.
2. Investigate the Pre-alarm.

Engineering Control Room

1. Receive the location of the Pre-alarm from Fire control Panel and Security control room via Walkie Talkie
2. Dispatch one Engineering Staff to investigate the Pre-alarm.
3. If the ERT team reports that the pre-alarm is a false alarm, recheck with the control room to reset the control panels.

One Touch

1. If the Security/Control Room Officer confirms an actual fire, send an SMS to EXCOMs and all department heads. The SMS will contain only the fire code and location of fire as following:

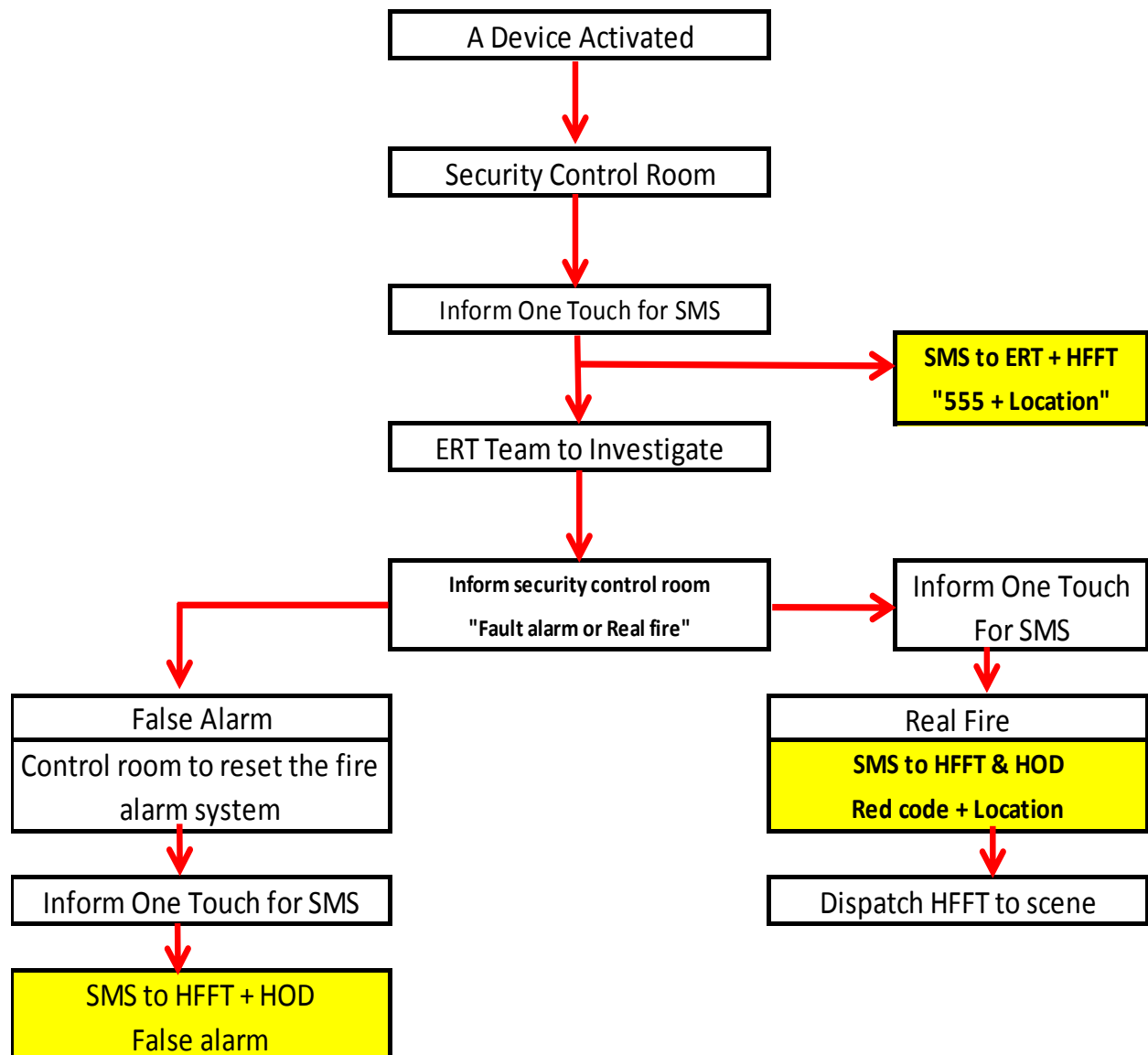
"555 + LOCATION"

2. If the Security/Control Room Officer confirms the fire situation couldn't control and request for Evacuate, send an SMS to EXCOMs and all department heads after receiving authorized from Chief Warden (General manager) to Evacuate. The SMS will be short and clear by the following example:

"EVACUATE"

***At this points the situation develop to the real fire stage ***

PRE ALARM FLOW CHART



REAL FIRE (CONFIRMED FIRE STAGE)

ACTION BY EMERGENCY RESPONSE TEAM (INVESTIGATOR)

1. Notify the Engineer / Security control room immediately via Walkie Talkie of the conditions of the fire (how large, what is burning).
2. Try to extinguish the fire by using proper equipment available pending the arrival of the Hotel Fire Brigade Team.
3. After the arrival of the Hotel Fire Brigade Team, take command as the Hotel fire team Leader.
4. Stand by to shut down electricity on the fire floor upon the arrival of the Hotel Fire Team in order to use water to fight the fire.
5. Immediately inform the Security/Engineering Control Room of the status of the fire.

ACTION BY SECURITY/ENGINEERING CONTROL ROOM OFFICER

1. After receiving the confirmation of real fire from the ERT team, immediately call the One Touch to send SMS '555' to Excoms and all the management team.
2. Inform all security guards and instruct them to clear the traffic and prepare parking space for fire trucks.
3. Dispatch the Hotel Fire Brigade Team by using the Fireman Lift.
4. Coordinate communication via Walkie Talkie with the Hotel Fire Brigade Team and the Security Guards.

ACTION BY ONE TOUCH

1. After receiving the confirmation of real fire from the Security/Engineering Control Room Officer, send SMS '555' to the management team and the department heads immediately.
2. The One Touch officer will not evacuate or leave the station as long as there is no immediate threat unless advised by the Chief Warden to evacuate.

ACTION BY ROOM ATTENDANTS

1. Coordinate with the Duty Manager to evacuate the immediate vicinity of the fire without creating panic. If the fire is on a guest floor, evacuate the guests on the same floor first by using the master key to open all rooms starting from the room next to the fire and then continue to the floor above. Instruct guest to leave the room immediately and proceed to the nearest fire exit.
2. Close all doors and windows on the affected floors.

ACTION BY THE HOTEL FIRE BRIGADE TEAM

1. The Hotel Fire Brigade Team members must know the exact location of the fire and immediately proceed to the floor below the fire floor by using the Fireman Lift with the fire cart. After arriving on the floor, proceed to the fire floor by using the fire stairs on the far side of the fire.
2. Roll out the fire hose reels and connect to the fire cabinet on the floor.
3. Coordinate with the engineering staff on the floor or through the control room to shut down electricity before using water.
4. One member of the team must standby at the pipe valve to open/close water.
5. The rest of the team carries the fire hose reel and nozzle to fight the fire using all precaution as trained.

6. Report the status to the Security/Engineering Control Room by using Walkie Talkie or the red phone.

DUTY MANAGER (FRONT OFFICE)

1. Upon receiving the authority from the Chief Warden, call the local fire brigade, ambulances and hospitals.
2. Coordinate with the Room Attendants to evacuate the vicinity of the fire without creating panic. If the fire is on a guest floor, consider evacuating the guests on the same floor first by using the master key to open all rooms starting from the room next to the fire and then continue to the floor above. Instruct the guest to leave the room immediately and proceed to the nearest fire exit.
3. Ensure that all doors and windows on the affected floors are closed.

ACTION BY THE CHIEF WARDEN (GENERAL MANAGER)

1. Upon receiving SMS '555', go to the Fire Command Center (Security Control Room).
2. Receive updates from The Security Manager on the situation, location of fire and the fire team's status.
3. Assess the information submitted, determine the extent of crisis and coordinate a response, firstly Briefing the Management Team. Decide whether to evacuate the hotel at this time.
4. Communicate with the Fire Team Leader through Security Manager.
5. Evaluate the situation and make the decision to call the local fire brigade and Evacuation.
6. Check that all utilities gas etc., are turned off by the Engineering and all lifts are parking on the ground level.
7. Receive updates on the local fire brigade and upon their arrival, follow their instructions.
8. Coordinate with DHR to obtain support from Hospitals, request for ambulances.
9. Receive updates on the Assembly Area Team and the Evacuation Team.
10. When fire is under control, inspect the fire scene for damages in cooperation with Security Manager, Chief Engineer and the local police.
11. Inform the hotel owner and Corporate office.
12. Supervise re-occupation process.
13. Request PR (Via CHAP corporate office) to draft an initial press release.
14. Establish a meeting location for media / public relations (if need)

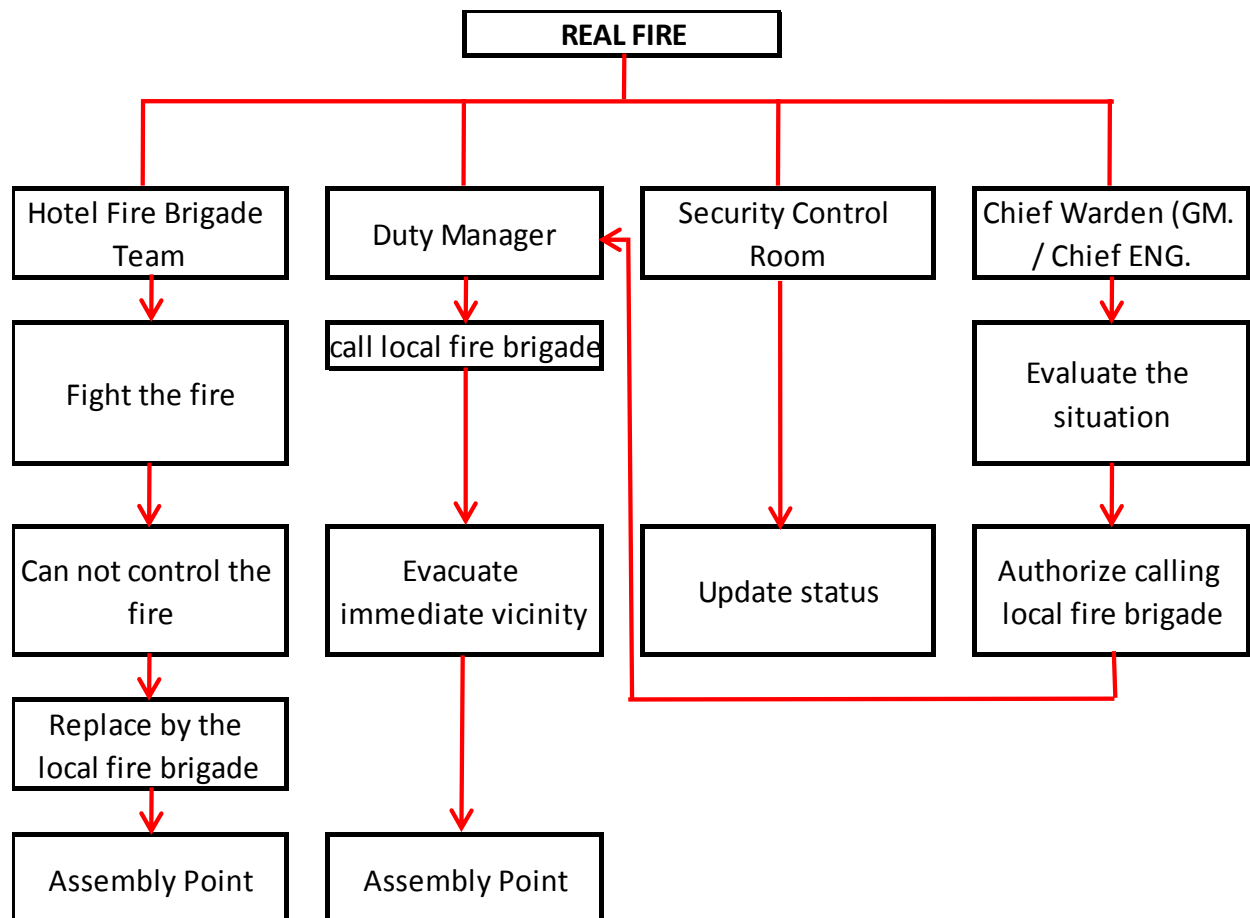
ACTION BY CHIEF ENGINEER

1. Upon receiving SMS '555', go to the Engineering Control Room.
2. Receive updates from the security manager on the situation, location of fire and the fire team's status.
3. Assess information submitted, determine the extent of the crisis and coordinate response, firstly briefing the Management Team. Decide whether to evacuate the hotel at this time.
4. Assign Engineering staff to man the supporting machines such as the generators, the fire pumps and the pressurization machines.
5. Liaise with the local fire brigade.

ACTION BY SECURITY MANAGER

1. Upon receiving SMS '555', go to the fire scene.
2. Receive updates from The Hotel Fire Team on the situation.
3. Command the fire team in fighting the fire.
4. Keep the command center informed of the situation every 2 minutes.
5. Ensure that all Security Guards are positioned according to their roles in this manual.
6. Liaise with the local fire brigade.

REAL FIRE FLOW CHART



EVACUATION

RESPONSE TO THE GENERAL ALARM (EVACUATION STAGE)

OBJECTIVE

The objective of an evacuation is to evacuate the Hotel guests, visitors and staff from the property in a safe way and in the shortest possible time, in the event of a fire or other threatening emergency.

Such an emergency could occur at any time, day or night, and if our staff are not prepared and trained to cope with it, there could very easily be chaos and disaster involving injury and loss of life to guests, visitors and staff alike.

Guest service staff gives priority to assist the guests in an evacuation and make sure their service stations are cleared before they evacuate themselves.

ALL CLEAR TAGS AND CHALK MARKS

The purpose of All Chalk marks is to enable the Evacuation Team Members to mark rooms they have checked and found clear/empty so that they do not waste valuable time double checking those rooms again.

A supply of all chalk marks is kept in the fire hose reel cabinets on each floor. A further supply of all chalk marks should be kept in the Housekeeping pantry or maid trolley on each floor.

Regular checks are to be made of these areas on a weekly basis by the Security / Engineering Officers to ensure they are readily available.

FIRE CARD

The fire card is a card that describes brief action steps on how to respond to a fire emergency. All offices are required to place the card at work in a visible area.

EVACUATION AREAS

The procedure for evacuating the hotel falls into 3 distinctive and different categories. These categories are:

1. The evacuation of guest rooms.
2. The evacuation of service outlets (Restaurants, Bars, Function rooms).
3. The evacuation of back of the house (offices and kitchens)

Each of these categories requires totally different techniques and procedures for a successful evacuation to be completed. These procedures are detailed below.

THE EVACUATION OF GUEST ROOMS

In the event of a fire emergency in the Hotel the majority of casualties are likely to occur in the guestrooms.

During the hours between 0700 and 2300 the problem faced is severe but not acute because most guests will be out of the Hotel (i.e. out of their rooms and there are usually plenty of staff on duty).

However, between the hours of 2300 and 0700 most guests will be sleeping in their rooms and there are very few members of staff on duty in the Hotel to evacuate the guests. The problems of evacuating guests at night are enormous but are not insurmountable.

The goal is to ensure that all rooms are clear from occupants and all the occupants are instructed to evacuate the building through the nearest fire exit.

THE EVACUATION OF SERVICE OUTLETS

The service outlets comprising, B/Sharp, B/Sweet, 27 Bites, China Table, The Suites, The Grand Ballroom, Bar Esc, Fitness, Spa Esc, Attico, Vintage, Executive Lounge.

These areas will be evacuated by staff of the outlets. When the guests have been evacuated from the service outlets, the staff will then implement the "Close down Procedures" that are laid down in the next section of this manual.

The goal is to evacuate the guests quickly and politely without shouting from the staff or creating panic amongst the guests. The secondary goal is to ensure that all electrical and gas appliances are shut off, as well as all doors and windows.

THE EVACUATION OF BACK OF THE HOUSE

The back of the house areas comprising all offices and kitchens are less complicated since the occupants in these areas are strictly staff. Implementing and follow the "Close Down Procedures" are efficient. The goal is to make sure that all of the occupants shut off all electrical and gas appliances, as well as all doors and windows. In some offices they may need to gather their money, essential documents, files or data disks with them.

EVACUATION OF DISABLED GUESTS

The Front Office must keep a record of the rooms allocated to disabled guests. These guests may require assistance to leave the Hotel. It is the responsibility of the Evacuation Team to assist disabled guests out of the Hotel in the event of an evacuation being necessary. The procedures to be followed are:

1. Disabled guests in the public areas will be assisted out of the Hotel by the staff working in the area.
2. A disabled guest in his/her bedroom will be taken to the fire exit stairs and left in the stairs by a member of the Evacuation Team. When the entire floor has been evacuated, return to the fire exit stairs and if the disabled guest is still there, take him/her out of the building. If he/she is no longer there then, proceed to the next floor down and continue with the evacuation procedure as defined before.

NOTE:

1. In the event of an evacuation being announced and the evacuation alarm ringing, members of the Evacuation team can, where possible, request/instruct able-bodied guests to assist them with the evacuation of disabled guests.
2. The easiest way to move a disabled guest or incapacitated guest is to place them on a bed sheet or bedcover and drag them along the floor. Using this method, a person can move several times his own weight and avoid any unnecessary injury that might occur when trying to lift someone and carry them.

RESPONSE BY THE HOUSEKEEPING DEPARTMENT

EXECUTIVE HOUSEKEEPER

Upon the sounding of the general alarm the Executive Housekeeper will cease whatever work he/she is doing and proceed immediately to the Housekeeping Office.

1. Obtain a phone / Walkie Talkie from the Housekeeping Office.
2. Communicate with the Security/Control Room for the situation update and the location of the fire.
3. Instruct all Housekeeping staff to commence the evacuation process.
4. Communicate with Floor Supervisors for the status.
5. Report any injury or disruption to the Security/Control Room.
6. Supervise the Close Down Procedure.
7. Go to the assembly point

FLOOR SUPERVISOR

Immediately upon the sounding of the general alarm the Floor Supervisors will cease whatever they are doing and:

1. Instruct all Room Attendants to commence the room evacuation process immediately.
2. Supervise the room evacuation process and report any injury or disruption to the Executive Housekeeper immediately.

3. Double check on all floors under his/her responsibility that all of the rooms are clear and closed, all doors and windows in the corridors are shut and the corridors are clear from any obstruction such as maid trolleys, garbage bags, and vacuum machine.
4. After all the floors are cleared, report to the Executive Housekeeper. If there is no further instruction, proceed to the assembly point and report to the roll call.

ROOM ATTENDANT

Immediately upon the sounding of the general alarm or hearing an evacuation announcement, the Room Attendants will:

1. Collect master keys from the Housekeeping Office (if not already carrying).
2. Proceed to the floor on which they normally work. IT IS VITAL THAT EVACUATION TEAM MEMBERS RESPOND RAPIDLY TO THE GENERAL ALARM. EVERY SECOND COUNTS.
3. Immediately clear their trolleys out of the corridors and place them into the nearest empty room or put them into the Housekeeping pantry, whichever is the quickest.
4. Collect a supply of chalk mark and Evacuation Sheet from the fire hose reel cabinet located near the fire exit stair.
5. If the General Alarm is sounding on the floor, proceed with the evacuation of the floor **without waiting for any further instructions**. If the General Alarm is not sounding on the floor, members of the Evacuation Team will remain on standby. Proceed with evacuation as soon as the General Alarm sounds on the floor.
6. Enter the guestroom using the master key. There is no need to knock on the door. Be aware before opening the door feel to see if it is warm. If it is not warm, enter the room immediately. If it is warm it means that there might be a fire in the room, so DO NOT open the door but report the same to the Fire Brigade. If there is no smoke go into the room and search for the guest.
7. If the guest is not in the bedroom section of the room, check the bathroom, and in case of a suite search all other parts/sections/rooms in the suite. It will be necessary to check large walk-in cupboards etc., particularly if there are children occupying the room.
8. If the room is empty, proceed immediately to the next room and repeat the procedure. Do not worry about turning off lights but if there is time, switch off the air-conditioning unit and close any windows that might be open. This will help prevent the circulation of smoke inside the building.
9. Close the bedroom doors as you leave and cross a chalk mark on the outside of the door to indicate that the room has been checked and is empty.
10. If the room is occupied (i.e., there is guest in the room) tell him/her that there is an emergency and it is necessary to evacuate the building as soon as possible. It is likely that there may be a language difficulty so speak slowly and indicate that the guest must leave.

Use the simple phrase:

"There is an emergency in the Hotel. You must go now to the Assembly Point via the Exit Stairs (point them to the guest) and report to the Assembly Point Manager front of the Hotel. Please go now!"

Do not just tell the guest: Fire, get out!

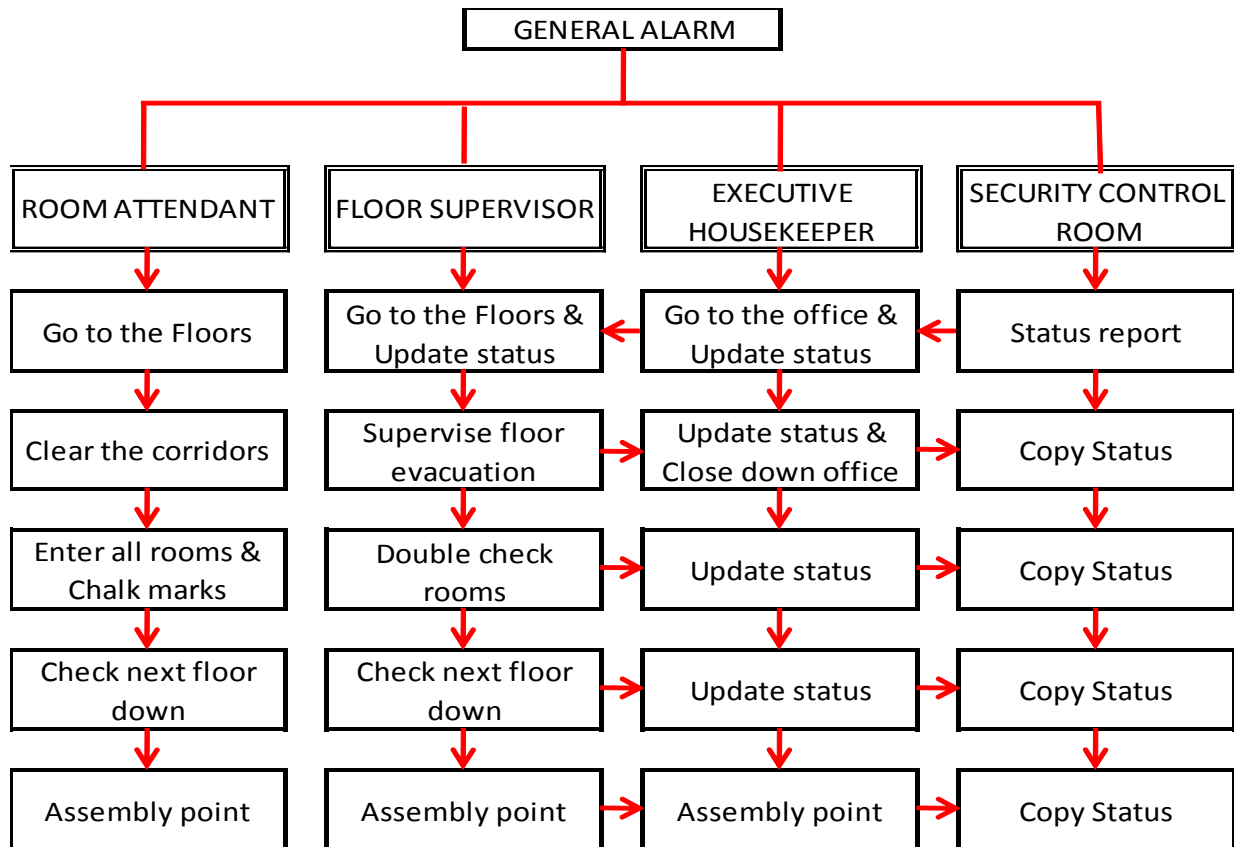
11. If there is someone in the room do not cross a chalk mark on the door if you leave the room before the guest. Once you have alerted the guest to the emergency, proceed to the next room and repeat the procedure.
12. When all rooms have been checked and emptied or unoccupied rooms marked as being all clear, go back and double check those rooms that do not have a chalk mark on the door (i.e. in those rooms in which there were guests who were alerted) and check to see if all guests have left. If he/she have evacuated, then cross a chalk mark on the door to indicate that the room is empty.
13. When all rooms on the floor have been checked (i.e. all the doors are with chalk mark), then proceed, via the Fire Exit stairs, to the next floor DOWN and assist with the evacuation of that floor. If that floor has already been evacuated, then they will leave the Hotel and proceed to the Assembly Point, checking each floor on the way down.
14. Once you arrive at the Assembly Point, inform the Assembly Point Manager that you have evacuated your section so a notation can be made on the Evacuation sheet. If you experienced any difficulties or someone refused to leave, advise the Assembly Point Leader and he will contact the Fire Command Center.

NOTE:

It is essential that ALL rooms on the guest floors be checked. Room status reports will usually be a few hours out of date and there is no way of guaranteeing that a room listed as vacant ready has not been occupied by an incoming guest.

“Do not give any information regarding the situation to the media or any outsider. The statement will be given only by the General Manager or his/her appointed representative.. “

HOUSEKEEPING FLOW CHART



RESPONSE BY THE SECURITY DEPARTMENT

SECURITY OFFICER / GUARD

Upon the sounding of the general alarm, the Security Officers or Supervisors will cease whatever they are doing and proceed immediately to the hotel main entrance and:

1. Deny entrance of any vehicles other than fire trucks, ambulances, police and government officials.
2. Deny entrance of any mass media including press, radio and television stations.
3. There will be many guests driving their cars out, keep the traffic flowing.
4. In case a guest does not present the stamped parking ticket, allow him/her to pass.
5. In case a guest does not have the parking ticket at all, instruct him/her to move away from the traffic and present his/her documents to verify the ownership of the car. You do not have to make a copy of the documents this time.
6. Prepare parking space near the water inlet for fire trucks and clear out any vehicle from the loading area.
7. Prepare parking space for ambulances.
8. Lead the local fire brigade to the fire scene using the fire man lift. It is considerable that the lift should not pass or stop directly on the fire floor. The Fire Brigade may use fire staircases from the floor below to safely reach the fire scene.

*** Do not give any information regarding the situation to the media or any outsider. The statement will be given only by the General Manager or his/her appointed representative**

Do expect many calls from the guestrooms but only inform the guests that the hotel is having an emergency and he/she must leave the room and head for the assembly point immediately and hang up the phone, no further inquiries.

CLOSE DOWN PROCEDURES

THE OBJECTIVE

The purpose of the Departmental Close down Procedures is to ensure that each Department in the Hotel is closed down and made safe, as rapidly as possible, in the event that it is necessary to evacuate the Hotel.

The primary objective of the Close down Procedures is to ensure the safety of the staff and the secondary objectives are to secure and/or take out any important or valuable documentation and also that there may be something in the Department which may cause additional and unnecessary problems during the existing emergency.

The orderly close down of all Departments and the evacuation of non-essential staff (i.e. staff that are not on the Hotel Emergency Teams) will greatly assist the Emergency Services by simplifying their tasks. Specific duties should be allotted to each department staff and posted on the Departmental Notice Board.

When going off duty, it must be ensured that all tables are cleared of papers etc. and important and valuable items kept in a safe place.

THE SIGNAL OF COMMENCEMENT

The signal for the commencement of the Close down Procedures and Evacuation will be the activation of the General Alarm. No other supplementary order or instruction will be given.

All staff must be aware that when the General Alarm sounds, the decision to evacuate the Hotel has been taken by the Senior Management present in the Hotel.

STANDARD OFFICE CLOSE DOWN PROCEDURES

The layout and equipment in offices can vary widely but the following basic principles should be observed when implementing close down procedures in any office.

Immediately upon the sounding of the General Alarm staff not in the Emergency teams will:

1. Switch off and/or unplug all electrical equipment such as:
 - a. Coffee machines/kettles
 - b. Desk lamps
 - c. Electric calculators
 - d. Photocopiers
 - e. Computer terminals
 - f. Printers
2. Clear all loose papers off desks and place them in drawers, filing cabinets or cupboards. Ensure that desk drawers, filing cabinet drawers and cupboard doors are closed.
3. Collect and take out only essential files/documents/diskettes. (Marked all essential/important files with a red sticker.)
4. Close all windows.
5. Switch off air conditioning units.

6. The senior member of staff in the office must ensure that all other members have left the office.
7. Close the door and hang the All Clear Tag on the outside door handle.
8. Go to the Assembly Point and report to the Assembly Point Manager.

EXECUTIVE OFFICE CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the General Manager's Secretary will:

1. Secure and take out the General Manager's confidential file.
2. Implement standard office close down procedures.
3. Ensure that all other secretaries and staff have left the Executive Offices and gone to the Assembly point.
4. Hang an All Clear Tag on the door.
5. Go to the Assembly Point and report to the assembly Point Manager.

FINANCE OFFICE CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Financial Controller/Chief Accountant will supervise the close down procedures of the main Accounts Office and will ensure that:

1. All cash, cheques, traveller's cheques, petty cash float receipts to be placed in the safe and the safe locked.
2. Key and/or key combinations for front office drop safe and General Cashier's safe to be taken out.
3. Carry out the general office close down procedures.
4. Any item of high value which is portable to be taken out.
5. Close all doors and hang All Clear Tags on doors.
6. Go to the Assembly Point and report to the Assembly Point Manager.

It is the responsibility of the Controller/Assistant Controller to inform the designated Insurance Company of the fire at the earliest opportune moment.

ROOFTOP - POOL /BAR/ CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Bar/Rooftop attendant will:

1. Ensure that the pool area is evacuated and direct all guests to leave the building through the nearest fire exit to the assembly point.
2. Ensure that the Locker Rooms, Stream, and Sauna are evacuated (both male and female). Hang an All Clear Tag.
3. Ensure all staff members leave after evacuating guests.
4. Secure all cash and signed and at the first opportunity hand over all cash to the General Cashier.
5. Close all doors and hang All Clear Tags on doors.
6. Report to Assembly Point Manager.

FITNESS CLOSE DOWN PROCEDURE

Immediately upon the sounding of the General Alarm, the Attendant will:

1. Direct all guests to leave the building through the nearest fire exit to the assembly point.
2. Ensure that the bathroom areas are evacuated and that all devices are switched off (ladies and gents).
3. Ensure that the Locker Rooms, Stream, and Sauna are evacuated (both male and female). Hang an All Clear Tag.
4. Ensure the gymnasium is evacuated. Hang All Clear Tag.
5. Ensure all staff members leave after evacuating guests.
6. Report to Assembly Point Manager.

F&B MANAGERS AND BANQUET OFFICE CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the F&B Manager and his/her staff will proceed immediately to the kitchens, restaurants and function rooms to supervise the evacuation of those areas.

The F&B secretary will:

1. Secure and take out contract files.
2. Implement the standard office close down procedures.
3. Ensure that all staffs are evacuated and go to the Assembly Point and post all clear tag on the doors.
4. Go to the Assembly Point and report to the Assembly Point Manager.

RESTAURANT CLOSE DOWN PROCEDURES

The closes down procedures for all restaurants in the Hotel are the same. Immediately upon the sounding of the General Alarm, the Outlet Manager or the senior member of staff on duty in the Outlet will:

1. Direct all guests to leave the restaurant and go to the Assembly Point.
2. Direct all staff to leave the Hotel via the nearest fire exit.
3. Extinguish all flames (e.g. table candles, heaters under chafing dishes etc.)
4. Turn off all gas burners or spirit burners that are used for flame.
5. Switch off all electrical appliances such as coffee warmers, toasters, plate warmers etc.
6. Secure and take out all cash, vouchers, cheques etc. and hand over the same to the General Cashier at the first opportunity.
7. Ensure that all guests and staff have evacuated the restaurant.
8. Hang All Clear Tag.
9. Go to the Assembly Point and report to the Assembly Point Manager.

IN-ROOM DININGCLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Room Service Order Taker will:

1. Switch off all electrical appliances e.g. coffee machines, toasters etc., but leave all lights on.
2. Ensure that any heating pots in the Room Service trolleys are switched off and properly closed.
3. Collect posted cheques and cash from the cash tray and hand over the same to the General Cashier at the first opportunity.
4. Bring out a lot of ice, drinking water, soft drinks and cool towels to the assembly point.
5. Collect all master keys.
6. Go to the assembly Point and report to the Assembly Point Manager.

BANQUET FUNCTION ROOM CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Banquet staff will cease whatever they are doing and:

1. Instruct the guests in the function room starting from the guests who are closest to the fire exits that this is not a drill and instruct them to evacuate via the nearest fire exits. If a microphone is available, use it to announce.
2. In order to attract the attention of the guests, place your hands on the table and tell the guests that they need to leave the building immediately.
3. Check the restrooms for any guest inside and instruct them to evacuate immediately via the nearest fire exits.
4. If any guest needs assistance to evacuate, ask other able guests to assist him or assist him when all other guests have left the building.
5. Turn off all electrical equipments including musical instruments.
6. Extinguish flame, candles and stoves.
7. After the function rooms and rest rooms are clear, shut all doors. Hang an all clear tag.
8. Bring out some chairs and some tables to the assembly point and report to the Assembly Point Manager.

ENGINEER OFFICE CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Chief Engineer, Assistant Chief Engineer or Duty Engineer will:

1. Establish from Security Control Room, the exact location where the alarm has been activated.
2. Instruct the Secretary to secure and take out the building blue print, technical manuals, drawings and floor plans, attendance sheet and unplug all the office equipment.
3. The Engineering Office should not be locked and lights should be left on.
4. Lead the Fire Brigade and proceed immediately to the location of the fire.

PLANT ROOM CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Duty Engineers will:

1. Switch off the chillers and boilers.
2. Switch off the air-conditioning systems.
3. Switch off the kitchen supply.
4. Ensure that all emergency lighting circuits are switched on.
5. Start up the standby generators in case of a failure of city supply

NOTE:

1. Irrespective of the time of the emergency, one man, normally the Plant Room Operator / Technician must remain in the Plant Room.
2. In the event of any emergency, the Chief Engineer and the majority of the Engineering staff on duty will go to the scene of the fire (the Hotel Fire Brigade); but sufficient Engineering staff must remain in the Engineering Plant Room area to ensure that all emergency systems are operating.

KITCHENS CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the chef on duty each of the kitchens will:

1. Switch off the main electrical circuits for all electrical cooking appliances.
2. Turn off the live steam supply.
3. Close all the fire dampers over the cooking ranges.
4. Douse all charcoal grills.
5. Douse all hot cooking.
6. Leave the kitchen lights on.
7. Ensure that all kitchen staff evacuate from the kitchens.
8. Go to the Assembly Point and report to the Assembly Point Manager.

STEWARDING DEPARTMENT CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Senior Steward on duty will:

1. Switch off all the washing machines.
2. Switch off the burnishing machines.
3. Ensure that the sterno tins are properly sealed.
4. Ensure that all Stewarding staff has evacuated the stewarding areas.
5. Remove the latest inventory file.
6. Go to the Assembly Point and report to the Assembly Point Manager.

HUMAN RESOURCES DEPARTMENT AND CLINIC CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the HR Manager or his/her Assistants and Secretary will:

1. Take out the Employee Register, which gives passport number, nationality, labor card number, etc.
2. Take out department flags.
3. Update data from the eagle system and print out all staff punch-in record.
4. Carry out standard office close down procedures.
5. One staff member will be nominated to check that both male and female locker rooms have been evacuated.
6. Obtain a loud speaker from the office.
7. Obtain daily contractor worker and visitor record book from the Guardhouse.
8. Hang an All Clear Tag on door.
9. Go to the Assembly Point and report to the Assembly Point Manager.

NOTE:

Members of staff from the Human Resources Department will assist the Assembly Point Manager in his duties.

CLINIC CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General alarm::

1. Direct all patients to leave the Clinic and ask them to go to the assembly Point.
2. Lock the drugs cabinet and medical stock room.
3. Secure and take out the Emergency Oxygen Kit.
4. Secure and take out the First Aid Kit.
5. Close and lock the Clinic door and hang the All Clear Tag.
6. Proceed immediately to the Hotel Assembly Point and provide first aid, should it be necessary, to anyone requiring it.

SECURITY CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Security in charge will:

1. Switch off all electrical appliances. Leave the lights on.
2. Clear all loose papers off desks and place them in drawers, filing cabinets or cupboards. Ensure that desk drawers, filing cabinet drawers and cupboard doors are closed.
3. Collect and take out only essential files and documents.
4. Close all windows.
5. Switch off air conditioning units.
6. The senior member of staff in the office must ensure that all other members have left the office.
7. Close the door and hang the All Clear Tag on the outside door handle.
8. Go to the Assembly Point and report to the Assembly Point Manager.

SALES AND MARKETING DEPARTMENT CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Sales staff will:

1. Secure and take out the Corporate Rate file.
2. Secure and take out essential files and documents.
3. Implement standard office close down procedures.
4. Hang an All Clear tags on respective office doors.
5. Go to the Assembly Point and report to the Assembly Point Manager.

RESERVATIONS DEPARTMENT CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Reservations Manager/Supervisor will:

1. Secure and take out essential files and documents.
2. Secure and take out Rate Structure file.
3. Implement standard office close down procedures.
4. Hang an All Clear Tags on the office door.
5. Go to the Assembly Point and report to the Assembly Point Manager.

HOUSEKEEPING DEPARTMENT CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Assistant Manager or Order Taker will:

1. Secure and take out the lost property ledger.
2. Secure and take out the housekeeping master key log book.
3. Ensure that the lost property safe/room is locked and key taken out.
4. Implement the standard office close down procedures.
5. Obtain staff attendance sheet from the office.
6. Ensure that the Laundry and Linen Room have been properly closed down and evacuated.
7. Hang All Clear Tags on doors.
8. Go to the Assembly Point and report to the assembly Point Manager.

UNIFORM AND LINEN ROOM CLOSE DOWN PROCEDURES

Immediately upon the sounding of the General Alarm, the Linen Room Supervisor will:

1. Switches off/unplug the sewing machines.
2. Make sure that all members of staff are evacuated from the Linen Room.
3. Ensure that all tins, tubes etc., of adhesive and varnishes used in upholstery are properly sealed.
4. Close the Linen Room and hang All Clear Tag.
5. Go to the Assembly Point and report to the Assembly Point Manager.

FRONT OFFICE CLOSE DOWN PROCEDURES

In the event of the sounding of the General Alarm, the Front Office will not close down unless the Front Office areas are under direct threat.

Only the non-essential staff in the Front Office will evacuate and close down their functions.

The remainder of the Front Office staff, namely, the Director of Guest Services, Assistant Front Office Manager, and Guest Service Supervisor will remain in the Front Office area. The emergency functions of the Front Office Cashier (GSA) are detailed below in this manual and the Assistant Front Office Managers and Guest Service Supervisor will be responsible for directing guests out of the lobby area.

FRONT OFFICE EMERGENCY PROCEDURES

The Front Office has a critical role to play in any emergency that may occur in the Hotel. The Front Office controls all the electronic emergency master keys for use by the Evacuation Team and also the guest lists which will be used by the Evacuation Team as a guide to the occupied rooms that need to be evacuated. In addition to this, the Front Office has the following responsibilities in the event of the sounding of the General Alarm. Immediately upon being notified of a Pre-Alarm having been activated, the Front Office will:

1. Initiate print-out of back-up list (guest lists run by room number and alphabet).
2. Prepare the electronic emergency master keys for collection by the Deputy Chief Warden.

Immediately upon the sounding of the General Alarm, the Front Office will:

1. Collect back-up list printed above and hand it over to the Director of Guest Services / Assistant Front Office Manager who is the Assembly Point Manager.
2. Take out all cash, credit card vouchers, travelers cheques, passports and other valuable or negotiable documents that are with the cashier, and hand over the same to the General Cashier at the first opportunity.
3. Secure and take out the floor master key log book in order to account for floor master keys issued.
4. If there is time, initiate a print out of the report that gives the outstanding balance of all accounts. Secure these prints out and take it out of the Hotel when you leave.

When the above actions have been completed, **DO NOT** leaves from the Front Office but stay at the Front Desk and direct guests to the Assembly Point. Under no circumstances should you check-out any guest during the emergency. If you are checking out a guest when the General Alarm sounds, that guest must be informed to go to the Assembly Point and cease the check-out procedures.

EMERGENCY PROCEDURES FOR DUTY AND NIGHT MANAGERS

Immediately upon becoming aware of the Pre-Alarm:

1. Ascertain the location/zone of the activated alarm.
2. Go to the location and assist the Hotel Fire Brigade with verifying if the alarm is real or false.
3. If there is a fire, inform the General Manager / EAM.
4. If the 2 persons cannot be reached, you are to assume the command and decide whether or not to switch on the General Alarm (i.e. evacuate the building). Then commence evacuating guests from the vicinity of the fire.
5. If the alarm is false, notify the one touch service and ensure that the fire alarm system is reset.
6. Always carry the concerned floor master key when proceeding to verify the fire alarm.

ASSEMBLY POINT PROCEDURES

OBJECTIVES

The priority objective of establishing an Assembly Point is to provide a means of checking that all the Hotel guests and members of staff are out of the Hotel building and can be accounted for. The secondary objective is to provide assistance, temporary shelter, medical aid, hotel reservation (in case the building is impossible for reoccupation), embassy contacts, refreshment, etc.

ASSEMBLY POINT LOCATIONS

The Assembly Point is located outdoors in front of the hotel by Sukhumvit main road.

After the roll call process is completed, it is considerable that all guests should be moved to a more comfortable area.(location)..... be considered a first choice to relax the guests while waiting for reoccupation or finding an alternative hotel.

ROLL CALL PROCEDURES

The Roll Call Procedures are a method to clarify that everyone is out of the building or anyone is trapped inside by simply call names of all the building occupants on the lists of IN-HOUSE GUEST and staff attendance record. It is important the name list must be most up to date freshly printed out by the time of evacuation.

Guest Roll Call should be conducted by Front Office staff i.e. Receptionist, Guest Relation Officer while Staff Roll Call be conducted by Human Resources staff or Duty(or Night) Manager during night time.

Guest Roll Call Procedures

1. Announce to the guests that the roll call process is about to begin and ask them to answer to their names when called.
2. Start the roll call process by reading the IN-HOUSE list from the first room to the last room.
3. When the guests answer to their names, make a mark on those names. The guests whom their names have been called should be separated to another area.
4. Repeat the name that has no response from the first call.
5. Report any missing person to the Director of Guest Services / Duty Manager.

Staff Roll Call Procedures

1. Organize staff to line up by department.
2. Issue the flag or banner to the first person in each line.
3. Instruct each department/section Assistant Manager/Supervisor to commence the roll call process using their daily attendance sign in record sheet.
4. Obtain the result from the department/section Supervisor and repeat the roll call process by using the print out list.
5. Report any missing staff to the Human Resources Manager.

REFRESHMENT SERVICE

Given the Assembly Point is in an outdoor space, if an evacuation takes place during daytime, guests will be exposed to the punishing weather and the heat of the sun will likely be uncomfortable.

Therefore it is considerable to establish a refreshment service provided by the Food & Beverage Team. The service as simple as setting up chairs, tables, umbrellas and serve cool soft drinks together with cool towels before the decision is made whether to reoccupy the building or check them in to other hotels.

HELP DESK & INDOOR WAITING ROOM

After an evacuation most of the guests will need to make contact to outside regarding the situation that requires them to postpone their business, cancel their flights, inform their families, embassies etc.

As soon as the Roll Call Process is completed, all the guests should be moved to a more comfortable space. **The Grand Ballroom** is an ideal space where the guests can relax and to set up the necessary communicated equipment.

The Reservation & Sales Team will need to contact the nearest hotel urgently. At a later stage, if officials declare that the building is not possible for reoccupation, the help desk will provide room reservations in other hotels for guests giving first priority to sister CHAP properties

ASSEMBLY POINT TEAMS & RESPONSIBILITIES

Human Resources Department Team

Overall role and responsibility

The main task of the team is to check that all staff and contractor workers are out of the building and are accounted for. Establish a communication line with the Fire Command Center to coordinate the rescue of missing persons.

Action by Personnel/Training Officers

The main task of Personnel/Training Officers is to control the crowd of staff to stay in line as orderly as possible and ensure that the roll call process is effective.

1. Organize staff to line up by department.
2. Issue the flag to the first person in each line.
3. Instruct each department/section Assistant Manager/Supervisor to commence the roll call process using their daily attendance sign in record sheet.
4. Obtain the result from the department/section Supervisor and repeat the roll call process by using the print out list.
5. Report any missing staff to the Human Resources Manager.

Action by Human Resources Manager/Training Manager

The main task of Human Resources Manager/Training Manager is to ensure that the staff roll call process is carried out effectively, establish a sick bay for first aid and medical transfer and coordinate with the medical team. Report the status to the Chief Warden.

1. Instruct the team members to carry out the roll call process.
2. Find a suitable space and establish a sick bay to receive injured persons.
3. Coordinate with the medical team for medical transfer and record details of the transferred persons.
4. Report the status to the Chief Warden.

Front Office / Receptionist / Guest Relations Team

Overall role and responsibility

The main task of the team is to control the crowd of guests and carry out the roll call process for the guests.

Steps of action

1. Announce to the guests that the roll call process is about to begin and ask them to answer to their names when called.
2. Start the roll call process by reading the IN-HOUSE list from the first room to the last room.

3. When the guests answer to their names, make a mark on those names. The guests whom their names have been called should be separated to another area.
4. Repeat the names that have no response from the first call.
5. Report any missing person to the Front Office Manager/Duty Manager.

Food & Beverage Team

Overall role and responsibility

After the Food & Beverage Team members report to the roll call process, their main task is to set up tables and chairs for refreshment drinks, water and cool towels be served to the guests.

Reservation and Sales Team

Overall role and responsibility

The main task of the Reservation & Sales Team is to make contacts with other hotels for accommodation in case the building should not be possible for reoccupation.

Director of Sales / Sales Manager

Contact another hotel to provide a help desk at least one function room with telecommunication equipment i.e. telephone, internet and fax machine.










































In – House Sales team / Customer Relation Officer / Administrative Officer

1. After the Roll Call Process is completed, invite all guests to the function room.
2. Set up help desks in the function room to assist the guests to contact their business, airlines, families and embassies.

Reservation Team

1. If the building is not possible to reoccupy, reserve hotel rooms and transfers for guests.
2. Keep records of the guests being transferred to the other hotel.
3. If possible assign Front Office staff to escort the guests to check in other hotel.

Fire Extinguisher Chart

	A	B	C	E	F	Notes: * Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires involving combustible metal(s) use only special purpose extinguishers – please seek expert advice.
	Wood, Paper & Plastic	Flammable & Combustible Liquids	Flammable Gases	Energized Electrical Equipment	Cooking Oils & Fats	
Powder ABC						Special Powders are available specifically for various types of metal fires.
Powder BE						Special Powders are available specifically for various types of metal fires.
Carbon Dioxide (CO ₂)						Generally not suitable for outdoor fires. Suitable only for small fires.
Water						Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires.
Foam						Dangerous if used on energized electrical equipment.
Wet Chemical						Dangerous if used on energized electrical equipment.
Fire Blanket						Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
Fire Hose Reel						Ensure you maintain a path of egress between you and the nearest exit.

HOTEL'S FIRE DETECTION AND ALARM SYSTEM

The Fire Detection and Alarm System in Radisson Suites Bangkok Sukhumvit consist of:

Smoke Detectors are installed on the ceiling of all areas of the hotel. All smoke detectors are linked to the main Fire Alarm panel located in the Security/Fire Control Room.



Fire Alarm Sounders are situated throughout the Hotel on the guest floors, in public areas and back of house areas. These sounders are only activated when the General Alarm is activated and are linked to the main Fire Alarm Panel in the Security/Fire Control Room. The alarms are sounded over the public address system.



Break Glass Stations are located on all guest floors and throughout the public and back of house areas of the Hotel. These Break Glass Stations are linked to the main Fire Alarm Panel in the Security/Fire Control Room.



The Public Address System is connected to all speakers on guest floors, public areas and back of house areas. The automatic system will make an appropriate emergency announcement. Ideally, this will be a recorded message in English, Japanese and Thai.

Sprinklers are located all over the complex to including guestrooms, guest corridors, and public areas and back of house areas. If a sprinkler is activated there will be an alarm indication on the main Fire Alarm Panel in the Security/Fire Control Room.



Internal Fire Drill and Evacuation Action Plans

28th October 2019

No.	Descriptions	Action By	Due Date	Done
1	Brief the Closedown Procedure to all staffs. - To understand what to do in any department/outlets/office before evacuate to the assembly points. - Clarify their responsibility.	SM	24-25 Oct 2019	
2	Brief All HODs for give them the guideline.	SM	28 Oct 2019 Morning Briefing	
3	Provide the message / letter / signage to inform guest. (In the room & restaurant). *Letter in Chinese language is requirement*	FOM & EHK DFB & IT	Within 27 Oct 2019	
4	Sent the letter to neighbor house for the drills.	SM	Within 27 Oct 2019	
5	Set up the announcement signages front of the hotel for the drills.	SM / Artist	Within 27 Oct 2019	
6	Check all the engines before and during drills.	DOE	28 Oct 2019	
7	Coordinate with Klongtoey Fire Department and Thong lor Police Station before the drills.	SM	28 Oct 2019	
8	Inform all the clients/event to acknowledge for the drills. (2 days at least if possible)	DOSM / Sales Team	27-28 Oct 2019	
9	Provide the sample of press release and give it to GM or Bronze Crisis Leader during the drills.	Marcom Mgr.	28 Oct 2019	
10	Provide the first aid box and refill medicine (in case guest or staff injury during the drills).	HR Team & ERT Team	Within 28 Oct 2019	
11	ERT & HFFT briefing before the drills.	SM	28 Oct 2019 13.30 hrs.	
12	Start internal fire drill and evacuation practice in the hotel areas.	SM	28 Oct 2019 14.00-14.30 hrs.	
13	Random test smoke detector. Fire simulation practice in room/area...	ERT Team	28 Oct 2019 14.00 hrs.	
14	Release the general alarms (fire is out of control)	ERT Team	28 Oct 2019 14.05 hrs.	
15	(All staffs) Evacuation practice from hotel to assembly points. (In front of hotel)	Bronze Crisis All staffs	28 Oct 2019 14.05-14.30 hrs.	
16	Summarize all the result after evacuation process is completed.	SM Bronze Crisis	28 Oct 2019 14.30-15.00 hrs.	

Internal Fire Drills & Evacuation Training 2019

The report with pictures of internal fire drills and evacuation training 2019

On Monday 28th October 2019 at 14.00-14.30 hrs

- **Number of participant: 124 pax.**
- **Emergency Response Team (ERT) Briefing. (13.30 -13.50 hrs).**



- **Fire simulation practices at room 0917 (14.02-14.16 hrs).**





■ **Evacuation practices to assembly point. (14.16-14.21 hrs).**



Thank you everyone for your kind cooperation and great support.
Security Department of Radisson Blu Plaza Bangkok

Completed report by: Mr. Tosapon Buchaboon
Security Manager