

SAB Fire & Emergency Plan 2023



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Fire Prevention and Contingency

The outbreak of a fire in a Shama lakeview asoke is a serious danger, which requires appropriate action in order to safeguard guests, Team Members and assets alike.

As indicated in the title of this dossier, a coherent fire plan must include prevention, which will minimize the chances of a fire erupting.

However, no amount of preparation may totally exclude a fire outbreak, and a contingency plan is necessary.

This document will therefore serve as a guide to establish the property's fire prevention and contingency planning

Fire Related Information



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Information

General

Fire is a serious hazard which requires quick and decisive actions to combat it. In order to minimize the chances of a fire erupting and adequately fighting it, a basic understanding of the different matters related to fire and methods to extinguish it is therefore necessary.

Causes of fire

Fires occur for several reasons, either accidental or intentional. According to research, the major causes of hotel fires are the following:

- Human error (72% of hotel fires), which are induced by a Team Member or a guest's actions
- Equipment failure (15%)
- Electrical (9%)
- Arson (4%)








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Information

Types of fire and extinguishers

There are six different classes of fire, which require different methods for extinguishing them

CLASS	FUEL/HEAT SOURCE	IDEOGRAM	EXTINGUISHER
A	Solid materials of an organic nature (e.g. wood, paper, cloth, etc.)		<ul style="list-style-type: none">• Water hose• Dry chemical extinguisher (not to be used in a closed area)• Carbone dioxide extinguisher• Halon extinguisher
B	Liquids (e.g. petrol, diesel, paint, etc.)		<ul style="list-style-type: none">• Dry chemical extinguisher (not to be used in a closed area)• Carbone dioxide extinguisher• Halon extinguisher
C	Flammable gases		<ul style="list-style-type: none">• Dry chemical extinguisher (not to be used in a closed area)• Carbone dioxide extinguisher• Halon extinguisher
D	Flammable metals (e.g. magnesium, aluminium, titanium, etc.)		<ul style="list-style-type: none">• Dry powder extinguisher
E	Electric equipment		<ul style="list-style-type: none">• Halon extinguisher
F	Cooking oil or fat	NONE	<ul style="list-style-type: none">• Wet chemical extinguisher



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HOW TO USE A FIRE EXTINGUISHER

Remember the Phrase **PASS**

1 Pull
the pin



2 Aim at
the base
of the fire



3 Squeeze
the handle



4 Sweep
from side
to side



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Information

Types of fire alarms

Several systems may be implemented to warn guests and/or Team Members of the breakout of a fire in the hotel:

- Smoke detectors
- Heat detectors
- Manual stations
- Sprinkler flows
- Oral alarm

Types of fire alarms

Smoke detectors

- Provide effective and immediate warning to occupants of the building in case of problems or hazards
- Often the first warning of a fire outbreak
- Linked to the main fire alarm control room by an uninterruptible power supply system



Heat detectors

- Provide effective and immediate warning to occupants of the building in case of problems or hazards
- Linked to the main fire alarm control room by an uninterruptible power supply system



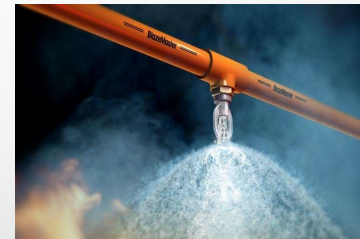
Manual stations

- Need to be physically activated in the case of a fire outbreak



Sprinkler flows

- Usually charged with water and linked to a master pumping system and water tanks
- Linked to the main fire alarm control room





Smoke Detector



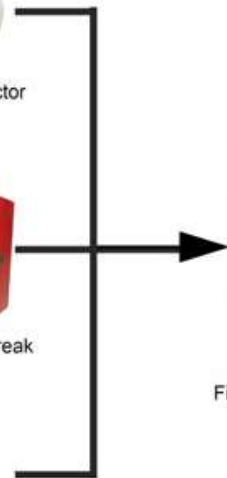
Emergency Break
Glass



Heat Detector



Fire Alarm Control Panel



Chapter 1

Actions to be taken in the event of finding a fire or other emergencies— number to be called.



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Instructions for person discover fire

1. Respond to all fire alarms as if they are real. Hesitating for even a moment can have devastating consequences.
2. Control the spread of smoke by closing all doors, including laundry chutes
3. Clear the corridors by removing all housekeeping, maintenance, and service carts. Place them in service areas or vacant rooms.
4. Help evacuate the area. Provide aid to guests with disabilities. Assist guests with directions to the nearest exits.
5. Implement departmental procedures.
6. Meet at the Assembly Area.





Fire action



1. Operate nearest fire alarm.
2. Leave building by nearest exit.
3. Report to assembly point.

Behind of Tower A

Do not use lifts



เมื่อพบเหตุเพลิงไหม้



1. กดปุ่มแจ้งเหตุฉุกเฉินที่ใกล้ที่สุด และโทรแจ้งหมายเลข '0' ทันที
2. รีบไปจุดรวมพลเพื่อความปลอดภัย โดยใช้บันไดหนีไฟที่ใกล้ที่สุด
3. จุดรวมพลของโรงแรมอยู่ที่

ด้านหลังตึก A

ห้ามใช้ลิฟต์เด็ดขาด



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THE PROCEDURE FOR RESPONSIBLE DUTIES OF VARIOUS SECTIONS



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Security

1. Rush to the fire area.
2. Having the security guards to control the entrance of hotel in order to prevent the external persons get into the premises.
 - Entrance exit for employees
 - Front gate at guard house area
 - Hotel entrance at Lobby Area.
3. Arrange Security Guards to control the road at entrance exit area of the hotel in order to stop any vehicles getting into the hotel premises except fire trucks.
4. Coordinate with police fire truck when arriving to the hotel.
5. Take care of fire trucks to the right parking space.



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Engineering

1. Rush to the accident area.
2. Set up all elevators to station at ground floor after helping the employees.
3. Turn off all electrical switches, which connected to the accident area.
4. Inspect the operation of fire elevator.
5. Be sure all employees have already evacuated from the area.
6. Coordinate with police fire brigade department for building structure.

Accounting

1. Keep all the important documents.
2. Keep all money, checks and proprietary documents in the safe.
3. Turn off all electrical switches, remove all electrical plugs of office equipment from the outlets.
4. Close all doors and windows.
5. Rush to the assembly point.

Housekeeping

1. Check master keys including all documents in the safe place.
2. Evacuate all guests from the rooms by knocking the door starting from the highest floor.
3. Inform all guests to keep the keys with themselves and prepare wet handkerchief for helping breath.
4. Open the room for inspection if no answer when knocking the door.
5. Show the way and inform guests going to the nearest fire escape.
6. Tell everybody not to use the elevator, if necessary they must use the fire lift.
8. Hang sign "CHECKED" at all doors and windows that guests have already been evacuated.
9. Turn off the switches of all machines.
1. Turn off all electrical switches including computers and keep all diskettes in the safe place.
8. Keep all-important documents.
9. Rush to the assembly point



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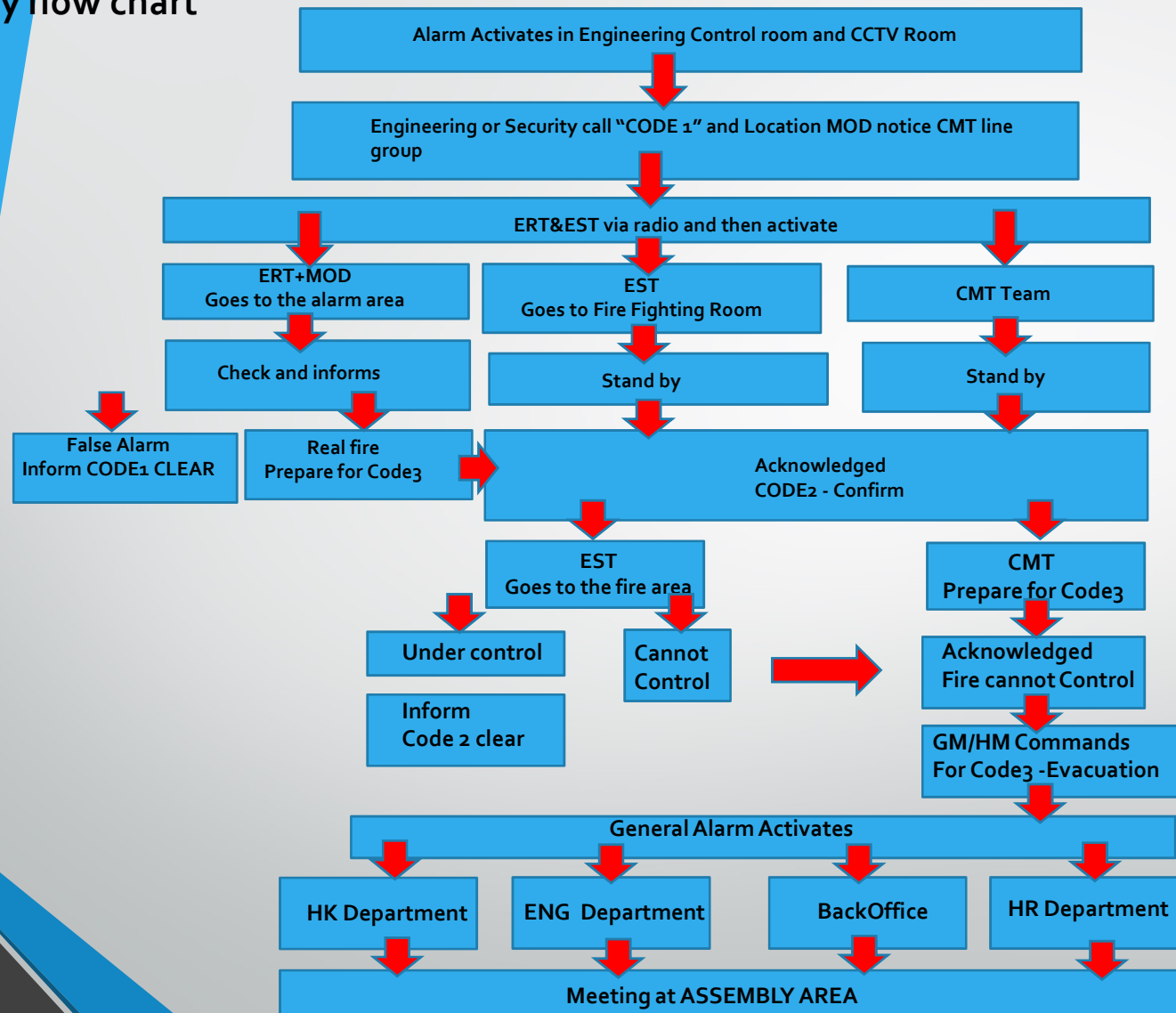
Human Resources

1. Keep all-important documents.
2. Turn off all electrical switches and appliances at staff canteen.
3. Prepare all employees name list.
4. Be sure all remained employees have already been evacuated.
5. Close and lock all doors.
6. Timekeeper has to carry First Aids Boxes for helping employees.
7. Rush to the assembly point.
8. Check the name of all employees who work on that day. (repeat for every 15 minutes)
9. Make names' list of the loss persons to the police fire brigade for scorching.
10. Review the names' list of all guests.

GM's Office/Sales/ Executive Office

1. Keep all-important documents.
2. Turn off all electrical switches and office equipment.
3. Close and lock all doors.

Emergency flow chart



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Chapter 2

Training plan



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Month	Subject	Who	Fire Life & Safety Training	Type
Jan	Fire, Life Safety	ERT & EST (Morning Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	ERT & EST (Afternoon Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
Feb	Fire, Life Safety	ALL TMs	2 hours training session for all TMs on Fire Prevention, What to do in the event of a fire, OHG Emergency Codes & Evacuation Drills and Guest Requiring Assistance	Lecture & Test
Mar	Fire, Life Safety	ERT & EST (Night Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
		Eng/Sec/ERT/MODs	Elevator Entrapment Training	Practical Drill
Apr	Fire, Life Safety	ERT & EST (Morning Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
May	Fire, Life Safety	ERT & EST (Afternoon Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	Sec & Front Office TMs	Guest Requiring Evacuation Assistance Drill	Practical Drill
Jun	Fire, Life Safety	ERT & EST (Night Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
Jul	Fire, Life Safety	ERT & EST (Morning Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	All TMs	Fire Prevention Campaign	Exhibits and Posters
Aug	Fire, Life Safety	ERT & EST (Afternoon Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	Laundry TMs	Specialist Laundry Fire Training	Practical Drill
Sep	Fire, Life Safety	ERT & EST (Night Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	Engineering TMs	Specialist Plant Room Fire Training	Practical Drill
Oct	Fire, Life Safety	ERT & EST (Morning Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
	Fire, Life Safety	Kitchen TMs	Specialist Plant Room Fire Training	Practical Drill
Nov	Fire, Life Safety	ERT & EST (Afternoon Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill
		Eng/Sec/ERT/MODs	Elevator Entrapment Training	Practical Drill
Dec	Fire, Life Safety	ERT & EST (Night Shift)	Silent Reaction Drill including MOD as Fire Commander	Practical Drill



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Chapter 3

Escape routes



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Information

Escape routes

1. A clear and uninterrupted exit to a safe ground level exterior location is mandatory throughout the hotel.
2. Escape routes must lead the guests or Team Members through a protected and smoke insulated horizontal exit zone (e.g. corridor, etc.), to a protected vertical zone (e.g. fire escape staircase, etc.), before finally leading to open air.
3. The escape routes must be direct and offer protection, as well as clear signage and segregation from potentially dangerous areas (e.g. kitchens, machine rooms, etc.).
4. Escape routes must never be obstructed by objects



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Fire escape staircases

1. Fire doors must be installed at every fire escape staircase entrance/exit, in order to make the area sealable.
2. The escape staircases must be pressurized and if possible without windows or openings other than doors.



TOWER A



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TOWER B



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Chapter 4

ERT&EST Organization chart



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ERT + EST

**Emergency Response Team : 3 man 24/7
(Department)**

Engineering

Engineering

Security

**Emergency Support Team : 3 man 24/7
(Department)**

Engineering

Security

House Man/Concierge or Bell Man



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Emergency Response Team (ERT)

Morning Shift	Afternoon Shift	Night Shift
Engineering	Engineering	Engineering
Engineering	Engineering	Engineering
Security	Security	Security



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Emergency Support Team (EST)

Morning Shift	Afternoon Shift	Night Shift
Engineering	House Man	House Man
Engineering	Concierge/Bell	Concierge/Bell
Security	Security	Security



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FIRST AIDERS

Morning Shift	Afternoon Shift	Night Shift
1 person	1 person	1 person

ONYX EMERGENCY CODES



Code

1



ALARM. (most commonly fire). Code 1 can be used by any Team Member at any time to invoke the immediate attendance of the EMERGENCY RESPONSE TEAM (ERT) . P.FL.02-002

Code

2



INCIDENT. (most commonly fire). Code 2 indicates that there is a real FIRE or other major incident developing. At this point the EMERGENCY SUPPORT TEAM, DUTY MANAGER AND DUTY FIRST AIDER will attend the scene of the incident to assist. P.FL.02-002

Code

3



EVACUATE. The most senior manager on duty has deemed it safer for the occupants to evacuate the building than to take refuge inside the building. Most commonly for fire or after an earthquake has stopped shaking. P.FL.02.002

Code

Bravo



BOMB THREAT. Any incident or finding that leads to the suspicion that there may be an explosive device in the property. P.SC.01.001

Code

Delta



IN-HOUSE DEATH. A deceased person/s has been found in the property. P.SC.01.008

Code

Mike



MEDICAL EMERGENCY. A person/s requiring immediate medical assistance. The Duty First Aider and ERT will immediately attend. P.HS.01.022

Code

Red



ARMED INTRUDER. There is a person/s with a weapon in the building.

Code

Sierra



SHELTER STATION ACTIVATION. There is a physical danger to occupants but the senior manager on duty believes evacuation may not be the safest option. P.SC.01.009



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EMERGENCY CODE

COMMAND CENTER / OPERATOR/FOUNDER



COMMAND CENTER / OPERATOR/FOUNDER



COMMAND CENTER / OPERATOR/FOUNDER



via phone

Crisis Management Team (CMT)

ทีมผู้บริหารจัดการในภาวะฉุกเฉิน

COMMAND CENTER / OPERATOR/FOUNDER



ERT /First Aider/Manager On Duty (MOD)

Crisis Management Team (CMT)

ทีมผู้บริหารจัดการในภาวะฉุกเฉิน

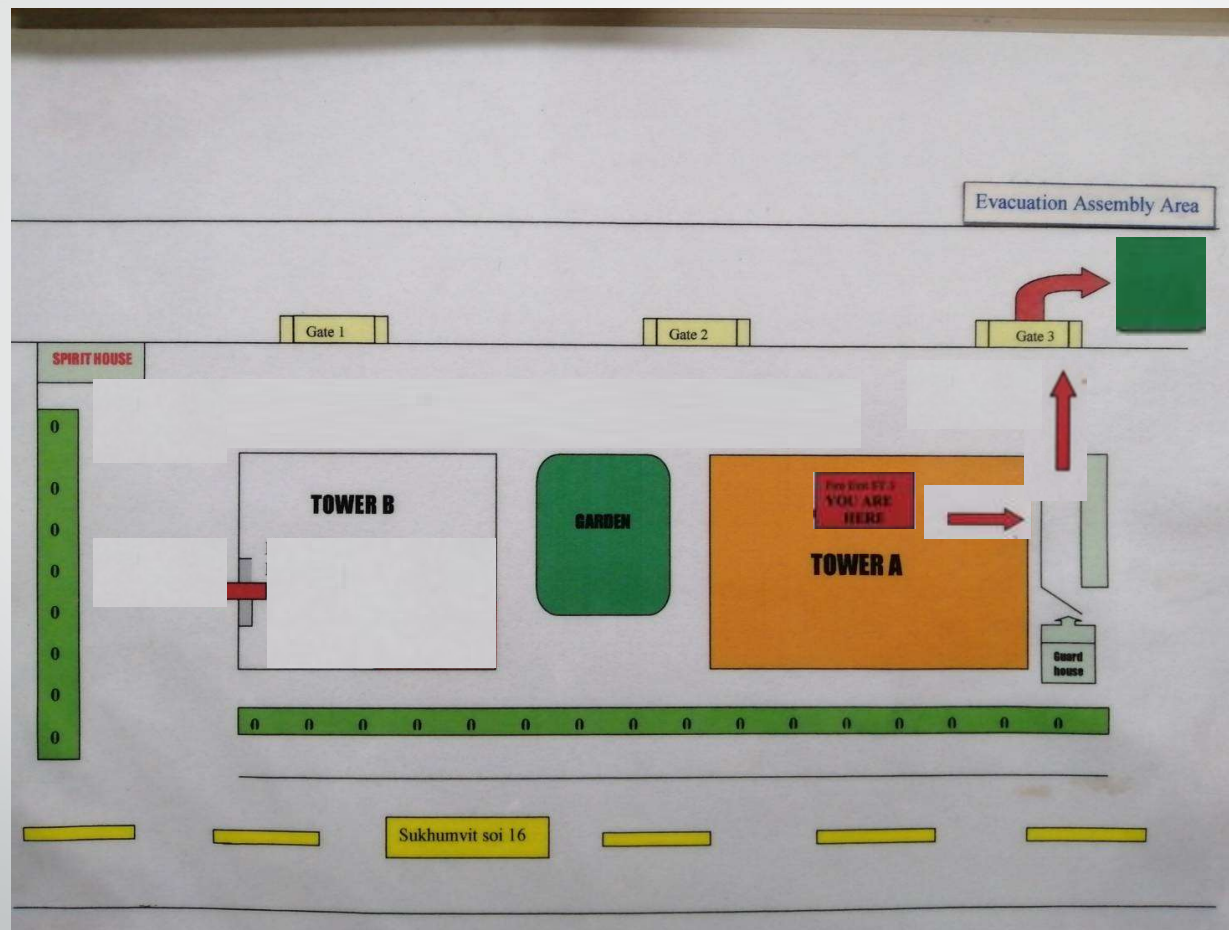


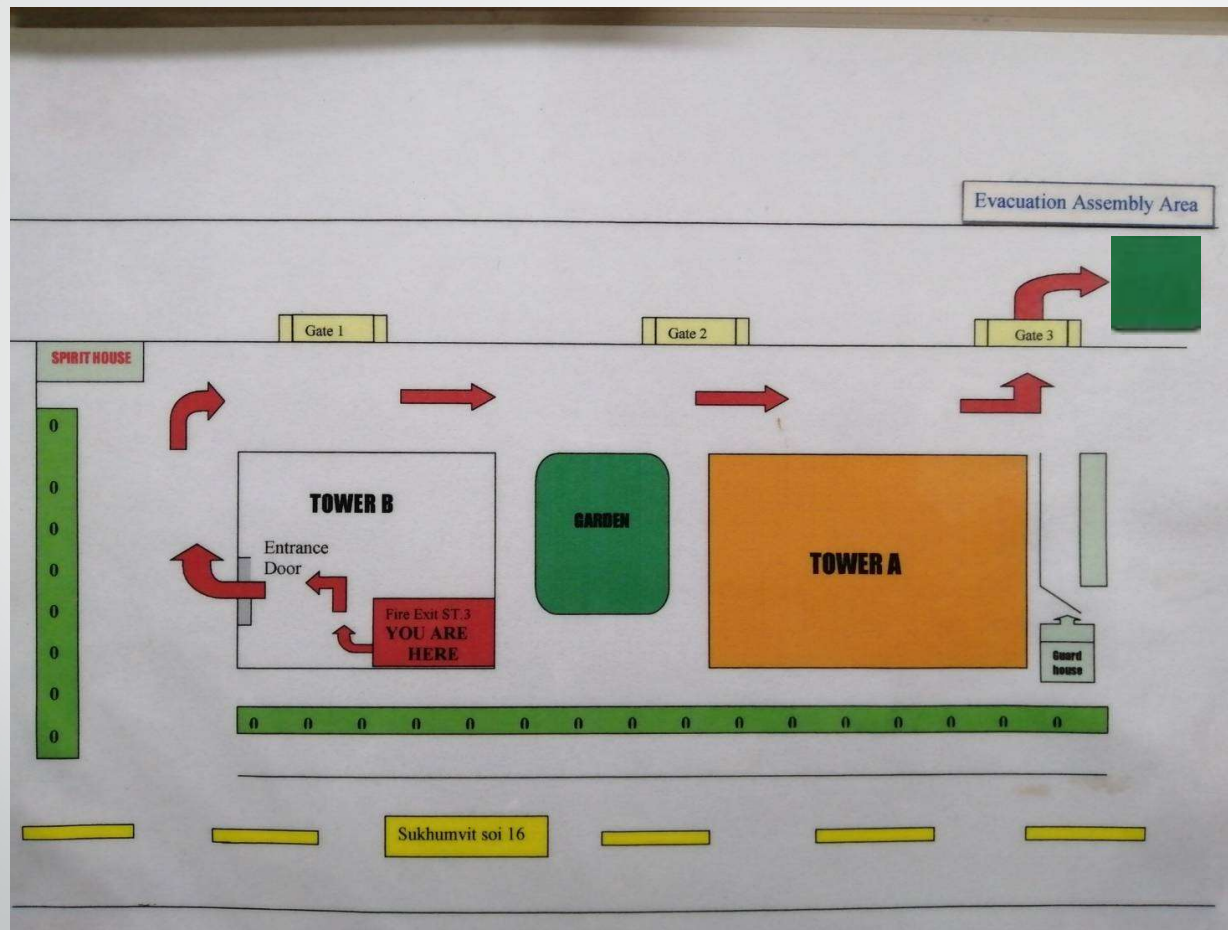
Chapter 5

Evacuation Assemble points



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Chapter 6

Department in the event of an Evacuation



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Action Plan	
Front Office (Coordinating Team)	
	Procedure
1	When received the fire alarm they responds immediately or not and what time?
2	They inform ERT by "CODE 1" and also the location or not?
3	They bring an "Emergency Card" to the scence or not?
4	When they received "CODE 2" then they call to all head departments or not?
5	When they received "CODE 3" from ERT+EST then they call to ask for approval from GM or not?
6	They are prepared 2 teams between Internal Team and External Team or not?
7	They inform to ERT&EST and all departments when CODE 3 has been approved by GM?
8	Dose the External Team immediete contact Fire Station and Hospital and also give them a correct details?
9	How do they inform the guests about the fire alarm
	*** Information provided to the guests is
	"Security Team is now checking on Fire Alarm, please wait in Lobby area
	Thank you."
10	Dose the internal team prepare all the information for evacuation or not?
	*Guests name list
	*Back up Data
	*Duty Roster of the employees
	*The important data/document of each department
	*First Aid Box
11	Is the evacuation taken seriously?



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Housekeeping (Evacuation Team)		
	Procedure	
1	They have acknowledge "CODE 2" or not and what time?	
2	They have acknowledge "CODE 3" or not and what time?	
3	When received "CODE 3" HK Centre Team informs to Team Leader and all Room Attendant for checking guest room or not?	
4	When received "CODE 3" HK Centre Team informs to all Room Attendant for evacuation?	
5	Do they checking all guest room and hanging Check-Sign on the door or not?	
6	Do they take necessary evacuation items such flashlight, cloth and water?	
7	Are there anything blocked Fire Exits?	
8	Do they check the guest name list when they reach at Assembly Point and then pass it to check team?	
9	Do they check the team member name list when they reach at Assembly Point and then pass it to check team or not ?	
10	In case missing people, the Searching Team take action immedietely or not ?	
11	Is the evacuation taken seriously?	
Sales and Marking Team (First Aid Team)		
	Procedure	
1	Whey you have acknowledge for "CODE 2"?	
2	When you have receives "CODE 3" for the evacuation?	
3	Do they bring First Aid items to the Assembly Point?	
4	Do they collect and bring an important documents to the Assembly Point or not?	
5	Do they have first aid correct or not ?	
6	Do they check the Team member name list when reach at Assembly Point and then pass it to Check Team or not ?	
7	Is the evacuation taken seriously?	



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Engineering (Fire Fighting Team)	
	Procedure
1	What time they receive "CODE 1"?
2	When received "CODE 1" ERT have arrived the scence within 1 minute or not (if not how?)
3	Dose ERT carry the fire extinguisher to the scence or not?
4	If there is a real fire occurred, ERT informs "CODE 2" to FO team and EST or not?
5	ERT inform to EST while "CODE 2" for fire hose assistant?
6	Dose EST have full equiped and take action immedietely or not?
7	Do they use it correctly and properly?
	1. Fire extinguisher
	2. Fire hose
	3. Fire Suit, Axe, Prevention Items
8	When the fire is out of control, ERT+EST inform FO Team for approve "CODE 3" from GM or not?
9	What time is the general alarm?
10	They do escort Fire fighting department to the scence with Building Plan or not?
11	How do they coordinating between ERT+EST and FO Team about fire man?
12	How do they coordinating between ERT+EST and Fireman department?
13	Do they take Building Plan to coordinate with Fireman?
14	How are they organized "Fire Pump Room" and "MDB". Is it open and ready to operate?
15	Do they bring Building Plan to the assembly Point?
16	Do they check the Team member name list when they reach at Assembly Point and then pass it to Check-Team?
17	Is the evacuation taken seriously?



Human Resource & Accounting (Check Team)

	Procedure
1	They have acknowledge CODE2 or not and what time?
2	They have acknowledge CODE3 or not and what time?
3	They have prepare Guest name list or not?
4	They have prepare Team Member name list or not?
5	They do quickly and complete check all name list or not?
6	Do they have prepare an important documentation
7	Is the evacuation taken seriously?

Security & Concierge(Security Team)

	Procedure
	Security Team
1	When received CODE3 they have prepare Department Signage at the Assembly Point
2	They have prepare parking space for Fire Department and control traffic facilities or not?
3	Control the Assembly Point stay in peace or not?
4	Standby at lobby for escort the guest to the Assembly point
5	Bring the Wheel chair to pick up disable guest by using the Fire Man Lift



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Chapter 7

Maintenance & inspect of fire fighting equipment & system



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FLS01-05 Record of the monthly inspection of the Fire Fighting Team equipment

Items	Description	Total	SAB FIREFIGHTING TEAM EQUIPMENT-PICTURE	W1	W2	W3	W4	Remark
1	Fire suits /ชุดผจญเพลิง	2						
2	Breathing apparatus/เครื่องช่วยหายใจ	2						
3	Helmet /หมวกนักผจญเพลิง	2						
4	Boot/รองเท้าผจญเพลิง	2						
5	Generator / เครื่องปั่นไฟ	1						
6	Evacuation chair / เก้าอี้เคลื่อนย้ายผู้ป่วย	2						
7	Firehose / สายพ่นน้ำดับเพลิง	3						
8	Fire Fighting Nozzless / หัวฉีดน้ำดับเพลิง	1						
9	Elide Fire / ลูกบอลดับเพลิง	2						

Items	Description	Total	SAB FIREFIGHTING TEAM EQUIPMENT-PICTURE	W1	W2	W3	W4	Remark
10	Big Hammer / ค้อนใหญ่	1						
11	Bolt Cutter / คีมตัดเหล็ก	1						
12	Big Axe / ขวานใหญ่	1						
13	Small Axe / ขวานเล็ก	2						
14	Crowbar / ขะແລง	2						



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General Manager

Hotel Manager

Human resource Department

Housekeeping Department

Engineering Department

Sale & Marketing Department

IT Manager

Front office Department

Security Department

Finance Department



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THANK YOU



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