

# **Fire**

In the event of a fire alarm, all guests are to evacuate the hotel. After all guests have evacuated, staff must evacuate the property as well. Staff needs to assemble outside the front lobby entrance door. Guest shall assemble outside of any main entrance, at least 50 feet away from the building, making sure to not block any drive.

**Following actions to be taken by the hotel management team:**

- 1. CALL 911!! State the hotel address and your name and position. Also state the nature of the alarm (area, room number, etc)**
- 2. Call MOD and engineering and report a code red. Do not mention the word "fire" over the radio.**
- 3. Print down-time report in OPERA. Gather your Guest-In-House binder and also your crisis binder.**
- 4. Call each guest room to inform guests of the alarm and that they must evacuate the hotel and to use the nearest stairwell. Start calls by calling accessible rooms first. Remaining calls should start from 5<sup>th</sup> floor down. Please make sure to contact disabled guests and ensure that they are aware of the situation. Please send help up to these guests if they cannot use the stairs. Once you have called guest rooms and know that everyone has exited the building, you need to grab your paperwork and exit the hotel.**
- 5. Assist the fire department with directions and layout of your hotel.**
- 6. Call the IHG Warm team to notify them of the issue that has occurred in the event there is an actual fire. This can be found on the emergency contact page.**

Re-occupation of the building is a decision that must be made by senior management in consultation with the fire department.