



Planning For and Responding to **EMERGENCY SITUATIONS IN THE HOSPITALITY INDUSTRY**



Workbook

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INTRODUCTION

This workbook and the training videos that accompany it, is designed to provide you with the skills and knowledge to plan for, identify and respond to a range of emergency situations that can occur in the hospitality and tourism sector.

While it is important for every hospitality professional to be able deal with a range of emergency situations to ensure their own safety and that of their guests and colleagues, it is also important to understand that these emergency situations are very rare- many hospitality professionals will go through their entire career without encountering any of the emergency situations detailed in this workbook and videos.

Emergencies and your role Workplace emergencies can occur at any time.

Responding effectively to emergencies relies on employees to identify and minimise risk, help protect people and assets, and help maintain the critical functions of the workplace (a critical function is a function that supports the life, health, safety, and security of you, your guests, other staff and your workplace).

As a hospitality professional, you have a very important role to play in ensuring that emergency risks are promptly and accurately identified, and that you know how to respond appropriately to protect yourself, your guests, your colleagues and the property.

Use this guide to help understand how to identify potential and actual emergency situations, and how to respond safely and effectively. If you learn how to identify and respond to emergencies, you can help assure the safety of you, your colleagues and your guests.

HOW TO COMPLETE THE COURSE

You should complete this course in the following way.

For the sections on NOTIFICATION and EVACUATION

Read and understand these sections before proceeding with the workbook. They contain the basics on roles and responsibilities, and it is assumed you will understand this before you complete the other sections.

Do not continue until you have completed the questions at the end of each section.

For the sections on FIRE, TSUNAMI, FLOOD, BOMB THREAT and ACTIVE SHOOTER

1. Read the text in the workbook.
2. Watch the video when you see (click on the Sinhala, Tamil or English link)
3. Answer the questions.

Assessment

The assessment is in addition to the questions at the end of each module. It is provided in a separate book.

Complete the assessment only after you have completed the workbook, watched the videos (for Fire, Tsunami, Flood, Bomb Threat and Active Shooter) and answered the questions after each module.

The assessment questions are based on the text and the video introductions to each module.

INFORMATION ABOUT THE WORKBOOK AND VIDEOS

This workbook and videos on Safety and Security Procedures in the Hospitality Industry is for the following people:

- Hospitality industry establishment owners
- Hospitality industry managers
- Hospitality industry employees

All the questions should be attempted at the end of every unit, after watching the videos.

The questions are structured in the following way:

- **RED** Questions about protocol (from the text and the video introductions)
- **BLUE** Questions about the video (actions taken by the characters in the drama or the instructions given by experts)
- **GREEN** Questions which relate specifically to the property for which you are responsible

The videos have been designed to help the trainee in the following way:



Introduction -
reinforce key areas of the text in the workbook



Drama -
show the emergency in a relatable Sri Lankan context



Expert advice -
emphasise the importance of effective measures

MEET THE STAFF AT THE HOTEL SERENDIB

Video: Introduction to Course (English)

In the videos which accompany the workbook you will see how staff at the Hotel Serendib deal with a variety of emergency situations. Watch the video to learn more about the course, hotel and staff



Nilantha De Silva – Resident Manager

A professional leader who has understood the importance of safety and security. He has trained his staff how to defend the hotel against safety threats.

Dilani Jayasekara – Front Office Manager

Front Office is usually the first respondent to matters of safety and security. Dilani is someone who acts with awareness and intelligence.



Raj Rajasekaram – Front Office Executive

Raj is Dilani's deputy. He assists ably in all emergency situations.



Naditha Rajeshvari – Room Division Manager

Naditha is a diligent and well-trained member of staff. She acts with professionalism in emergency situations



Rathnayake – Chief Security Officer

CSO Rathnayake is a professional who is both gentle and courteous, even with 'difficult' customers.

Lakshman Premarathne – Security Officer

Lakshan is a jovial person who is diligent in handling unexpected emergencies.



NOTIFICATION



GUIDELINES

In any emergency situation it is imperative that the person who discovers/identifies the emergency immediately notifies the appropriate person in the organisation so that the situation can be effectively managed, and that there is an effective chain of notification so that all relevant staff are informed and can fulfil their duties. In most organisations, the chain of notification will be:

1. Discovering person
2. Front Office or Guest Services Representative
3. Security or Management Representative
4. External Emergency Service

1. Discovering Person



In the event of an immediate emergency where the safety of a person or property is in immediate danger, such as a fire, explosion or bomb threat, the person discovering the situation is to call the Guest Service Representative and/or the Front Office.

The Discovering Person will need to tell the Guest Service Representative or Front Office:

- a. The nature of the incident (eg, fire, bomb threat, active shooter)
- b. The location of the incident (exactly where in the property the incident is)
- c. The current status of the incident (eg is it imminent, under way, under or out of control)
- d. When the incident occurred and/or when it was discovered.
- e. The Discovering Person's name, job title and current location.
- f. If no phone is available or if phone service has been interrupted, immediately contact the Front Desk and/or Manager on duty.

2. Guest Service Representative of Front Office



When advised of a potential emergency situation the Front Office or Guest Service Representative should record:

- a. The nature of the incident.
- b. The location of the incident.
- c. The current status of the incident.
- d. When the incident occurred or when it was discovered.
- e. The caller's name, job title, and current location.
- f. The Front Office or Guest Service Representative must then immediately contact the Manager on Duty and the appropriate Emergency Services (Fire Department, Police, Ambulance, etc)

3. Security or Management Representative



When notified of a potential emergency, Security or the Management Representative will proceed immediately to the emergency site to confirm or cancel the emergency notification.

If the emergency is real: Confirm the emergency to the Manager on Duty, confirming:

- a. The nature of the incident.
- b. The location of the incident.
- c. The current status of the incident.

If the emergency is a false alarm:

- a. Security or Management Representative will contact Front Desk to report it as a false alarm.
- b. Security or Management Representative will inform the Front Desk to contact any emergency services and rescind any request for assistance.
- c. Security will inform the Front Desk to contact any additional informed staff to rescind all requests for assistance.

4. Emergency Services



Once Emergency Services have been notified and arrive on the scene, it is vital that they receive accurate, complete information regarding the incident. They will need to know exactly:

- a. The nature of the incident.
- b. The location of the incident.
- c. The current status of the incident.

This information should come from either the Discovering Person, Front Office, or Security/ Management Representative. Any person from the above list should accompany Emergency Services to the nearest safe place to the location of the incident, making sure to remain safe at all times. Remember that once they are on site, it is the job of Emergency Services to attend to the incident and ensure that people and property are safe.

Questions about Notifications

The following activities apply to the property you work in.

1. List the contact details of Emergency Services in your area:

- Ambulance/Fire Rescue:
- Police Emergency Hotline:
- Tourist Police:
- Police Emergency:
- Fire and Ambulance Service:

2. Where are the contact details of Emergency service displayed in your property?

3. Are the contact details up to date and working?

4. What is the contact name and number of the Security or Management Representative for your property?

5. If the Security or Management Representative is not available, who do you contact instead?

EVACUATION



GUIDELINES



There are differences in evacuation procedures depending on the reason for the evacuation, the urgency required and the situation of your property. However, In the event of a partial or complete evacuation of a property due to fire or other emergency situation, the following procedures generally apply:

1. Prepare for evacuation upon hearing the fire alarm or being given verbal instructions to evacuate.
2. Walk. Do not run. Stay calm.
3. Ensure that fire doors are not blocked open.
4. Assist guests and other staff, including those with disabilities, as needed
5. Proceed to the designated evacuation assembly area
6. Staff to stay with their departmental colleagues once in the assembly area to perform head counts
7. Always place your hand on the back of a door and/or the door handle before opening it. If hot, do not open and find an alternate route.
8. If you enter a smoke-filled area, seek another exit route if possible.
9. If you must pass through an area filled with smoke, cover your nose and mouth with a towel or piece of clothing dampened with water if possible. Crawl low along the wall to the nearest exit.
10. If unable to evacuate due to a blocked exit or other barrier, attempt to enter a guest room or other area free from fire and smoke. Immediately call Security or the Front Office and advise them of your location and situation.
11. Once in the guest room, fill the bathtub with as much water as possible. Soak towels, sheets etc. and place them in the cracks between the door and the floor. Turn off the air conditioning. Cover any vents. DO NOT try to break glass unless directed by fire department personnel.
12. Immediately report anyone stranded to security, ERT or fire/ police personnel.

Work Area Preparation



If an evacuation is imminent and it is safe to attempt, the following tasks should be undertaken:

1. Return all equipment to its storage area
2. Cashiers to drop all money in the general cashier's safe or other place designated by your property
3. Food and beverage staff ensure that all food and liquor storage rooms are secure
4. Lock down as much as possible to prevent vandalism and theft during the emergency

Evacuation Responsibilities



The authority to order an evacuation rests with (in order):

1. The General Manager (GM) or Manager on Duty (MoD)
2. The Rooms Division Manager (RDM) in the absence of the GM
3. The Manager on Duty in the absence of 1 and 2 above.

1. General Manager or Manager on Duty

2. Be prepared to supply emergency relief items to guests, such as blankets
3. Be prepared for media inquiries. However, it is preferable to direct media to fire and police department personnel for information and comment
4. Issue and “All Clear” at the conclusion of the incident
5. At the conclusion of the incident, visit the guest assembly area to talk with and assist guests
6. Contact the divisional heads for corporate crisis team advice and support

2. Rooms Division Manager

1. Initiate evacuation procedures if that has not already been done due to absence of GM or MoD
2. Notify all Heads of Departments on the property immediately
3. Ensure that staff respond to their designated areas to assist in the evacuation.
4. Advise staff evacuating guests of any guests needing special assistance, and direct that they be assisted first.
5. Assign staff to the base of the stairwells to direct guests to the assembly area(s). (Note: An alternate area may be necessary depending upon circumstances and the location of the emergency)
6. Respond to calls for medical attention, advising Emergency Services of any medical emergency
7. Ensure the complete evacuation of affected areas
8. Assist guests in re-entering the hotel once the emergency is over
9. At the conclusion of incident, prepare an appropriate incident report

3. Front Office Manager

1. Instruct front desk staff to secure cash registers, folios, credit card vouchers, safe deposit boxes and luggage storage areas
2. Direct guests to assembly area
3. Assign senior staff to visit the guest assembly area to talk with and assist guest periodically
4. Proceed to the assembly area. Walk, do not run.

4. Front Office Team

1. Notify staff evacuating guests of any guests requiring special assistance (for example, the disabled, elderly, young children, persons who do not speak the language, etc.)
2. Provide clear instructions to guests, eg advice guests to use only the stairwells to exit. Direct guests to the predetermined guest assembly area(s)
3. Keep phone lines open for emergency communication. Limit the length of calls
4. Relay pertinent information to attending Emergency Services

5. All Staff

1. Walk. Do not run. Do not raise your voice unless necessary to gain attention. Stay calm
2. Ensure that fire doors are not blocked open
3. Assist guests and other staff, including those with disabilities, as needed
4. Proceed to the assembly area

6. Department Heads and Supervisors

1. Ensure that evacuation routes are usable and safe
2. Direct staff to leave calmly using the primary evacuation route
3. Upon arriving at the designated assembly area, determine if all staff are accounted for
4. Contact the evacuation command center once the staff count has been completed. Provide the number of people on duty and the number accounted for

Questions about Evacuations

1. What is the method used to alert staff and guests that they need to evacuate (eg, bell, siren, P.A system, verbal instruction)?

2. If bell, siren or P.A. system is it working. If it is not working when will you fix it?

3. If giving oral instructions are you (or your staff) able to deliver them in English? If not, how can you improve this?

4. Does your property have evacuation maps displayed to guests? If so, where are they displayed?

5. Have you confirmed your evacuation maps are consistent with the evacuation plans of your district Disaster Management Centre?

6. Where are the assembly areas in your property? Where are staff and guests advised of where these areas are located?

7. Are evacuation routes clearly identified in the property? If so, how? How are guests with disabilities (eg, vision impaired, physically disabled) catered for in identifying and accessing evacuation routes?

FIRE



INTRODUCTION



A fire has the potential to create panic among guests and staff. In order to minimize panic and reduce the potential for unnecessary danger to people and property, it is vitally important that all hotel staff are aware of proper procedures to follow should a fire occur. There will be no time to read a manual once a fire emergency occurs. All staff in every department should know their responsibilities, and understand what to do if a fire emergency occurs.

All staff should know where the fire extinguishers are located in their areas of operation, and understand how to use a fire extinguisher to lessen the risk that small, contained fires grow into large uncontained blazes that can cause serious injuries or death, and/or substantial damage to property.

All staff should recognize the importance of staying calm in a fire emergency, and be firm with guests to ensure that order is always maintained to avoid chaos and panic. Guests will look to staff for instructions in an emergency, so it is vital that all staff understand what to do and when to do it.

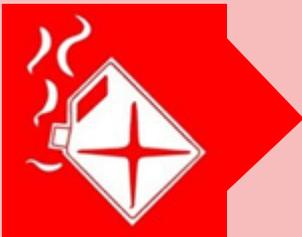
The main fire danger areas in hospitality enterprises, where most fires start, are in kitchens, and in laundries.

TYPES OF FIRE

Fires are generally classified according to the materials that are on fire, which determines the methods used to suppress and/or extinguish the fire.



Class A fires consist of ordinary combustibles such as wood, paper, fabric, and most kinds of rubbish. These materials will be commonly found throughout a hospitality property. Most suppression techniques and fire extinguishers will be effective at extinguishing Class A fires.



Class B fires consist of flammable liquids such as petroleum. These materials will be commonly found in kitchens, laundries and housekeeping areas. The most effective way to extinguish a liquid fire is by inhibiting the chemical chain reaction of the fire, which is done by dry chemical powder extinguishing agents, although smothering with CO₂ or foam is also effective.



Class C fires consist of flammable gases such as propane, butane, acetylene, and ammonia. These materials will be commonly found in the kitchen and housekeeping areas of hospitality properties. Dry chemical powder fire extinguishers can be used to extinguish gas fires. The powder within the extinguisher will act as a suppressing agent, smothering the oxygen within the fire and stopping embers from the fire from scattering and spreading.



Class D fires consist of flammable metals, such as alkali metals like lithium and potassium, and alkaline earth metals such as magnesium. It is unlikely that these materials will be commonly found in hospitality properties, and only dry powder should be used to extinguish a metal fire. Using a dry chemical extinguisher in error, in place of dry powder, can be ineffective or actually increase the intensity of a metal fire.



Class E fires consist of electrical fires involving potentially energized electrical equipment. This sort of fire may be caused by short-circuiting machinery or overloaded electrical cables. These fires can be a severe hazard to firefighters using water or other conductive agents, as electricity may be conducted from the fire, through water, to the firefighter's body. Electrical fires may be fought in the same way as an ordinary combustible fire, as long as the electricity is turned off first, **otherwise water, foam, and other conductive extinguishers must not be used.**



Class F fires consist of cooking oils and fats. These materials will be found in all commercial kitchens. As with Class B fires, a solid stream of water should never be used to extinguish this type because it can cause the fuel to scatter, spreading the flames. Fire blankets can be used to stop a Class F fire, or a special class K extinguisher will safely smother the fire by turning the oil into a foam.

When You See a Fire

Upon noticing a fire, a staff should act quickly and calmly. There are four action steps to take – just remember “**NEED**”.

N Notify the Front Office

- Call the Front Office and give them specific details about where the fire is, and what is on fire (materials or structures such as the walls or bedding, or liquids such as cooking oils or fuel). Follow the other Notification steps listed above in “Notification”.
- Activate the nearest fire alarm if available
- Remain calm, do not panic and do not shout “FIRE”
- Front Office will notify the appropriate management and authorities

E Evacuate the immediate area

- Isolate the fire if possible – close doors, windows, etc.
- Do not enter a smoke filled area alone.
- Never let a fire get between you and the way out.
- If the fire is uncontrollable: begin evacuating the affected area first, followed by the areas nearest nearby. Assist and direct guests to the nearest fire exit. Instruct guests to go to the designated assembly area.
- Clear the area of all carts, trolleys and obstructions

E Extinguish the fire if it is reasonably safe to do so

- Locate the nearest fire extinguisher and follow the operating instructions on the extinguisher
- Do not try to fight the fire if it is too big to extinguish with an extinguisher- if the fire is larger than a wastepaper basket size, isolate the fire by closing the door(s) to the area, and move to safety using the nearest fire exit.
- Always place your hand on the back of a door and/or the door handle before opening it. If the door or handle is hot, do not open, and find an alternate route if possible.
- If you enter a smoke-filled area, seek another exit route if possible.
- If you must pass through an area filled with smoke, cover your nose and mouth with a towel or piece of clothing dampened with water if possible. Crawl low along the wall to the nearest exit.
- If unable to evacuate due to a blocked exit or other barrier, attempt to enter a guest room or other area free from fire and smoke. Immediately call Security or the Front Office and advise them of your location and situation.
- Once in the guest room, fill the bathtub with as much water as possible. Soak towels, sheets etc. and place them in the cracks between the door and the floor. Turn off the air conditioning. Cover any vents. DO NOT try to break glass unless directed by fire department personnel.
- Extinguish first with a fire extinguisher only if it is safe to do so and you have been trained. DO NOT ATTEMPT TO FIGHT A FIRE ALONE (Be aware that fires can release toxic fumes)

D Direct the emergency response team or Emergency Services to the fire

- Communicate all information to the Front Office
- Assist as directed by any emergency responders
- Be prepared to assist in an evacuation and to evacuate yourself

If you are in the Front Office

If report of fire is received by phone:

- Ask and record the name of the caller, and position and record nature and exact location of fire.
- If the caller is a guest, please inform the guest "Please leave your room and proceed to the nearest muster point, I shall inform Management immediately thank you".
- Inform Security or the Management Representative calling to inform "A fire is reported at
....."
- Answer calls about the fire from in-house guests calmly, and advise them where their nearest muster point is, and to immediately evacuate to that muster point.
- Print out the in-house guest list, guest balance sheet, expected arrivals today and next 3 days
- Ensure the disabled guest list is available for Security or Management Representative, and notify Security or Management Representative of any disabled guests residing in the affected part of the property.
- If a disabled guest calls and you determine they are not in an affected area, assure them they are in a safe area of the building and a staff member or Emergency Services officer will be sent to their location if an evacuation is necessary.

- Porters, FO staff and/or Security, assure that the main entrance is cleared of any obstructions, ensure that all vehicles are moved from the drive-way and kept clear for Emergency vehicles.
- Cashier to put the cash float in the drop safe.
- Wait calmly at the counter to provide answers to guests until hearing the evacuation instruction, at which time assist guests to the nearest muster point.

If you are in the Housekeeping Department

- Ensure that all hallways and walkways are free of obstruction.
- Remain in the area to ensure that guests are assisted in the event of an evacuation.
- If the fire is in the Housekeeping Department:
 - Shut off power, steam and gas to all equipment and extraction fans.
 - Follow the **NEED** process

If you are in the Food and Beverage Department

- Remain in the area to ensure that guests are assisted in the event of an evacuation.
- If the fire is in the Kitchen, Chef, Food and Beverage, and Restaurant Manager to shut off all electrical, gas valves, steam, and extraction fans.

If Your Property Has a Fire Alarm and Public Address (PA) System

If your hotel is equipped with a Fire Alarm and a Public Address (PA) system, the Management Representative should use it to keep guests informed, and to convey instructions during an emergency.

1. Fire Not Yet Confirmed

When a Fire Alarm Alarm sounds and the fire has not yet been confirmed through the NEED process, inform the guests using the following message:

“Ladies and Gentlemen, this is the manager on duty. We are experiencing an activation of our fire alarm system and we are investigating. Please remain calm and we will update you shortly. There is no reason for you to leave the building at this time.”

2. No Fire- False Alarm

When a Fire Alarm has sounded and the response team has confirmed that there is no smoke or fire, inform the guests using the following message:

“Ladies and Gentlemen, this is the manager on duty. We are experiencing an activation of our fire alarm system; however, Security and Maintenance reported an all-clear. Please disregard this alarm and we apologize for any inconvenience.”

3. Fire Found and Extinguished

When a Fire Alarm sounds and the response team reports finding smoke or fire but have extinguished the fire and reports an evacuation is not necessary, inform the guests using the following message:

“Ladies and gentlemen, this is the manager on duty; we are experiencing an activation of our fire alarm system. We have found and resolved the problem. There is no fire, and it is safe to stay inside the building.” Repeat this message

4. Fire Found and Not Extinguished, Evacuation Required

When the response team reports finding smoke or fire, inform the guests using the following message:

“Ladies and Gentlemen, this is the manager on duty. We are experiencing an activation of our fire alarm system. Please leave the hotel using the nearest emergency exit. **Do not use the elevators.**”

Repeat this message regularly until it is confirmed that all guests have evacuated.

THE MAJOR FIRE DANGER AREAS

Kitchen and Food Preparation Areas



The main fire hazard arising from food preparation is the use of heated fats and the risk of overheating the fat due to operator error and/or the failure of a thermostat in the equipment. This can be a particular problem if the kitchen is left unattended even for a short period. There are only small differences between the maximum safe cooking temperature of cooking fat or oil (about 205°C), the temperature at which flammable vapours are given off (about 230°C), and that at which spontaneous ignition occurs (between 310°C and 360°C). The fire-related properties of fats change during use; one indication of this is the darkening of the colour resulting from oxidation.

Other common causes of fire include spillage of fat, or overfilling fryers when changing or topping up oil- hobs, pans and other cooking equipment can be a source of ignition when the appliance is hot. If deposits of grease are allowed to accumulate in fume extract ducting, the introduction of an ignition source may cause the deposits to ignite and the resulting flames could spread rapidly throughout the complete ducting system. The fire may rapidly spread to other parts of the building endangering the lives of staff, guests and nearby residents, and the resulting damage to the ductwork and the structure of the premises could be serious enough to necessitate lengthy and costly remedial work resulting in considerable interruption to business operations.

Cooking oil and fat fires develop rapidly and produce considerable quantities of heat and smoke. In confined cooking areas this makes fire fighting using hand appliances difficult and dangerous, even if the operators have suitable types of extinguishers and have received appropriate training and instruction in their use.

Reducing Fire Risks in Commercial Kitchens

1. Kitchens must have clear and unobstructed fire escape routes with appropriate fire exit signs and emergency escape lighting. Food supplies, equipment, chemicals, and supplies must not be stored in fire escapes, stairwells as this will impede any evacuation and firefighting attempts, and present a fire hazard; they must not be used to prop open fire doors as this renders the fire door ineffective.
2. Cooking appliances must be installed, operated and maintained in accordance with the manufacturer's instructions.
3. Food preparation staff must be thoroughly instructed as to the hazards associated with the correct use of the deep fat fryers, grilles, hobs, ovens, bratt pans and similar equipment and the emergency procedures relating to these.
4. Cooking equipment must not be unattended whilst the heat source is operating.
5. The installation, servicing and users' instructions should be kept safely for future reference, together with service records.
6. All Food and Beverage Staff must be made familiar with the location of the main isolator or shut off valves and the operation and correct method of use of portable fire extinguishing appliances and any fixed fire extinguishing system. They must also be instructed in the actions to take in the event of a fire or an escape of burning gas.
7. Food preparation staff must be thoroughly instructed as to the hazards associated with fighting cooking oil and fat fires.
8. A notice with instructions in the event of fire should be prominently displayed in the cooking area. The notice must indicate the location of the emergency isolators and require the prompt shut-down of heat supplies and extraction systems.
9. To prevent a fire occurring as a result of spontaneous heating, any wipes that have been used to mop up spillages of cooking oil must be removed from the premises after each working period and be stored in a metal container with a metal lid. This container should be sited at least 10m from the building, or as far away as reasonably practicable, to await safe disposal.
10. Waste oil that is being recycled should be stored in a closed metal (or heat-resistant plastic) container. Wherever practicable, this should again be located a minimum of 10m from the building.
11. Where possible, drums and large containers of cooking oil should be stored on pallets that incorporate sumps to retain any leakage. The sumps should be inspected periodically and emptied and cleaned following any leak.

12. Spare butane cartridges for flambé lamps and chefs' blowlamps should be stored securely, such as in a locked metal cabinet, and kept outside of the kitchen.
13. To avoid the build up of a large fire load, bulk supplies of foodstuffs should be stored in designated locations outside of the kitchen and well clear of the cooking ranges. Similarly, combustible waste materials, such as packaging, should be removed frequently to avoid accumulation and possibility of rapid fire spread in the event of a fire in the kitchen.
14. Cleaning of the surfaces of all cooking equipment hoods and canopies, ductwork, fans, burners and fixed fire extinguishing equipment must be carried out frequently to prevent contamination by grease or oil. Grease tends to accumulate at specific points and particular attention should be given to cleaning concealed areas formed by corners and lips. Stainless steel baffle filters found in exhaust hoods and other extraction devices are efficient in removing grease from the air, and can be washed in hot soapy water either by hand or mechanically. Stainless steel cartridge filters may also be used in extraction devices and should be cleaned in commercial dishwashers.
15. Flammable solvents or other combustible based cleaning aids should not be used.
16. A suitable number of appropriate portable fire extinguishers should be available and immediately accessible in the case of a fire.
17. Where a deep fat fryer is present at least one of the extinguishers provided in the cooking area should be of Type F.
18. All staff should be made aware that an outbreak of fire involving burning gas should not be extinguished until such time as the gas supply has been shut off. All heat sources should be isolated before tackling a fire.
19. Where a fire blanket is provided, staff should be trained in its use. All fire fighting equipment should be easily and safely accessible.

Gas Safety

If there is a smell of gas in the kitchen or on the premises:

1. Evacuate all guests immediately from the premises using the property's Evacuation Procedures.
2. Shut down frying and other gas fuelled appliances promptly and safely
3. Turn the gas supply off at the main stopcock
4. Put out all naked flames
5. Open doors and windows to ventilate the building
6. Evacuate all members of staff
7. Do not search for gas leaks with naked flames
8. Do not smoke where there is a smell of gas
9. Do not operate electric switches.
10. In the case of a gas cylinder that continues to leak after the valve has been shut, contact the supplier for advice.

Electrical safety

If there is visible damage to electrical equipment in the kitchen, or the plug or cord associated with the item, it should be switched off and unplugged (in the case of portable equipment). The damage should be reported immediately to Management, and the appliance not be used again until it has been fixed or replaced.

Video: Fire In the Kitchen (Introduction)

Watch the *Fire in the Kitchen (Introduction)* Video

Questions about Fire in the Kitchen:

1. Identify the areas in your property most at risk of the following types of fire, and note how many fire extinguishers appropriate for that class of fire available in that area:

a. Class A fire

b. Class B fire

c. Class C fire

d. Class D fire

e. Class E fire

f. Class F fire

5. Identify the locations of all designated assembly points used in the case of fire alarms.

6. Identify the locations of all fire extinguishers and fire hoses in your property.

7. Identify the locations of all “shut off” switches and valves in your property (eg, steam, gas, electricity).

8. If your property has a PA system, identify the locations of the speakers. Is there anywhere on the property that the speakers would not be an effective method of communicating with staff and guests?

9. If you have no answer to any of the above what is the reason? Can you take steps to improve your fire preparedness?

Video: Fire In the Kitchen (Drama)

Watch the *Fire in The Kitchen (Drama)* Video (Sinhala with English subtitles)

More questions about Fire in the Kitchen:

1. In the video, how does the fire begin?

2. In the video, what steps to the staff take in order to alert each other and emergency services to the fire?

3. In the video, what mistake do the staff make when they first tell guests there is a fire?

4. In the video, where are the guests evacuated to?

5. In your kitchen:

a. What temperature is the thermostat set to on the deep fryer?

b. How far from the deep fryer is the “Class F” fire extinguisher?

c. How many of each type of fire extinguisher are in the kitchen?

d. Where are the manufacturers’ instructions stored for the equipment in the kitchen?

e. Where are the records of repairs and maintenance for kitchen equipment kept?

f. How often are the filters on extraction and exhaust fans cleaned, and where is this information recorded? When was the last time they were cleaned?

g. Where is used/recycled oil stored?

1. Laundries



The size, complexity of the operations and volume of combustible materials being laundered in hospitality laundries present significant fire hazards. If a fire occurs, it can result in injury, loss of life, large financial losses, as well as a loss of jobs, and even failure of the business. Fires in laundries have occurred as a result of self-heating, lint clogging ducts and filters and electrical faults. The number of trolleys or bags filled with clean and dirty laundry that have to be moved by the fire services to reach the source of a fire can delay fire fighting operations, and allow the fire to spread and develop before effective fire fighting operations can be employed.

Laundries must:

1. have clear and unobstructed fire escape routes with appropriate fire exit signs and emergency escape lighting. Laundry trolleys, bags, chemicals, equipment and supplies must not be stored in fire escapes, stairwells as this will impede any evacuation and firefighting attempts, and present a fire hazard; they must not be used to prop open fire doors as this renders the fire door ineffective.
2. be physically separated from the other operations being carried out on site as much as possible.
3. have appropriate portable fire fighting equipment (extinguishers and blankets) are available and suitable for the types of fires possible in the laundry.
4. train all staff in the actions to take in the event of fire, including the safe shut down of the process and evacuation of the premises.
5. conduct regular, scheduled and documented cleaning, especially of laundry exhaust ducts. Exhaust ducts are a particular hazard in laundries, as they convey large volumes of humid air that carries numerous small fibres which may build up and significantly restrict airflow. Common signs that a laundry exhaust needs cleaning include:

- Clothes taking too long to dry
 - Visible lint buildup at the exit of the duct, causing a fire hazard
 - Dryers turning off automatically because the heat is not exhausting
 - Higher concentrations of lint in the air within the laundry
 - Ducts rusting from holding wet lint for long periods
6. undertake regular cleaning in all parts of a laundry. Fluff must be removed from electric motors, heating coils, tumbler ducts, roof trusses and horizontal surfaces. Cleaning must be undertaken using vacuum cleaners to avoid disturbing dust and fibre particles creating a potentially explosive atmosphere.
 7. ensure that electrical extension leads and double/multiple adaptors are never used in wet process areas.
 8. ensure that all cardboard boxes, packaging and other combustible waste materials are removed from the laundry to a safe location at least 10m from the building at the end of each work period.
 9. have instructions for employees displayed in prominent positions on the safe operation of tumble driers and the handling of dried loads to reduce the potential for fire.

Reducing Fire Risks in Laundries

1. Retrieval

Retrieval is the collection and handling of dirty linen, clothing and other washable items which may not be sorted before arriving at the laundry. In some hotels, laundry may be conveyed by a chute. Doors to laundry chutes must have a locking mechanism only available to appropriate staff, to prevent foreign objects, including burning materials, being placed into the chute.

2. Sorting

Where laundry has been, or is suspected of having been, contaminated with oils, there is a hazard from spontaneous combustion. Any laundry from a commercial kitchen, or towels from spas and leisure centres that have been contaminated with massage oils, must be processed separately from other items.

3. Washing

Washing, being a wet process, is not associated with many fire hazards. Sorted linen is weighed and placed in washing machines according to the washing machine's load limit. Items that have completed the washing process but still appear to be greasy or oily should be segregated from other laundry and subject to further washing with additional detergent before drying. Contaminated items must not be placed in the dryers. If flammable liquids and peroxides or other oxidising agents are

stored or used for laundry, they must be stored outside the laundry compartment, and be stored separately from one another and from other incompatible materials. Storage of these items must be ventilated and signed.

4. Drying and ironing

After washing, items are dried, ironed and folded. Some items, such as towels and blankets, are dried by hot air dryers. These use hot air forced through pores into a spinning cylinder or drum. The hot air and mechanical agitation evaporate the moisture from the linen prior to folding. Other items, such as sheets, can be sent directly through heavy steam-heated rollers that dry, press and fold them. The air temperature in dryers must be carefully controlled; if it is not hot enough, the linen will not dry thoroughly in the cycle time. If it is too hot, the linen may become too dry, damage the product and create a fire hazard. The cooling down cycle in the dryer must be adequate to reduce the temperature of the items to eliminate the possibility of combustion.

To reduce the risk of fire when drying clothes in tumble dryers:

- a. Laundry should not be over-dried in the dryer
- b. Laundry should be unloaded immediately, not be left in the dryer after the drying process is finished
- c. Tumble dryers must always be unloaded and left empty overnight
- d. Tumble-dried laundry must be separated and folded as soon as possible after removal from the dryer. If this cannot be done, the laundry should be removed from the dryer and spread so the heat is quickly lost
- e. Tumble dryers must be equipped with a cooling cycle at the end of the drying cycle
- f. Unloaded laundry must be monitored and cooled before being left unattended.

Large laundries use ironer-folder machines, and most laundries use small hands-free ironing machines or hand operated irons for ironing small or delicate items. Where hand operated irons are used, a time switch must be fitted so that they are not left hot throughout periods when there are no staff on the premises, or the irons incorporate a sensor to turn the appliance off automatically if not moved for a preset period of time.

5. Distribution

After the laundry has been processed, items are returned to Housekeeping, or to the guest if a personal item. In preparation for returning to Housekeeping, linen including sheets, duvets, towels have to be folded and stacked, increasing the required cooling time, and can promote the hazard of self heating. When linen is folded and stacked out of dryers it must be under observation until it has cooled sufficiently.

Video: Fire In the Laundry (Drama)

Watch the Fire in the Laundry Video (Sinhala with English subtitles)

Questions about Fire in the Laundry:

1. In the video, what class of fire starts in the laundry?

2. In the video, how was the fire dealt with (notification and action)?

3. In your laundry?

a. How many washing machines and dryers are in the laundry?

b. Does the laundry use a chute, trolleys/bags, or both?

c. How many and what type of fire extinguishers are in the Laundry?

d. How often are the exhaust ducts cleaned? Where is this information recorded?

e. When was the last time the exhaust ducts were cleaned?

f. Are there any extension cords and/or adaptors being used?

g. Are instructions displayed for the correct use of all equipment?

h. If there is a laundry chute, does it have a closing flap on it to impede fire spreading from the laundry into the chute?

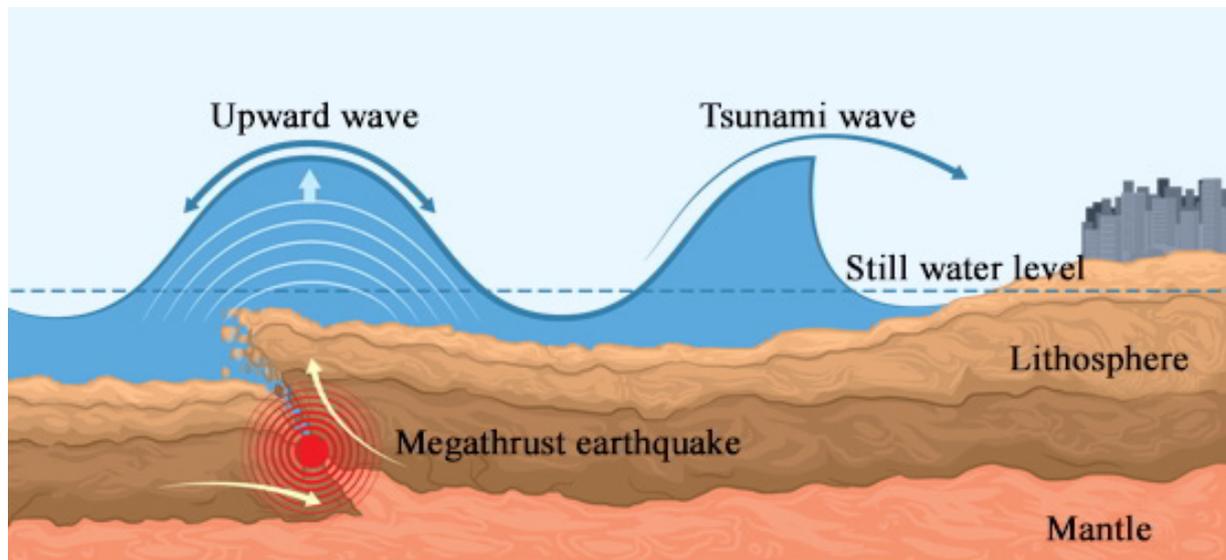
i. For the irons used in the laundry, what is the duration before they automatically switch off after not being used?

j. Identify any obstructions to emergency exits, or any obstructions to firefighters if they had to get to the source of a fire in the laundry.

TSUNAMI



INTRODUCTION



A tsunami is a series of waves that occur in an ocean or other large body of water that are caused by some activity displacing large amounts of water. Tsunami is the Japanese word for “harbor wave”.

Tsunamis are usually caused by earthquakes that occur on the seafloor or in coastal areas. The energy generated by the earthquake is transmitted through the water. In deep oceans the energy in these seismic sea waves can travel virtually unnoticed because the wave height may be only twelve inches. When this energy reaches the shallow waters of coastlines, bays or harbors, it forces the water into a giant wave. Some tsunamis may reach heights of 100 feet or more.

Tsunamis are primarily associated with earthquakes in oceanic and coastal regions. When an earthquake occurs, the energy travels outward in all directions from the source. This can be illustrated by throwing a pebble into a small, still pond. The pebble represents a meteorite or some other energy source and the pond represents the ocean. The ripples that travel out in all directions from the focus or the point where the pebble hit the water, represent the energy that creates a sea wave. Notice how the waves become larger as they reach shore, where the water is shallower.

Detecting tsunamis is a very difficult thing to do. When a wave begins in the deep ocean waters, it may only have a height of about twelve to twenty-three inches and look like nothing more than the gentle rise and fall of the sea surface. Tsunamis in deep water can have a wavelength greater than 300 miles (500 kilometers) and a period of about an hour. Another important factor in considering tsunamis is the rate at which they lose energy. Because a wave loses energy at a rate inversely related to its wavelength, tsunamis can travel at high speeds for a long period of time and lose very little energy in the process.

How can you tell if a tsunami is coming?

An obvious clue is when the water in a bay, a harbor or along the beach suddenly rushes out to sea, leaving fish and boats stranded. When this happens, it is likely that a tsunami will hit at any time in the next five to thirty minutes.

What to do if there is a tsunami warning

Stay tuned to local radio and TV stations, especially government-run stations, for evacuation orders if a Tsunami Warning has been issued and for other updates. DO NOT return to low-lying areas until the tsunami threat has passed and the “All Clear” is announced.

If a Tsunami warning is issued, NEVER go down to the beach to watch the wave come in. Remember also that a tsunami is a series of waves. Often the first wave may be the least dangerous. The waves may get progressively worse as time goes by. Listen to a portable radio to learn when it is safe to return home.

After a tsunami has hit, all food and water should be tested for contamination before it is consumed. All buildings should be checked for gas leaks and electrical shorts before anyone enters. Administer first aid only if you know what to do.

Tsunami Evacuation Procedures



Room Evacuation Procedures:

1. Locate the “All Clear” tags, or chalk to mark doors of rooms that have been cleared (see below)
2. Knock on the door of the guest room and shout: ‘Tsunami Evacuation!’

3. If there is no response, enter the room. Make sure the guest evacuation team has the master key to enter the rooms.
 - a. Search the bedroom and bathroom areas and check any walk-in cupboards.
 - b. If the room is empty, mark that the room has been checked and is empty. Proceed to the next room.
4. If the room is occupied, tell the guests to proceed to the evacuation area immediately Provide directions to the evacuation route.
5. Tell the guests to leave their luggage and bring only their valuables and identification cards. 6.
6. As the guests leave the room, make sure the door is locked and mark the room as having been checked, and move to the next room.
7. If there is a guest in the room who does not want to leave DO NOT mark the room as empty. However, do proceed to the next room.
8. When the whole floor has been checked, double-check the rooms without the mark and make sure the room is empty.
9. When all designated rooms are checked and clear, the evacuation team members should assist other team members, and when/if they do not require assistance should proceed directly to the evacuation area.
10. Some guests may require physical assistance to evacuate:
 - a. Bring disabled guest or guests requiring additional assistance to evacuate to the evacuation area, or emergency staircase if there is one.
 - b. If there are not sufficient staff to assist, ask other guests to assist the person. If nobody is able/willing to assist, leave those guests needing assistance in the staircase area until all rooms on the whole floor are checked.
 - c. Return to assist the disabled guests to reach the evacuation area.

“All Clear” tags

“All Clear” tags are to be placed on the doorknobs after a guest room is checked and cleared, or use chalk to write “Clear” on the door. This will avoid double checking and can help when searching for missing guests. All clear tags should be stored in fire hose cupboards, in room service trolleys as well as at the housekeeping department or wherever the emergency keys are stored for collection. ‘All Clear Tags’ can also be used by other departments to mark those rooms and facilities are successfully shut down. All staff involved in evacuations should be informed about where ‘All Clear Tags’ are stored, and make use of them wherever it makes sense.

Lobby, Restaurants, Bars, Meeting and Banquet Rooms Evacuation Procedures

1. Cease all serving, stop any music, and turn on lights.
2. Inform the guests in the room of the tsunami alarm and tell them to proceed to the evacuation point. Point out the direction to the evacuation route and nearest emergency exit.
3. Direct all guests out of the room. Evacuate the guests closest to the exit first, and then work through the room.
4. If appropriate and/or necessary, inform all tables individually and tell the guests they must proceed immediately to the evacuation point.
5. If any guest needs assistance to evacuate, instruct other able persons to assist. If nobody is able to help, leave the guest in place and assist them once all the other guests have been evacuated from the room.
6. If any guests refuse to leave the room, they must be escorted out by two staff or security staff.
7. Check toilets, storage, and all other rooms in the area.
8. Once all the guests have been evacuated, turn off all lights and any powered appliances, close and lock the room.
9. Place an "All Clear" tag or chalk mark on the door to indicate that the room has been checked and is empty.

Beach, Swimming Pool and Outdoor Amenity Evacuation Procedures

If the hotel is located on the beach and/or has a swimming pool on the ground floor, or has other outdoor amenities such as a tennis court, the hotel is responsible for alerting all the people on the beach and swimming pool of the tsunami warning and to continue with evacuation procedures. As some of the guests may be swimming or doing other sports (eg surfing or sailing), it is important to be able to inform them using megaphones, or other signals that can get their attention.

1. Get the attention of guests by shouting "Tsunami Evacuation!"
2. Make sure that the people in and on the water understand that a tsunami warning has been issued, and that they need to get out of the water and evacuate.
3. Check all restrooms/toilets, changing rooms and showers in order to make sure that people are aware of the warning. Place an "All Clear" tag or chalk mark on doors to indicate that the room has been checked and is empty.
4. Guide guests to the emergency exits and direct them to the nearest evacuation area.
5. Remain in the area for a safe period of time to ensure that nobody returns (for example to get their belongings, pilfer others' belongings, or to watch the tsunami come).

After the Tsunami

In the case of an evacuation of a specific area or entire building, no one should return to the property until an all clear is given by the authorities.

To ensure that it is definitely safe to return, evacuation orders may remain in effect long after the first wave arrival, up to five hours after the tsunami has hit. A series of waves may follow the first wave, and increase in size and force.

No one should re-enter the property, or proceed down from a vertical evacuation until the proper authorities give an all clear.

Elevators should remain secured until the all clear is announced.

After a tsunami, a range of dangers may be present. You should be aware and show caution of the possibility of the following:

- Live and exposed electrical wires
- Flooded areas
- Leaking gas
- Leaking chemicals
- Leaking flammable liquids
- Damage to the building's foundation
- Damage to underground piping
- Damage to the building (broken glass, other structures etc.)
- Fallen debris and obstructions
- Loose overhanging items
- Unsafe patios, roofs and balconies

If you notice any of these hazards, alert Management and keep guests away from the affected area until it is rendered safe or cordoned off.

Video: Tsunami (Introduction) Sinhala English

Questions about Tsunami (Introduction)

1. What is an obvious clue that a Tsunami is coming?

2. What should you do if there is a tsunami warning?

3. How many waves will come in Tsumani?

4. Is it safe to eat food after a tsunami hit?

Video: Tsunami (Drama) Sinhala English

Questions about Tsunami (Drama)

1. What procedures do the staff undertake to make sure guests are safe?

2. How do staff know a room has been cleared of guests?



3. What does Lieutenant Colonel Induka Wikramasinghe (Ass Dir Disaster Management Co-ordination Unit) say are the two sources of information which will warn of a tsunami in Sri Lanka?

4. How many Tsunami warning towers are there in Sri Lanka and what is their purpose?

5. What is it important to know in order to safely evacuate a hotel?

Video: Tsunami (Evacuation) Sinhala English

Questions about Tsunami (Evacuation)

The following questions apply to your establishment.

1. Is there a tsunami warning system in place near your property? If so, how does it work (ie, siren, horn, etc)?

2. Where are the “all clear” tags, or chalk for marking doors, located in your property?

3. Who are the members of the guest evacuation team in your property?

4. Who has access to the guest room master key, and where is it kept?

5. Do all members of the evacuation team have access to the master key? How is use of the master key recorded?

6. Where are the megaphones located, used to alert guests in outdoor areas of impending emergency situation/evacuation?

7. If you have been unable to answer any of the questions above, what measures can you take to improve?

FLOOD



INTRODUCTION



Floods are caused by many factors: heavy rainfall, severe winds over water, unusually high tides, tsunamis, or failure of dams, levees, retention ponds, or other structures that retain water. Flooding can be exacerbated by increased amounts of impervious surface or by other natural hazards such as wildfires, which reduce the supply of vegetation that can absorb rainfall.

When floods strike due to torrential rains, hurricanes or other disasters, it can be a devastating time for those caught in the water's path. Flooding can cause immense property damage as well as serious dangers to life itself. Following basic safety procedures when a flood warning is issued could mean the difference in staying safe and experiencing a tragedy.

Flooding has many impacts. It damages property and endangers the lives of humans. Rapid water runoff causes soil erosion and concomitant sediment deposition elsewhere (such as further downstream or down a coast). The spawning grounds for fish and other wildlife habitats can become polluted or completely destroyed. Some prolonged high floods can delay traffic in areas which lack elevated roadways. Floods can interfere with drainage and economic use of lands, such as interfering with farming. Structural damage can occur in bank lines, sewer lines, and other structures within floodways. Waterway navigation and hydroelectric power are often impaired.

Flood Procedures

If you observe or are advised by authorities that a flood is imminent, the following procedures should be followed:

Front Office Team

1. Advise guests of the situation by phone, and have housekeeping inform guests room-by-room
2. Print vital reports

3. Relocate guests to upper floors if the occupied rooms are in danger of inundation
4. Remove Front Office equipment and documents to upper floors if in danger of inundation
5. Check the communication system and begin contacting each department to obtain damage status

Front Office Manager

1. Answer guests' questions
2. Limit the length of calls and keep telephone lines open for emergencies

Housekeeping

1. Remove bed sheets, towels, guest supplies etc. to upper floors or the highest part of a single storey building
2. Maintain public areas signage
3. Stock enough towels, linen and drinking water for all guests sufficient for a minimum period of 48 hours
4. Coordinate with F&B to provide drinking water and food for guests and staff
5. Provide flashlights and batteries to guests
6. Ensure public spaces and other departments have access to torches and batteries
7. In coordination with Front Office, identify disabled guests to ensure that those guests are informed and given assistance as needed (see evacuation procedure)

F&B and Kitchen

1. Stock enough supplies especially drinking water and canned food for a minimum of 48 hours
2. Move furniture out of the inundation zone if possible

Video: Flood (Introduction) Sinhala Tamil English

Questions about Flood (Introduction)

1. What process should Front Office staff follow when they alerted to a flood emergency?

2. If you are in a single story building how should you respond?

3. How many day's worth of emergency supplies should you have ready? Why do you think this is?

Video: Flood (Drama)

Questions about Flood (Drama) Sinhala English

1. How do the hotel staff learn about the serious flooding in Sri Lanka?

2. What precautions do the hotel staff take?



3. According to Lieutenant Colonel Induka Wikramasinghe (Ass Dir Disaster Management Co-ordination Unit), to which department should hotels pay attention for extreme weather announcements?

The following questions apply to the property you work in.

4. At the property you work in, what would be the most likely cause/source of flooding?

5. What documents/equipment/etc are required to be relocated. Where should these items be relocated to?

6. If furniture is to be relocated, where is it to be relocated to, and who is responsible for moving it?

7. Does the property keep stocks of towels, drinking water and canned food on hand in the case of a flood? Where are these stocks located?

BOMB THREAT & SUICIDE BOMBER



INTRODUCTION



It is the primary responsibility of law enforcement to handle incidents involving bomb threats, coordinating the protective and technical skills of related agencies and emergency responders. It is initially the responsibility of the person in charge of the property to decide whether evacuation is necessary, and if so, to see that it is appropriately conducted. Law enforcement agencies will advise and assist as deemed appropriate.

No threat or call relating to a bomb can be disregarded. It is important to treat reported bomb threats seriously and a decision for immediate search will be made by Hotel Management.

In most cases, the Front Office Team will receive the bomb threat. It is critical that the person receiving the threat remains calm and tries to obtain as much information as possible. A “Bomb Threat Checklist” is provided below and should be completed while talking to the caller if possible. In particular, pay close attention to the voice characteristics of the caller and listen for any background noises on the call (e.g. office machinery, motors or engines, street noises).

If the caller makes demands or attempts to negotiate, inform them that only hotel management is authorized to negotiate and that they will be notified immediately. Then, contact the general manager and law enforcement authorities as directed to inform them of the threat.

If a bomb- or what is possibly a bomb- is found, do not operate mobile phones or walkie talkies in the immediate vicinity. If a suspicious item is discovered, do not touch or move it. The job of the search team is only to find the bomb and report; **leave the removal to law enforcement experts.**

If You Receive a Bomb Threat Over the Telephone

- Listen, and complete the Bomb Threat Checklist (below) as you take the call
- Stay calm and listen carefully to what you are being told, don't interrupt, pay attention to the words used.
- Listen for any accent in the voice (real or faked).
- Listen for any background noises.
- Listen to hear if they sound intoxicated?
- Make a note of any Password or Codeword given.

Roles in a typical hotel property

Rooms Division Manager

1. Establish a command post and communications channels between the post, search parties and local authorities. Stay at the command post to direct team members and receive calls.
2. Contact law enforcement. Determine from law enforcement authorities if they will conduct the search or if the hotel is to conduct the search.
3. Dispatch the search parties to search the property (two teams if possible), if the hotel is to conduct the search.
4. Give the complete information received from the caller and issue search cards to each team (Common Areas to Search and Search Techniques).
5. Establish a deadline for discontinuing the search
6. A very important instruction to provide to search parties is to immediately report any suspicious objects. Search team members MUST NOT touch or move any items
7. Be prepared to evacuate the hotel
8. Cooperate with law enforcement authorities at all times. If a device has not been found and the area is considered secure by law enforcement, issue and "All Clear" notice to hotel staff

Search Parties

1. Report to the command center and wait for instructions.
2. Begin a search of the property if instructed to do so by the Rooms Division Manager. See files "common areas to search" and "search techniques" below
3. Keep the command center updated the status of search
4. Report back to command center upon completion of the search
5. Standby for any instructions, and always follow the instructions of law enforcement agencies
6. Be prepared to initiate evacuation procedures if required

Executive Housekeeper

1. Instruct all housekeeping staff to immediately report any suspicious objects, DO NOT touch or move: leave the removal to law enforcement experts.
2. Instruct guests to remove carts from the hallways
3. Proceed to command center

Front Office Manager

1. Instruct Front Office team to prepare to secure cash registers, folios, credit card vouchers, safe deposit boxes and luggage storage areas, if the evacuation is required
2. Proceed to command center

BOMB THREAT CHECKLIST

Questions to ask a telephoned bomb threat:

1. When is the bomb going to explode? _____

2. Did the caller use military /24 hour time? Yes / No

3. Where is the bomb right now?

4. What does it look like?

5. What kind of bomb is it?

6. What will cause it to explode?

7. Why did you place the bomb?

8. Do you represent any group or organisation?

9. Where are you calling from?

10. What is your address?

11. What is your name?

Time of call: _____ Date of call: _____

Sex of the caller: _____ Suspected Nationality: _____

Age of the caller: _____ Length of Call: _____

Number at which the call was received: _____

Information displayed on the receiver's phone (if available) : _____

Caller's Voice (Check all that apply)

Calm _____ Crying _____ Deep _____

Normal _____ Ragged _____ Excited _____

Distinct _____ Clearing Throat _____ Slow _____
Slurred _____ Deep Breathing _____ Rapid _____
Nasal _____ Cracked Voice _____ Soft _____
Stutter _____ Disguised _____ Loud _____
Lisp _____ Accent _____ Laughter _____
Raspy _____ Familiar _____

Background Sounds:

Street Noises _____ PA system _____ Factory Noises _____
Crockery _____ House Noises _____
Animal Noises _____ Voices _____ Motor Noises _____
Static _____ Music _____ Office Noises _____
Clear _____
Other: _____

Call reported to:

Time reported: _____

Call received by (your name): _____

Position: _____

Phone number: _____

Additional comments:

Common Areas to Search in Case of a Bomb Threat

Locker rooms	Planters
Under stairwells	Vents / ducts
Fire extinguisher / hose cabinets	False ceilings
Lobby	Front desk / storage areas
Carts	Behind curtains
Under / behind furniture	In/under automobiles
Crawl spaces	Garbage bins
Drawers / cabinets	Closets
Laundry chutes	Inside hollow bases of furniture and fittings
Meeting room	Beach area
Paper towel dispensers	Toilet water tanks
Vending machines	Luggage
Swimming pools	Car park area
Gardener and Housekeeping storage areas	Gardens
Spa and pool area including Pool Bar	Staff Canteen and kitchen
Kids Club	Main kitchen

Bomb Threat Search Technique

Your own property may have its own search techniques. The technique described below suits most hospitality properties and should be used if no other technique is prescribed by management.

1. Establish the search parameters for each area you need to search, and communicate this with your partner/team
2. Be alert to sounds and smells
3. Develop a systematic pattern of searching from right to left
4. First visual sweep: Divide the area in half. Enter the room and go to opposite ends of the area. Stand still and become attuned to the sounds, smells and vibrations of the area. Look around, notice anything new or obviously out of place.
5. Second visual sweep: Search from floor to waist height. The search should begin at the given point and work outward, one person going to the right-the other going to the left. Search everything from the floor to waist height. Continue around the area until the search team meets.
6. Third visual sweep: Search from waist height to the ceiling. The search team should return to the starting point and again work outward-one to the right, the other to the left.
7. Fourth visual sweep: Search drapes, doors, false ceiling, etc.
8. Look for anything that looks unusual or out of place (e.g. packages, luggage/backpacks, pieces of pipe, fuses, lumps of clay-type plastic, etc.)
9. Do not change anything in the environment. If going into a dark area, do not turn on the lights, use a flashlight.
10. DO NOT TOUCH any suspicious item(s), or anything else if possible.

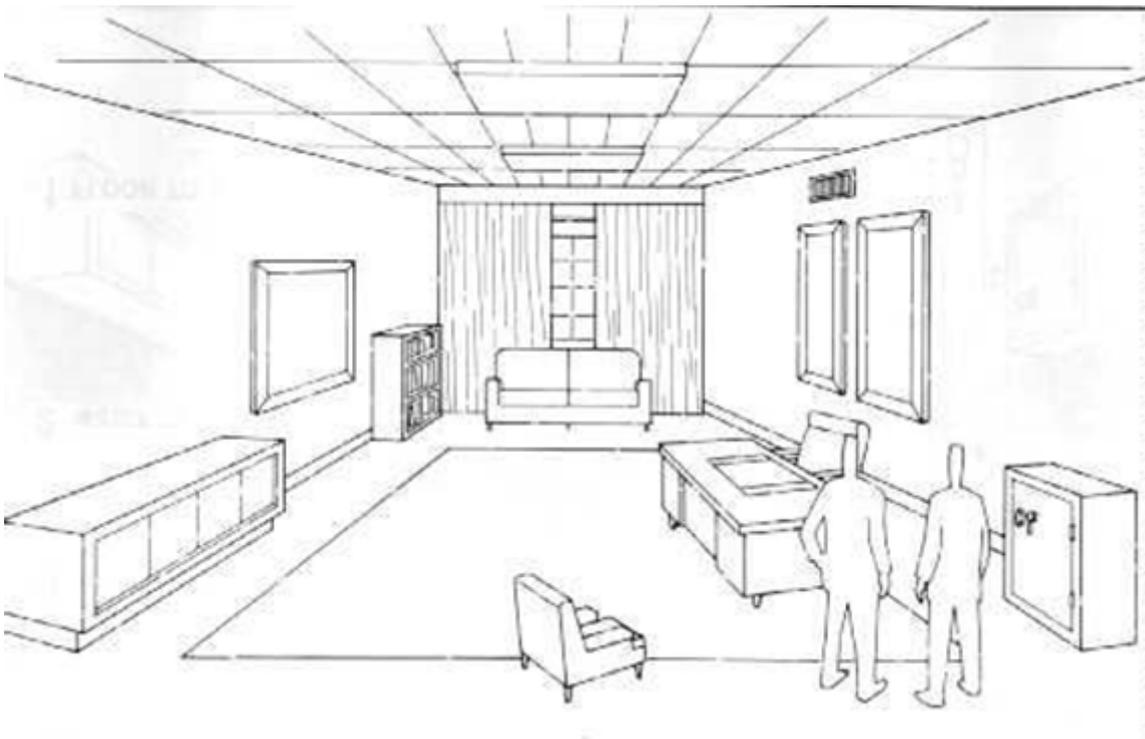
If You Locate a Bomb or Suspicious Item

1. Before communicating by radio or mobile phone, move away:
 - a. If you have a hand-held radio, move away a minimum of 15metres
 - b. If you have a radio fitted in a vehicle, move away a minimum of 50 metres
 - c. If you have a mobile phone switch it off, or move away a minimum of 15 metres
2. Do not take photographs with a mobile phone
3. Please be aware, all the above points could activate a real device if used.
4. Immediately contact the command post, via land telephone line (if by radio, do not use it in the immediate vicinity of the suspicious item) and report findings.

5. Immediately evacuate the area including the floor above and the floor below. Evacuation should be to a place at least 100 metres from the item's location.
6. Cordon off the area to prevent any unauthorized entry.
7. Assist law enforcement personnel as directed by them.
8. Rooms Division Manager will direct other search team members to re-assemble at the command post
9. Do not permit re-entry into the building until the device has been removed and the building declared safe for re-entry by authorities.
10. Follow all instructions given by authorities

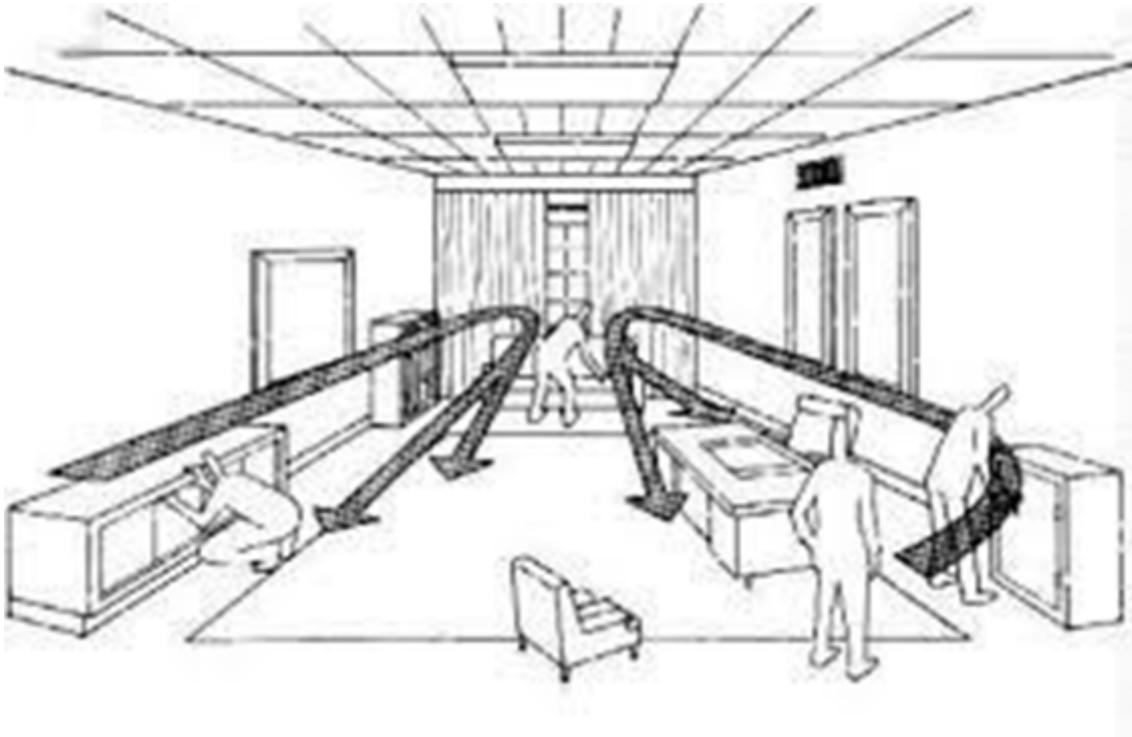
Step 1

upon entering a room to search: Stand still and become attuned to the sounds, smells and vibrations of the area. Look around, notice anything new or obviously out of place.



Step 2

upon entering a room to search: one person goes to the right, the other goes to the left



Video: Bomb Threat (Introduction) Sinhala 1 Sinhala 2 Tamil 1 Tamil 2

Questions about Bomb Threat (Introduction 1 & 2)

The following questions apply to the property you work in.

1. Where is the Bomb Threat Checklist located in your property?

2. Who do you call if you receive a bomb threat (i.e. what agency), and what is the number?

3. Does your property have identified “search teams”? If so, who is in them?

4. Does your property have search cards? Where are they located? Who is responsible for issuing them?

5. Using the Common Areas to Search in Case of a Bomb Threat card, identify where each area is in your property. For guest rooms, use one room as an exemplar (i.e., do not identify every area to search in every guest room).

Video: Bomb Threat (Drama)

Questions about Bomb Threat (Drama)

1. Where is the Bomb Threat Checklist located in your property?

2. Who do you call if you receive a bomb threat (i.e. what agency), and what is the number?

3. Does your property have identified “search teams”? If so, who is in them?

4. Does your property have search cards? Where are they located? Who is responsible for issuing them?

5. Using the Common Areas to Search in Case of a Bomb Threat card, identify where each area is in your property. For guest rooms, use one room an exemplar (i.e., do not identify every area to search I every guest room).

Video: Suicide Bomber (Drama) English

Questions about Suicide (Drama)

1. How do the security guards try to deal with suspicious man?

2. How do the front office staff behave when they learn there may be a suicide bomber entering the hotel?

3. Why don't the security guards try to tackle him?

4. How is the lobby when the suicide bomber arrives?

5. What effect does the staff actions have on the suicide bomber?

ACTIVE SHOOTER



INTRODUCTION



An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes and before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation:

- Be aware of you environment and any possible dangers
- Take note of the two nearest exits in every part of the property
- If you are in an office, stay there and secure the door
- If you are in a hallway, get into a room and secure the door
- Only as a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her
- **Call law enforcement immediately it is safe to do so**

How to Respond to an Active Shooter

Quickly determine the most reasonable way to protect your own life. Guests are likely to follow the lead of employees and managers during an active shooter situation.

a. EVACUATE

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- i. Have an escape route and plan in mind
- ii. Evacuate regardless of whether others agree to follow
- iii. Leave your belongings behind
- iv. Help others escape, if possible
- v. Prevent individuals from entering an area where the active shooter may be
- vi. Keep your hands visible
- vii. Follow the instructions of any police officers or other law enforcement officers
- viii. Do not attempt to move wounded people

ix. Call law enforcement immediately it is safe to do so

b. HIDE OUT

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your Hiding place should:

- i. Be out of the active shooter's view
- ii. Provide protection if shots are fired in your direction (i.e. an office with a closed and locked door)
- iii. Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- i. Lock the door
- ii. Blockade the door with heavy furniture

If the active shooter is nearby:

- i. Lock the door
- ii. Silence your cell phone and/or pager
- iii. Turn off any source of noise (i.e. radios, television)
- iv. Hide behind large items (i.e. cabinets, desks)
- v. Remain quiet

If evacuation and hiding out are not possible:

- i. Remain calm
- ii. Call law enforcement, if possible, to alert police to the active shooter's location
- iii. If you cannot speak, leave the line open and allow the dispatcher to listen

c. TAKE ACTION AGAINST THE ACTIVE SHOOTER

As a last resort, and only when your life is in imminent danger, attempt to disrupt and /or incapacitate the active shooter by:

- a. Acting as aggressively as possible against him/her
- b. Throwing items and improvising weapons
- c. Yelling
- d. Committing to your actions

How to Respond When Law Enforcement Arrives

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. Officers usually arrive in teams of four to five.

- **REMAIN CALM AND FOLLOW ALL LAW ENFORCEMENT INSTRUCTIONS IMMEDIATELY AND WITHOUT QUESTION**
- Officers may be from the Police Force, Army or other tactical response units. They may be wearing regular patrol uniforms, external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with weapons such as rifles, shotguns, handguns to control the situation
- Officers may also use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety
- Put down any items in your hands (i.e. bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premise

Information to provide to law enforcement or Emergency services phone operators:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s
- Number and type of weapons held by the shooter/s
- Number of potential victims at the locations

The first officers to arrive at the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

Recognising Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your Manager or Human Resources Department if you believe an employee or coworker exhibits potentially violent behavior.

Employees typically do not just “snap”, but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.

Potentially violent behaviours by an employee	
Increased use of alcohol and/or illegal drugs	Unexplained increase in absenteeism, vague physical complaints
Noticeable decrease in attention to appearance and hygiene	Depression/withdrawal
Resistance and overreaction to changes in policy and procedures	Repeated violations of company policies
Increased severe mood swings	Noticeable unstable emotional responses
Explosive outbursts of anger or rage without provocation	Behaviour which seems paranoid, e.g. “everybody is against me”
Suicidal, comments about “putting things in order” or similar	Increasingly talks of problems at home
Escalation of domestic problems into the workplace, talk of severe financial problems	Talk of previous incidents of violence
Empathy with individuals committing violence	Increase in unsolicited comments about firearms, other dangerous weapons and violent crime

Video: Active Shooter (Introduction) Sinhala Tamil English

Questions about Active Shooter (Introduction)

The following questions apply to the property you work in..

1. If you are in an i) office or ii) hallway what should you do?

2. In what situation should you tackle the active shooter?

3. Why should you keep your 'hands visible'?

4. How can you prevent an active shooter from entering your hiding place?

5. What information should you provide to law enforcement officers?

Video: Active Shooter (Drama)

Questions about Active Shooter (Drama)

1. For each area of the property you work in (e.g. dining room, conference room, laundry, etc) identify the two nearest exits in the event of an active shooter.

2. Why do you call (i.e. what agency) in the event of an active shooter on your property, and what is the contact number?



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