

Emergency Procedure	FIRE
Property Name & Address	[Property Name] - [Property Address]
Purpose	To ensure effective response and evacuation, by the property's Emergency Response Organization, to a fire (or smoke) condition.
Issue Date	[Input Original Procedure Date]
Revision Date (s)	[Input Procedure Revision Dates]

RESPONSE ACTIONS - PERSON DISCOVERING FIRE OR SMOKE

- Immediately operate the nearest fire alarm 'pull station'.

The Building's EVACUATION SIGNAL / ALARM is as follows: [a continuous 'whooping' alarm accompanied by bright flashing strobe lights] (Input the description of the Fire Alarm Evacuation audio & visual here).

Building occupants should evacuate via the nearest fire exit and proceed to their assembly point.

- Instruct a 2nd person to quickly notify others, including your available company fire wardens, and evacuate your premises. The property's 'Approved Fire Plan' results in the following actions during a fire alarm.

[**Selective Evacuation** of the 'Incident Floor' and the floor immediately above and below the incident floor. An 'Alert' pre-tone signal sounds on all remaining floors, throughout the building, in order to ensure all other building occupants remain attentive to the incident, remain in place, standby for further instructions and prepare to evacuate] (Selective Evacuation would be typical for a high-rise building, dependent upon local fire department approval).

[**Building-Wide Evacuation**] (Building-Wide 'total population' evacuation would be typical for a low-rise buildings, dependent upon local fire department approval).

Modify and Input the specific Evacuation Policy information (above) as approved by the Fire Department.

RESPONSE ACTIONS CONTINUED

THE MOST CRITICAL ASPECT OF A BUILDING'S FIRE EMERGENCY PROCEDURES IS THE BUILDING'S EVACUATION PROCEDURES

BUILDING EVACUATION GUIDELINES ARE PROVIDED IN THE 'PROCEDURE NOTES & IMPORTANT SAFETY CONSIDERATIONS' SECTION OF THIS PROCEDURE

RESPONSE ACTIONS - **PERSON DISCOVERING FIRE OR SMOKE**

- Attack the fire if it safe to do so ('incipient stage' of the fire) by using a readily available fire extinguisher. If the fire cannot be extinguished safely, evacuate the building immediately by the nearest fire exit - Do NOT use the elevators - Do NOT stop to collect personal belongings. (Consult with the local fire department - they may have policies against allowing occupants the authorization to extinguish a fire at any stage).
- If time permits, close (any) fire doors behind you in order to contain the fire.
- After evacuating the area, when it is safe to do so, call the building's Emergency Number to notify a property management team representative as soon as possible. Report the fire in your premises and provide a brief description.
- Having left the building Do NOT re-enter until you have been authorized to do so by the Fire Department or member of the property's Emergency Response Team.

RESPONSE ACTIONS - **BUILDING SECURITY**

- If the building fire alarm has already been activated, call the Fire Alarm Central Monitoring Station to ensure the Fire department has been notified and dispatched (refer to Property's Emergency Call List). If report of a fire is called in by a building occupant, confirm the location of the fire and instruct the person to pull the nearest fire alarm and evacuate their area. Then call the Fire Department to ensure they are dispatched.

RESPONSE ACTIONS - BUILDING SECURITY

Building Security Call to Fire Department:

State the following: 'This is [] (Name) of [] (Building Security/Property Management Company) at [Property Address]. There is a fire at our building and we need the Fire Department's response. We are evacuating [the building - certain floors of the building]. My contact telephone number is [123-456-7890]'. (provide the fire department with specific information).

- Check fire alarm panel, for specific 'fire zone location', and inform the property engineer (s) and the remaining property Emergency Response Team as to the type of alarm and the location of the alarm, e.g., smoke detector, 2nd floor lobby. Notification to be made immediately to all units by [hand held radio units] (input most expeditious communication means possible here). At this point, the Life Safety Director should be made aware of the incident and communication traffic over the building's hand held radios should be limited to emergency traffic only.
- Direct a 2nd Security Officer to take control of the service elevator and assist in the safe evacuation of all disabled occupants from each service elevator lobby starting with the fire floor.
- Verify automatic recall and shut down of the property's elevators.
- Assist in lobby crowd control. Direct occupants outside and away from the property to their respective mustering areas. Do not allow staff to re-enter the building until instructed to do so by the Fire Department or Life Safety Director.
- Ensure the building entrance is cleared for emergency vehicles and direct the Fire Department to the Fire Command Center or to the location of the fire. Upon arrival at the building, the Fire Department will direct the next steps of the fire response.
- Be prepared to respond to any occupant questions as follows 'The building is in a Fire Emergency Condition, please follow the instructions of your Fire Warden. If you hear the Fire Evacuation signal, evacuate immediately and follow the building's evacuation plan'.
- Meet the Fire Department at the main building entrance and direct them as requested - Fire Command Center and Fire Zone.

---WHEN DIRECTED BY THE FIRE DEPARTMENT OR LIFE SAFETY DIRECTOR---

RESPONSE ACTIONS - **BUILDING SECURITY**

- Supervise the controlled re-entry of building occupants, coordinating with the Life Safety Director as authorized by the Fire Department. Check ID passes of staff that re-enter when appropriate (after normal business hours).
- Secure the property and reset security systems, doors and controls (that 'fail-safe open' upon fire alarm activation).
- Fill out the Fire Incident report, as soon as practical, while your memory recall of incident specifics is still recent. Forward the report to the Life Safety Director. Ensure it includes a chronological record of all significant occurrences.

RESPONSE ACTIONS - **BUILDING ENGINEER** (closest to the incident)

- **Do Not Use Elevators** - Verify the location and extent of the fire and ensure the appropriate areas are evacuated. Direct occupants to continue their evacuation via the emergency stairwell and fire exits. Extreme caution should be taken when verifying the extent of the fire. For all fires and fire alarms, the fire department must be notified immediately, regardless of whether there is confirmation of a fire condition.
- If the fire is in the 'Incipient Stage' (just started) extinguish by using an available fire extinguisher. If the fire cannot be extinguished safely, return to the **Emergency Command Center**.
- Immediately report back findings - initial information regarding verification and extent of fire - to the entire Emergency Response Team and the Fire Department.

When verifying the location and extent of the fire:

- Do NOT use elevators - approach the floor of incident via the emergency stairwell.
- Do not risk attempting to enter an area to fight a fire that is beyond the incipient phase.
- The primary emphasis is in ensuring building occupants' evacuation and the location and extent of fire.
- Activation of the building's fire alarm, and the required occupants' evacuations of the area, should not be delayed in the verification of a fire condition.

RESPONSE ACTIONS - BUILDING ENGINEERS

Under the direction of the Senior Engineer - coordinate based on # of engineers, location & experience

- Establish the location of the Fire | Fire Zone with building security at Fire Command Center.
- Report to fire pump room for checking fire pump auto-start or manual start if necessary.
- Ensure the Property's Emergency Stairwell Pressurization and other smoke control and life safety systems operate as designed. Manual start is necessary.
- If there is a loss of building power, report to the Emergency Generator room to confirm auto-start of the building's emergency generator. Manual start is necessary.
- Report to the Fire Command Center to liaison with the Fire Department and the building's Emergency Response Team.

---WHEN DIRECTED BY THE FIRE DEPARTMENT OR LIFE SAFETY DIRECTOR---

- Reset the fire panel alarm system.
- Ensure all fire safety building support systems - emergency generator, fire pump, stairwell pressurization – safely shut down and reset to their normal automatic mode of operation.
- Assist in the controlled re-entry of building occupants, coordinating with the Life Safety Director as authorized by the Fire Department.

FIRE - EMERGENCY RESPONSE TEAM ACTIONS CONTINUED NEXT PAGE

RESPONSE ACTIONS **LIFE SAFETY DIRECTOR | FIRE SAFETY OFFICER**
SECURITY DIRECTOR | PROPERTY MANAGER | OPERATIONS MANAGER | CHIEF ENGINEER

The Life Safety Director should have a vest, arm band or other accessory identifying their position as Life Safety Director. Certain city fire code requirements (including New York City) require property owners to formally designate a responsible individual as 'Fire Safety Director' (FSD) for the planning and execution of the building's life safety response, particularly the response in a fire emergency.

The Life Safety Director should have emergency contact information, in his / her possession, in order to facilitate contact with emergency response team members, key contractors and other building resources. The Life Safety Director should also have a 'megaphone' available for use in communicating to the occupants.

- Direct the Evacuation of building occupants in accordance with the Property Fire Plan.
- Direct and coordinate Emergency Response team resources to the Fire Department as required.
- The Life Safety Director should direct a member of the Emergency Response Team to the **Evacuation Assembly Points to coordinate the evacuation process**. Note: that traditional assembly point (s) may vary depending on the location of the incident. Properties should have pre-designated and clearly marked assembly points - located a reasonably safe distance from the building. A member of the emergency response team should be formally assigned as the Evacuation Assembly Point coordinator as part of the building's emergency response training program.
- Through each Fire Warden, confirm and record occupants' evacuation of 'incident areas' - the area and location of the fire and adjacent evacuation floors. When all areas are clear, inform the Chief Fire Department Officer (on scene commander). Report the names of any personnel, and expected location, who may not have evacuated the incident area.

--- WHEN DIRECTED BY THE FIRE DEPARTMENT OR LIFE SAFETY DIRECTOR ---

- When the all clear is given, upon direction from the Fire Department, direct security to silence the fire alarm system and direct occupants to re-occupy floors in accordance with the instructions of the Fire Department.
- Oversee the entire safe reactivation of building systems and restoration of the incident.

RESPONSE ACTIONS **LIFE SAFETY DIRECTOR | FIRE SAFETY OFFICER**
 SECURITY DIRECTOR | PROPERTY MANAGER | OPERATIONS MANAGER | CHIEF ENGINEER

- Ensure the documentation of the entire incident including photographs and a list of detailed chronological events from security. Conduct an immediate de-briefing meeting to obtain feedback from the Emergency Response Team. Conduct a comprehensive evaluation of the cause of the incident. Provide an incident report and final report recommendations to Emergency Response Team, property owner and property manager’s senior team.
- Oversee the cleaning, restoration and re-occupying of damaged areas in an orderly manner. Dependent upon the severity of fire, smoke and water damage, the property’s disaster recovery company (water damage / flood) or janitorial services company should be notified to mobilize personnel and special cleaning equipment (refer to the property’s Emergency Contact List).
- The property’s insurance company should notified in order to provide assistance in the restoration and documentation of the incident (refer to the property’s Emergency Contact List).
- Out of normal business hours, if impacted, contact ‘key’ tenant / business principal contacts (refer to the property’s Emergency Contact List) in order to ensure their business restoration needs are implemented. Notify business managers if there is a potential for loss of business.

RESPONSE ACTIONS - FIRE WARDENS (FLOOR WARDENS) - NEXT PAGE

RESPONSE ACTIONS - FIRE WARDENS (FLOOR WARDENS)

- The Fire Wardens (also referred to as Floor Wardens) should wear his/her vest, arm band, ball cap or other clothing accessories identifying their position.
- Ensure that your entire premises evacuation areas, including rest rooms, etc., are clear of staff.
- Ensure employees having a disability and company visitors evacuate in accordance with the Building Evacuation Plan.

--- FOR THIS PROPERTY, THE ADA - PERSONS WITH A DISABILITY - EVACUATION PLAN IS AS FOLLOWS ---

1. If at all possible, employees with a disability should utilize the emergency stairwell with assistance from one or two of their colleague's assistance. Employees capable of walking down the emergency stairwell, with assistance, should evacuate via the emergency stairwell.
 2. Employees with a severe disability, not capable of walking down the emergency stairwell, should be assisted by a fellow employee to the property's service elevator lobby on their respective floor. A member of the Property's Emergency Response Team will assist the person through utilization of the service elevator in manual operation. Employees with disabilities preventing them from evacuating on their own must be registered in the property's disabled employee database.
 3. If the service elevator is not accessible due to a fire in this area or for other reasons such as major power failure or emergency generator problems, [an 'Evacuation Chair' is located in each Emergency Stairwell for disabled employee use if needed] (modify or provide alternate evacuation solution language specific to the building).
- Leave the building by nearest fire exit and assemble at your company's designated assembly area.
 - Report area status to the Life Safety Director (or Deputy).
 - Assist occupants in the re-occupation of their area

FIRE WARDENS MAY LEAVE AS COMPANY EMPLOYEES TURNOVER. REPORT CHANGES TO YOUR COMPANY'S FIRE WARDEN ORGANIZATION TO THE PROPERTY MANAGEMENT TEAM.

FIRE & SMOKE EMERGENCY - PROCEDURE NOTES & SAFETY CONSIDERATIONS

BUILDING EVACUATION GUIDELINES

The local fire department is the governing authority for approving commercial building evacuation procedures in what would be referred to as a 'Pre Fire Plan'.

High-Rise properties generally selectively evacuate occupants during a fire alarm condition during the incipient stage. This helps ensure occupants in immediate danger have free (from occupant congestion) access into the emergency stairwell without delay. In the case of an entire building-wide occupant evacuation, emergency stairwells may become congested with too many occupants. Very tall high-rise properties, e.g., 20 - 30 stories +, sometimes apply a 'refuge floor' concept that entails occupants evacuating the 'incident floor' (and typically one or two floors above and below the incident floor) into the emergency stairwell, down the stairwell below the 'incident floor', with re-entry into other floors below the 'incident floor'. By example, a fire alarm in a building's 38th floor could result in occupants on floors 37, 38 and 39 evacuating their premises into the emergency stairwell and re-entering let's say 3-4 floors below their respective floors.

An employee, having a disability, should be identified and registered in a list with the Property Management Office. The list should be incorporated in the Property's Emergency Procedures Manual and located in the building Fire Command Center. Each tenant (department) Fire Warden Organization is responsible for ensuring the safe evacuation of all staff and visitors.

FIRE EMERGENCIES OCCURRING AFTER NORMAL BUSINESS HOURS

- All basic duties that can be performed by the site (security) team, should be performed until help arrives. Security supervisor performs Life Safety Director tasks in the absence of the Life Safety Director.

Procedure Notes & Safety Considerations - Continued Next Page

FIRE & SMOKE EMERGENCY - PROCEDURE NOTES & IMPORTANT CONSIDERATIONS

LIFE SAFETY DIRECTOR

- The property's Life Safety Director (Fire Safety Director) is responsible for co-ordinating the emergency response actions in a fire situation before arrival of the Fire Department. The LIFE SAFETY | FIRE SAFETY DIRECTOR position should be held by an experienced professional on the building management - operations team. The property owner - manager is best served with a person who can direct the various emergency response teams including building staff, service partners and building tenants. Dependent on the size of the building, and staffing levels, this position would typically be appointed to one of the following property staff:

SECURITY DIRECTOR or SECURITY MANAGER | GENERAL MANAGER or PROPERTY MANAGER
OPERATIONS DIRECTOR or OPERATIONS MANAGER | CHIEF ENGINEER.

- Certain city fire code requirements (including New York City) require property owners to formally designate a responsible individual as 'Fire Safety Director' (FSD) for the planning and execution of the building's life safety response, particularly the response in a fire emergency.
- A Deputy (Assistant) Life Safety Director should be assigned at the property. This person will assist and, in the absence of the Life Safety Director, perform duties and responsibilities as needed. For out of hours Fire Alarm situations, the security staff will need to assume the responsibilities and duties of the property's Emergency Response Organization until help arrives.

OTHER EMERGENCY PERSONNEL AND FIRE SYSTEM SAFETY CONSIDERATIONS

- All members of the property's Emergency Response Organization - Life Safety Director, Fire Safety Director, Deputy Life Safety Director, Evacuation Coordinator, Fire (Floor) Wardens and other members of the Emergency response Team should be appointed in writing, conduct periodic training and drills and should understand their Emergency Response responsibilities. Property Fire Evacuation Drills are performed Semi-Annually and Property Fire Alarm Systems are tested quarterly.

FIRE & SMOKE EMERGENCY - PROCEDURE NOTES & SAFETY CONSIDERATIONS

OTHER EMERGENCY PERSONNEL AND FIRE SYSTEM SAFETY CONSIDERATIONS

- Occupants should be familiar with how to contact, and communicate with, the Property's Emergency Response Team. Occupants should be trained in Fire Emergency policies, in particular the Evacuation Procedures, through the Property's Emergency Training Program and 'Emergency Preparedness Pamphlet'.
- The various Fire Alarm System audio-visual alarms and announcements, such as the 'Evacuation Signal', 'Pre-Alert Signal' and 'Pre-Recorded Announcement' should be clearly identified within this procedure and communicated to the Emergency Response Organization and all occupants through the Fire Warden Organization.
- The property's fire system (panel) should be monitored by a UL approved monitoring station, or fire department, to provide for immediate notification for all general alarm fire alarms. The fire panel printout or L.E.D. screen on the panel should provide immediate identification of the type and location of the fire (alarm). The alarm descriptor should be in plain language. If the alarm information is not in plain language, the alarm can be identified with a specific identification code. A drawing (floor plan) that displays a 'grid layout' with a simple systematic way of quickly locating the fire (alarm) area should refer to this identification code. This drawing should be displayed in the Fire Command Center.