

# Fire Safety Policy

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# Contents

Risk Assessment	3
Risk Assessment Review	3
Audit	3
Training	4
Fire Team	5
Minimum Staffing Levels	5
Testing and Maintenance	5
Fire Drill	7
Fire Hazards	8
Temporary Demountable Fabric Structures (Marquees)	9
Dangerous Substances	9
Hot Works	10
Fire Alarm	10
Fire Procedures	10
Fire Box	13
Disabled Refuges	14
Fire Walks	14
Fire Events	15
False Fire Alarms	15
Fire & Rescue Service Activities	16
Records	17



## Risk Assessment

A fire risk assessment is required under the Regulatory Reform (Fire Safety) Order 2005 in England and Wales and the Fire (Scotland) Act 2005 in Scotland.

Under these regulations, the "responsible person" (or "duty holder" under the Scotland Regulations) is legally obliged to ensure that the fire risk assessment is carried out and to deal with any problems that were highlighted during that assessment.

A fire risk assessment will be carried out by a suitably qualified and experienced fire safety professional and a record of assessment will be available at the premises to which it relates. The general manager is responsible for ensuring that actions highlighted in the risk assessment are resolved.

## Risk Assessment Review

The fire risk assessment will be kept under operational review by the general manager at all times. In addition, operational reviews will also be completed every six months by the general manager and recorded using Saeker. The purpose of review is to identify circumstances that may affect the risk assessment. Such circumstances might be relatively minor and some may have significant life safety implications. It is the responsibility of the general manager to respond to any of the following circumstances by acting quickly to reduce the risk to life and to report to his or her line manager and the nominated competent person for advice and guidance.

- + Alterations to the premises that may have an impact of means of escape;
- + Incidents that may compromise escape routes or the availability of fire exits;
- + Changes in the use of the premises or part thereof;
- + Significant changes in occupancy numbers;
- + Failure of the fire alarm;
- + Failure of emergency lighting (central battery system only);
- + After a fire; or
- + As required following inspection by the Fire & Rescue Service.

Records of measures taken to address any of the above circumstances will be made. Acceptable records include emails, or other handwritten/typed documents providing they are both signed and dated. All such records will be kept with the fire risk assessment.

Where a formal review of the risk assessment is required, a suitably qualified and experienced fire safety professional will be instructed. In any event, such a review will be carried out every two years. All formal reviews will be recorded.

## Audit

The nominated competent person will conduct an audit of this policy in line with the agreed service provision. The audit will be recorded and any problems will be highlighted. The general manager is responsible for ensuring that actions highlighted are resolved.



# Training

## Induction

In accordance with the training matrix, all employees will be provided with basic fire safety instruction which must be completed on the first day of their employment. This will be provided regardless of the nature of their employment e.g. permanent or temporary.

All employees of another employer e.g. agency employees will be provided with a basic fire safety briefing on day 1 of their employment at the premises. There is no requirement to record this briefing because, due to the transient nature of agency workers, it is considered to be onerous and there will always be a sufficient number of trained employees on the premises.

Instructions will include the following points:

- + What the fire alarm sounds like;
- + The location of fire exits;
- + How to raise the alarm on discovery of fire using manual call points and their locations;
- + The location of the assembly point; and
- + Departmental specific fire evacuation plan.

## General Fire Safety

All employees will be provided with general fire safety training in accordance with the training matrix. This will be provided regardless of the nature of their employment e.g. permanent or temporary.

## Fire Team

In addition to induction and general fire safety training, all members of the fire team will be provided with training every three months. The training will cover the following minimum requirements:

- + A full understanding of the fire procedures;
- + A full understanding of the requirements of this policy; and
- + Practical use of the evacuation chair or evacuation/fire-fighting lift (where provided).

## Refresher

All employees who work at night, or who live on the premises, will be provided with refresher training every 3 months.

All employees who work during the day will be provided with refresher training every 6 months.

The minimum scope for refresher training is that all employees must clearly understand the fire procedures and in particular:

- + The action to be taken in the event of fire;
- + The action to be taken on hearing the fire alarm signal;
- + The method of operation of manual fire alarm call points;



- + How to summon the Fire & Rescue Service; and
- + The identity of persons who are responsible for assisting with an evacuation.

## Evacuation Chairs

Specialist training for the use of evacuation chairs is not required. The use of online training videos and user instructions is considered to be sufficient. Where an evacuation chair is provided, all members of the fire team will receive training in the use of the chair at three monthly intervals.

## Records

With the exception of Induction and General Fire Safety training which are recorded on Flow, all training will be recorded using the Record of Fire Training template.

## Fire Team

A fire team will be available at each premises. The fire team will take control in the event of an emergency and implement the fire evacuation plan. As a minimum the fire team will comprise of the following personnel:

- + All managers;
- + All live-in employees;
- + Selected employees e.g. duty managers / night manager;
- + Anyone with a role identified by the fire procedures.

## Minimum Staffing Levels

A minimum of two suitably trained employees will be on duty at any one time. This will be increased in line with requirements for discharging the fire procedures and PEEP's and where considered necessary by the general manager due to the following considerations:

- + Temporary failure of the fire alarm or part thereof;
- + Business mix;
- + Large events; or
- + Where additional building security is required.

## Testing and Maintenance

Unless otherwise advised by manufacturer operation and maintenance requirements, advice from specialist contractors or by the fire risk assessment, the following table contains minimum testing and maintenance requirements for commonly found active and passive fire protection systems.



## Specialist Contractor

System	Frequency
Emergency Lighting	Annual
Fire hydrant	Annual
Lightning protection	Every 11 months
Fire extinguisher (including hose reels)	Annual
Fire shutters/curtains	Annual
Manual & Automatic opening vents (AOV)	Annual
Wet & dry risers	Annual
Laundry ductwork cleaning	Annual
Standby generator	Annual
Dampers	Annual
Sprinkler/misting system	System Dependent
Fire alarm & Vesda systems	Quarterly (100% over 4 visits in any 12-month period)
Kitchen extract ductwork cleaning	Six Monthly
Ansul fixed fire suppression system	Six Monthly
Emergency Voice Communication (EVC) system	Six Monthly
Dry riser visual inspection	Six Monthly



## In-house

System	Frequency
Operational fire risk assessment review	Six monthly
Fire door check	Quarterly
Emergency lighting testing	Monthly
Fire-fighting/disabled evacuation lift auxiliary power test	Monthly
Standby generator inspection	Monthly
Fire alarm & peripheral devices test	Weekly
Emergency voice communication system test	Weekly
Vibrating pillows test (peripheral device)	Weekly
Fire door hold-open devices test (peripheral device)	Weekly
Firefighting/disabled evacuation lift functional test	Weekly
Manual smoke ventilation system test	Weekly
Fire precautions check	Weekly
Fire walks	Daily

## Fire Drill

A documented fire drill will be undertaken quarterly.

One full fire evacuation drill of the premises involving members of the public will be completed at least once in every 12 month period.

A false fire alarm resulting in an evacuation of the premises can be used to supplement the planned full fire evacuation drill.

The purpose of a fire drill is to test the fire procedures for the purpose of verifying their effectiveness, making improvements where necessary and identifying additional training requirements. The word 'drill' should not be taken to mean that the premises requires evacuation each time a drill becomes due.



General managers are required between full fire evacuation drills to be creative and use small scale simulation exercises and desk top exercises with involvement of employees who work at different times of the day and night. A minimum of two night-time (23:00 to 07:00) simulation exercises will be carried out in any 12-month period and there will be a minimum of two months between any simulation drills.

All fire drills will be recorded on the Record of Fire Drill template. Every drill will be reviewed, and action will be taken as necessary to improve future performance.

## Fire Hazards

Fire hazards will be controlled by compliance with corporate policies and other measures identified in this policy and by the fire risk assessment/fire safety audits. These include but are not limited to the following:

- + Electrical hazards;
- + Saunas;
- + Smoking;
- + Portable heaters and heating installations – only oil filled radiators are permitted;
- + Arson;
- + Cooking;
- + Housekeeping;
- + Contractors and in-house maintenance activities;

A safe system of work must be prepared for activities involving the use of solid fuels for the operation of open fireplaces, fire pits and cooking appliances e.g. jasper ovens and BBQ's etc. and documented records of training for those responsible for safe operation and the removal of ash must be maintained.

E-bikes, e-scooters and hoverboards, including any derivatives powered by an electric motor, are not permitted on hotel premises. Electric motor powered wheelchairs and mobility scooters for use by disabled persons are exempt from this policy, subject to the following requirements:

- +They shall be stored inside the guest bedroom; and
- +The user is advised not to charge the wheelchair / scooter in their room.

Arrangements for storage and charging of an electric motor-powered wheelchair or mobility scooter used by a hotel employee will be agreed on a case by case basis and approved in writing by the operations director.

In exceptional circumstances where an employee uses an e-bike or e-scooter for transportation to work, and there are no viable alternatives, arrangements for storage only of the item shall be approved in writing by the operations director, subject to meeting the following minimum requirements:





- +Dedicated lockable, non combustibile container, ideally separated from the building by a minimum of 5m; and
- + The container shall not be used for any other purpose.

## Temporary Demountable Fabric Structures (Marquees)

Contractors providing a temporary structure (the contractor) such as a marquee for an event organised by the hotel, or by a third party on hotel premises, are required to be a member of the Made-up Textiles Association (MUTAmarq).

The event organiser (hotel or third party) is responsible for providing the following information direct to the contractor:

- + The location of underground services (e.g. gas, water, sewage, electricity) where these are known to be less than 1m below the surface. If this is unknown, the contractor must be informed;
- + Overhead power lines; and
- + Any other significant hazards.

The event organiser is responsible for the following:

- + The preparation of a fire risk assessment;
- + Fire safety procedures;
- + The health and safety of persons using the temporary structure; and
- + Obtaining planning/building control approval where required (check Local Authority requirements).

Further guidance can be obtained from <https://www.hse.gov.uk/event-safety/temporary-demountable-structures.htm>

## Dangerous Substances

Where required, a risk assessment will be undertaken to comply with the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002. These regulations are concerned with protection against risks from fire, explosion and similar events arising from dangerous substances used or present in the workplace.

Examples of activities that are covered by DSEAR in hotel premises include:

- + Deliveries from road tankers, such as LPG and petrol
- + Handling, storage and use of gases under pressure e.g. bulk LPG storage

Where these activities are present, a general risk assessment will be carried out.

For a full list of activities refer to <http://www.hse.gov.uk/fireandexplosion/dsear.htm>



## Hot Works

Hot work is a process that can be a source of ignition when flammable material is present or can be a fire hazard regardless of the presence of flammable material in the workplace. Common hot work processes are welding, soldering, cutting and brazing.

All hot works carried out by contractors or employees will be subject to the Hot Works Permit to Work template located in Saeker. This is regardless of any template provided by a contractor.

The maintenance manager will be advised prior to any hot works taking place.

## Fire Alarm

Isolation of any part of the fire alarm system due to a faulty device or for an event where the nature of the event might lead to false alarms is not permitted by any employee without completion of the Fire Alarm Isolation Permit to Work template located in Saeker.

Isolation shall be taken to include isolation by technical means from the fire alarm control and indicating panel or isolation by way of placing protective covers over fire detection devices.

Where isolation of any fire detection device is required, we will give consideration to the following:

- + Avoid isolating devices in areas where fire could start and grow unnoticed;
- + Keep the number of devices and the duration of isolation to a minimum;
- + Ensure that isolated devices are returned to normal operation as soon as possible; and
- + Additional measures during the period of isolation e.g. frequent patrols/permanent presence in the affected area.

## Fire Procedures

### General

The flash card system template will be adopted and amended as necessary by every premises to prepare building wide fire procedures that are based upon a requirement for simultaneous evacuation of the premises on confirmation of fire.

Every premises will hold a record to confirm the fire alarm cause and effect. This will be used to verify the fire procedures. A review of the fire procedures will be carried out when any changes are made to the cause and effect.

A review of the fire procedures will also be carried out under the following circumstances:

- + Where required by the fire risk assessment or any review of the same;
- + Where alterations are made to the premises;
- + Following changes in the use of the premises or part thereof;
- + Following significant changes in occupancy numbers;



- + Failure of the fire alarm;
- + After a fire; and
- + As required following inspection by the Fire & Rescue Service.

## Disabled Evacuation

The term 'disabled persons' covers a wide range of conditions but for all practical purposes these are as follows:

- + Persons who are unable to hear the fire alarm;
- + Persons who are registered as blind;
- + Persons in wheelchairs;
- + Persons who are mobility impaired; and
- + Persons with cognitive conditions e.g. dyslexia.

To preserve the dignity of disabled persons it is not the responsibility of premises employees to make judgements about the ability of a disabled person to self-evacuate without assistance. Consequently disabled persons have a responsibility to request assistance and signage/information to this effect is provided in the premises. However, persons with an obvious disability e.g. persons in a wheelchair or those who are obviously blind or profoundly deaf should be approached in a discreet manner to identify if assistance is required.

The term 'assistance' should not be taken to mean physical assistance as this may not be necessary, possible and even unwanted/refused by the person concerned. Assistance might simply be allocating the person a room on the ground floor, nearest upper floor to the ground floor or physically showing someone the route from their bedroom to the fire exit or nearest protected escape stair. Ensuring that information concerning the whereabouts of disabled persons to the Fire & Rescue Service can also be deemed as assistance.

Any person approached to identify if assistance is required and any person requesting assistance should be provided with a PEEP. All PEEP forms must be kept with the fire box so they are immediately available in the event of a fire for reference by employees and to provide to the Fire & Rescue Service. Once a guest has left the premises at the end of their stay the PEEP form should be discarded. A PEEP template is provided.

The objective of a PEEP is to agree how the disabled person will evacuate the premises. The most desirable outcome for both the hotel and the disabled person will be evacuation without assistance from premises employees. It should be remembered that measures agreed with the disabled person might be exceptional for exceptional circumstances e.g. shuffling down steps on their bottom.

The amount of assistance available and agreed must be deliverable at any time of the day or night. We will never promise a level of assistance that cannot be provided.

The following is a summary of typical assistance levels.

## Persons who are unable to hear the fire alarm

Persons who are unable to hear the fire alarm should be provided with a vibrating pillow device. The device should be taken to the bedroom, tested and demonstrated to the user. Having been woken to the sound of the fire alarm by the device the person can proceed to the assembly point with no further assistance.

Every premises will maintain a minimum of one Deafguard device (or equivalent).

## Persons who are registered as blind

Persons who are blind or partially sighted live with their condition and are usually adept at moving around or accompanied by a carer or guide dog. The person will be able to hear the fire alarm but their movement might be delayed. It is not permitted for any persons to stay put in their bedroom so allocation of a room near to a protected stair is advisable wherever possible. Once in the protected stair it should be possible for the person to make their way to the final exit.

It is anticipated that other guests will provide assistance but the PEEP form might indicate assistance by employees to see the guest safely out of the premises.

## Persons in wheelchairs

This is potentially the hardest group of people to make arrangements for because not all bedrooms are on the ground floor or where step free egress from the premises is provided.

A number of bedrooms have been adapted for use by disabled persons to make them accessible to wheelchair users. These rooms will always be allocated to a wheelchair user who notifies the premises of their requirements prior to arrival. This is in preference to a wheelchair user who arrives at the hotel with no prior notification although every reasonable effort will be made to accommodate them in an accessible room.

A single evacuation chair will be provided in each premises. The exceptions to this are:

- + Where the premises has extensive ground floor bedroom accommodation with accessible rooms and step free egress from all fire exits; and
- + Where an evacuation or fire-fighting lift is provided and where procedures and training for evacuation have been completed.

Where provided, the evacuation chair should be placed in an escape stair near to accessible bedrooms or in a fixed and immediately accessible location elsewhere where it can be taken to the required stair.

The evacuation chair must be secured to prevent it from becoming an obstruction if knocked by persons leaving the premises in an emergency.

Where a person cannot transit into an evacuation chair, where they cannot self-evacuate with or without assistance from a spouse of carer and where step free egress is not provided, the person should be advised that physical assistance cannot be provided by employees and that they should make alternative arrangements with more suitable premises or, where this is not possible or refused, to make their way to the nearest protected stair and to remain there until rescued by the Fire & Rescue Service. This must be recorded on the PEEP. Employees are not permitted to attempt to move persons into an evacuation chair.



Where the premises has a fire-fighting or evacuation lift this can be used for the movement of wheelchair users and other disabled persons. A safe operating procedure must be prepared and documented training must be carried out as part of Fire Team training.

## Persons who are mobility impaired

Persons in this category are likely to require more time to leave the premises and for this purpose guidance above for persons who are registered blind will apply.

## Persons with cognitive conditions

Persons with cognitive conditions to an extent where they require assistance are likely to be accompanied by a carer or carers in the event of groups. The PEEP should be prepared with the carer.

## Fire Box

A fire box will be provided and maintained in a location e.g. reception back office where access to it is available 24 hours a day. The fire box will contain the following minimum contents:

- + Loud hailer;
- + High visibility tabards (enough for all members of the fire team);
- + Current PEEP forms;
- + Current staff rota
- + Guest list (refreshed at the start of the early, late and night shift);
- + Pen;
- + Torch;
- + Spare batteries for loud hailer and torch;
- + Copy of the incident management plan;
- + At least four copies of the plans for each floor of the property;
- + Disposable emergency foil blankets;
- + Small first aid kit;
- + Fire procedures (fire flash cards);
- + Keys for access into all parts of the premises, including those areas marked on the layout plan(s) and fire protection systems such as fire-fighting/evacuation lift, manual smoke ventilation system etc.

Where the current PEEP forms, staff rota and guest list is not held in the fire box, it must be held in close proximity to it and the location must be recorded in the fire procedures.

## Disabled Refuges

Every premises must designate refuge points. Where sufficient space permits this should be in the escape stair. Where sufficient space is not available, this should be in the bedroom corridor immediately adjacent to the entrance to the escape stair. The location of refuges will be supported by the fire risk assessment or review thereof.

## Fire Walks

The purpose of fire walks is to ensure the following:

- + That the fire panel is healthy with no faults that have not already been addressed;
- + That there is no evidence of fire such as smell, heat or smoke;
- + That doors off public areas that leading into service areas e.g. store rooms, risers, plant rooms etc. are appropriately secured if not in use and, in any event, fully closed into the rebate;
- + That bedroom escape routes (including corridors) and escape stairs leading to fire exits are maintained free from combustible storage and/or other items that might cause an obstruction to persons leaving in the event of an emergency;
- + That cross corridor doors are closed at night;
- + That pins and tamper proof tags (where provided) are present on all fire extinguishers; and
- + That all fire exits are unobstructed;

Fire walks will be carried out using the Cogard 1000 system. The system requires employees to record their attendance at check points such that all areas are visited in a set sequence. Auditable records will be maintained.

The check points will be strategically located along the following areas (not exhaustive) to ensure that all areas of the hotel are visited during the fire walk:

- + Fire panel;
- + Building perimeter;
- + Car park;
- + Basement areas;
- + Lobby;
- + Conference and banqueting areas;
- + Toilets – public area, conference and banqueting area and accessible;
- + Outlets;
- + All guest floors;
- + All fire escape stairwells;
- + Roof area access points and plant rooms (where it is safe to do so);



- + Back of house areas;
- + Loading bay/goods received area;
- + Final fire exits;
- + Evacuation chair;
- + Fire box.

The frequency of fire walks shall be as follows:

- + Early shift (07:00 to 15:00) – 1 fire walk;
- + Late shift (15:00 to 23:00) – 1 fire walk;
- + Night shift (23:00 to 07:00) – 2 fire walks.

All fire walks must be carried out end-to-end by the same person who is a member of the fire team.

There must be a minimum of two hours between each fire walk and all fire walks must be recorded.

A check of the fire panel will be carried out at every changeover of duty manager.

## Fire Events

Any fire (irrespective of its apparent seriousness) must be recorded as an incident. An investigation must be carried out and steps must be taken as necessary to prevent recurrence.

Following any fire event resulting in activation of the fire alarm system, the specialist fire alarm contractor is required to carry out a check of the system to ensure that the device(s) involved and the system as a whole remains in full working order.

## False Fire Alarms

A false alarm is where there isn't a real fire, but the fire alarm is activated.

False alarms will be kept to a minimum through compliance with this policy and every false alarm will be recorded as an Incident.

If the number of false alarms across all categories of false alarm exceeds 1 in 50 detectors in any 12-month rolling period a full investigation will be carried out.

False fire alarms can be categorised as follows:

### Unwanted Alarms

These are where the fire alarm system has responded to an operational condition such as:

- + Cooking fumes (e.g. burnt toast)
- + Steam from showers or other processes



- + Smoking materials (e.g. cigarettes, e-cigarettes, matches, candles and incense)
- + Aerosol sprays
- + Hot work from cutting and welding
- + Dust and small insects
- + Humidity and temperature change

Planned testing / servicing of the fire alarm system resulting in activation of the fire alarm is not a false alarm and should not be recorded.

#### Equipment False Alarm

This is where a fire signal has been generated from a fault with the fire alarm system or damage, malicious or otherwise, to it e.g. a damaged manual call point.

#### Malicious False Alarm

This is where a person initiates a fire signal from operation of a manual call point or activation of a detector, whilst knowing there is no fire.

#### False Alarms with Good Intent

This is where a person initiates a fire signal in the honest belief that there is a fire, when no fire actually exists.

## Fire & Rescue Service Activities

Visits to the premises by the Fire & Rescue Service will be carried out from time to time for a number of reasons. Detailed arrangements for managing relationships with the Fire & Rescue Service and all other Regulators who may have cause to visit our premises are managed in line with guidance provided in the Crisis Management Plan. Key requirements include the following:

- + Identification must always be requested prior to entry beyond publically accessible areas by anyone purporting to be from a Regulatory body;
- + All visitors must be required to sign-in on arrival;
- + Site rules must always be adhered to;
- + PPE must be provided where required;
- + Access to all areas and records must be provided upon request;
- + Following consultation with the nominated competent person, any correspondence must be acknowledged in writing; and
- + Actions required must be completed in accordance with stated timescales and this must be confirmed in writing on completion. If actions cannot be completed within the stated timescales, an extension should be applied for and agreed in writing;





+ All visits must be logged as an enforcing authority visit in Saeker.

Where a premises receives notification of an inspection by the Fire & Rescue Service, the general manager is responsible for notifying Saeker so that every effort can be made to ensure attendance by a competent person.

## Records

Record Description	Recording Method
Operational fire risk assessment review	Saeker Monitoring Task
Employee Health & Safety Induction	See 'Training' policy
Fire door check	Saeker Monitoring Task
Emergency lighting test	Saeker Monitoring Task
Fire-fighting/disabled evacuation auxiliary power test	Saeker Monitoring Task
Fire alarm & peripheral devices test	Saeker Monitoring Task
Emergency voice communication system test	Saeker Monitoring Task
Standby generator inspection	Saeker Monitoring Task
Vibrating pillows test (peripheral device)	N/A
Fire door hold-open devices test (peripheral device)	N/A
Fire-fighting/disabled evacuation lift functional test	Saeker Monitoring Task
Manual smoke ventilation system test	Saeker Monitoring Task
Fire precautions check	Saeker Monitoring Task
Record of Fire drill	Saeker Library
Record of fire walk	Saeker Library
Hot Works Permit to Work	Saeker Library



Fire Alarm Isolation Permit to Work	Saeker Library
PEEP	Saeker Library
Template fire procedures	Saeker Library
Record of fire training template	Saeker Library
Fire event (incident)	Saeker Event
False alarm (incident)	Saeker Event
Fire & Rescue Service Visit (enforcing authority visit)	Saeker Event

