

Evacuation and Guest List Procedures

Whilst members will have comprehensive and well-rehearsed evacuation procedures, businesses will want to familiarise themselves with the recommendations from the Fatal Accident Inquiry into the fire at Cameron House Hotel in December 2017.

Owners or operators of hotels (or similar sleeping accommodation) should ensure that robust arrangements are in place to ensure that all staff (in particular night staff) have experience of evacuation drills.

The list below outlines a supportive (not prescriptive) list of actions that businesses and dutyholders should consider when developing and carrying out relevant procedures when developing and carrying out evacuation training of all staff.

Preparation and written procedures:

- Written evacuation policy showing zones, evacuation points and reporting procedure, contacting SFRS.
- Written training for all employees in roll call and evacuation procedures to include written evacuation policy.

Training drills:

- To be carried out rehearsing employee allocation to specific zones, with knowledge of guests in those zones. Reporting to dutyholder.
- Should envisage and establish a procedure to access guest lists immediately as a matter of priority for accurate roll call.
- Should set out communication procedures between employees allocated to zones and reporting back to duty holder.
- Should envisage process whereby employees allocated to zones account for guests at individual evacuation points.
- Should envisage speed for individual employees reporting to duty holder with roll call for individual zones contributing to overall roll call.
- Should feed into risk assessment - Planning, Implementation, Evaluation and produce Risk Assessment using template tailored to individual property and its layout and zones.



Management of Guest Lists in an Emergency Evacuation

The list below outlines a supportive (not prescriptive) list of actions that businesses and duty holders should consider when developing and carrying out evacuation arrangements.

Under fire safety legislation in Scotland, it is the responsibility of those persons who have control of, or safety obligations in respect of non-domestic premises, to ensure that arrangements are in place for an evacuation of the premises, if the situation requires it. Each building should have an emergency fire action plan specifying the evacuation procedures for everyone, including disabled people, likely to be in the building.

The responsibility for ensuring that guests are properly accounted for rests with the organisation rather than the individual members of staff. Whilst efforts should always be made to fully account for guests the nature of hotels and other accommodation means that guests may be in different parts of the premises other than bedrooms or may be out of the hotel for a period of time during their stay.

Methods of data storage and availability:

- Subject to risk assessment of the number of rooms and a zoned layout, recommend digital and printed guest lists to be held both on and off the premises. Digital and printed guest lists to be available to duty holder on site at all times.
- Digital or alternative system (dependent on size of business) to provide knowledge of whether guests are on or off premises, particularly at night.

Management and staff responsibility:

- Subdivide employee personnel into different parts of the property (labelled zones) for large hotels e.g. set maximum number of guests per staff member for that staff member to have some knowledge of the guests' whereabouts.
- Evacuation points per allocated zone with corresponding allocated employee responsible for that zone and its guests. Employees allocated to each zone report to duty holder.
- A designated member of staff for each zone, where there are day and night shifts, on every shift to have responsibility for knowledge of the guest lists and knowledge of the room numbers/designations and whereabouts of guests in relevant zones. All report to duty holder.
- Verbal handover of guest names and room allocation between shifts to accompany digital data.
- Employees allocated to zones (each with evacuation point) report to duty holder with overall responsibility for the premises. Duty holder must hold sufficient information of guests room allocation and whereabouts to pass to Scottish Fire & Rescue Service Incident Commander in the event of a fire. Procedures must be in place to ensure an accurate roll call.