

SOP: Emergency and Safety Protocols for Guests and Staff

This SOP defines **emergency and safety protocols for guests and staff**, encompassing procedures for fire safety, evacuation plans, medical emergencies, hazard identification, communication systems, and staff training. It aims to ensure the well-being and security of everyone on the premises by establishing clear guidelines and response actions during various emergency situations.

1. Purpose

To provide standardized procedures and actions to safeguard guests and staff during emergency incidents, minimize harm, and help maintain order and calm during such events.

2. Scope

This SOP applies to all staff, contractors, vendors, and guests present within the premises.

3. Emergency Protocols

3.1 Fire Safety

- Ensure fire alarms, extinguishers, and emergency exits are accessible and clearly marked.
- On detection of fire/smoke:
 1. Pull the nearest fire alarm.
 2. Call emergency services (dial **XXX**).
 3. Evacuate guests and staff following evacuation routes.
 4. Do not use elevators; use stairs.
 5. Assemble at the designated assembly point and conduct headcount.

3.2 Evacuation Plans

- Staff must familiarize themselves and guests with evacuation routes.
- Clearly display evacuation maps in prominent locations.
- Assign evacuation wardens for each area to guide people during emergencies.

3.3 Medical Emergencies

- Contact on-site first aiders and call emergency medical services immediately.
- Do not attempt to move injured persons unless absolutely necessary.
- Provide basic first aid within the scope of training until professionals arrive.
- Record the incident and ensure follow-up care if required.

3.4 Hazard Identification and Reporting

- Staff must actively inspect areas for potential hazards (wet floors, exposed wires, etc.).
- Report hazards immediately to the safety officer or supervisor.
- Temporary warning signs should be placed until hazard is addressed.

3.5 Communication Systems

- Maintain working emergency communication tools (PA systems, walkie-talkies, emergency contact list).
- Inform occupants promptly during emergencies via announcement systems.
- Update all emergency contacts annually.

4. Staff Training and Drills

- Conduct induction training on emergency protocols for all new staff.
- Hold fire and evacuation drills at least twice a year.
- Refresher courses on first aid, hazard reporting, and emergency communication systems annually.

5. Roles & Responsibilities

Role	Responsibilities
Safety Officer	Oversee safety compliance, maintain emergency equipment, conduct training and drills.
Evacuation Wardens	Guide guests and staff during evacuations, conduct headcount at assembly points.
All Staff	Be familiar with emergency procedures, report hazards, assist guests during emergencies.
First Aid Responders	Administer first aid, coordinate with emergency medical services.

6. Documentation & Reporting

- Record all incidents, emergencies, and drills in the safety logbook.
- Document corrective actions taken after any event.

7. Review

This SOP will be reviewed annually or after any major incident to ensure effectiveness and update procedures as necessary.