

# SOP: Emergency Evacuation Instructions for Visitors

This SOP provides clear and concise **emergency evacuation instructions for visitors**, detailing the designated evacuation routes, assembly points, and safety protocols to follow during an emergency. It ensures that all visitors are informed about how to evacuate the premises quickly and safely, reducing confusion and enhancing overall safety during incidents such as fire, natural disasters, or other emergencies.

## 1. Scope

This procedure applies to all visitors present in the facility during any emergency situation requiring immediate evacuation (e.g., fire, earthquake, gas leak, or security threat).

## 2. Responsibilities

- **Reception/Front Desk Staff:** Inform visitors of evacuation procedures upon arrival and assist during an emergency.
- **Evacuation Marshals:** Guide and supervise visitors along designated evacuation routes.
- **Visitors:** Adhere to instructions and follow evacuation procedures promptly.

## 3. Evacuation Procedures

1. Upon hearing the evacuation alarm or being instructed to evacuate, visitors must:
  - Remain calm and do not panic.
  - Leave all personal belongings behind.
2. Follow signage and the guidance of staff/marshals to the **nearest safe exit route** (see maps located near entrances/exits).
3. Do **not** use elevators. Use stairways or designated escape routes.
4. Proceed directly to the **designated assembly point**:
  - (Specify Assembly Point(s), e.g., "Open parking lot north side of building")
5. Report to the marshal at the assembly point for accountability.
6. **Do not re-enter the building** until an official "all clear" is given by emergency personnel or staff.

## 4. Special Assistance

If you require assistance to evacuate (e.g., due to mobility, hearing, or vision impairments), please inform the front desk upon arrival or immediately alert staff during an emergency.

## 5. Additional Safety Protocols

- Remain with your group and do not wander off.
- Always take instructions from official personnel or marshals.
- If separated, go to the assembly point and wait for further guidance.

## 6. Contact Information

For questions regarding this procedure, contact:

- **Reception Desk:** Ext. 101
- **Facility Safety Officer:** [safety@company.com](mailto:safety@company.com)
- **Emergency Services:** **Call 911**

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**Your safety is our priority. Please familiarize yourself with these procedures and cooperate during all emergency situations.**