

Standard Operating Procedure (SOP): Emergency Evacuation Procedures for Visitors

This SOP details **emergency evacuation procedures for visitors**, outlining clear steps for safely evacuating all visitors during emergencies. It includes identification of evacuation routes and assembly points, communication protocols, roles and responsibilities of staff, procedures for assisting visitors with special needs, and guidelines for accounting for all individuals during and after evacuation. The goal is to ensure the safety and orderly evacuation of visitors in any emergency situation.

1. Purpose

To establish clear procedures for the safe and orderly evacuation of visitors in the event of an emergency.

2. Scope

This SOP applies to all visitors within office/building premises during any emergency requiring evacuation (e.g., fire, earthquake, gas leak).

3. Responsibilities

- **Receptionist/Security:** Maintain up-to-date visitors' log; distribute visitor badges with evacuation instructions.
- **Floor Wardens:** Guide visitors to nearest exits and assembly points; account for visitors at assembly points.
- **All Staff:** Assist in the evacuation of visitors, especially those with special needs.
- **Emergency Response Team (ERT):** Oversee the evacuation process and communication with emergency services.

4. Procedures

1. Evacuation Routes and Assembly Points

- Clearly marked evacuation routes and exits must be posted throughout the building.
- Designated assembly points are located (specify location) outside the building.

2. Communication Protocols

- Upon activation of alarms or notification of an emergency, staff must instruct visitors to evacuate calmly.
- Floor Wardens will issue verbal instructions and guide visitors to the nearest exit.

3. Evacuation Steps

1. Upon alarm activation, staff must escort all visitors to the nearest marked exit.
2. Do not use elevators during evacuation.
3. Assist visitors with mobility or communication challenges as necessary.
4. Proceed to the designated assembly point and check in with the Floor Warden.

4. Special Needs Assistance

- Identify visitors with special needs upon signing in.
- Assign a staff member to assist each visitor requiring help during evacuation.

5. Accounting for Visitors

- Receptionist/Security to bring visitors' log to the assembly point.
- Floor Warden accounts for all visitors and staff; notify ERT of any unaccounted individual.
- Do not re-enter the building until given the "all clear" by emergency services.

5. Training & Drills

- Staff involved in visitor management must receive regular training on evacuation procedures.
- Evacuation drills should include scenarios involving visitors to ensure protocol effectiveness.

6. Review and Revision

This SOP should be reviewed annually and updated as needed to incorporate lessons learned from drills and incidents.

7. References

- Building Emergency Action Plan
- Health and Safety Regulations
- Visitor Management Policy