

CHARLESTON FIRE DEPARTMENT
FIRE MARSHAL DIVISION



FIRE & EMERGENCY
ACTION PLANS GUIDE

Restaurants • Night Clubs • Bars



Version: 07/16/2013

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INTRODUCTION

Emergencies can occur at any time. Restaurants, bars, and nightclubs face greater risks of emergencies than many other industries. Unfortunately, this country has experienced several tragedies like the Station Night Club fire which tragically took 100 lives, injured over 200 people, and cost millions of dollars in damages, fines, and litigation. In many cases, tragedies like the Station Night Club fire could have been avoided. The Charleston Fire Department Fire Marshal Division is providing this guide, and corresponding template, as the framework to assist you in preparing your fire safety and emergency evacuation plans, identifying emergency procedures, and create an employee training program. The template may be easily edited to suit your operation and specific business needs.

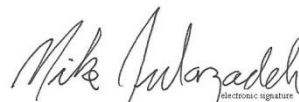
This guide and associated template may not be all inclusive, as requirements change based on occupancy type, use, and size. Therefore, all plans must be reviewed and updated annually or as necessitated by changes in staff assignments, occupancy, or the physical arrangement of the premises. Owners/general managers are also required to make these plans available in the workplace for reference or review by employees, and copies must be furnished to Fire Code Officials for review upon request.

The foundation for our guide and template are based on the *International Fire Code*. When a fire occurs on the property, the owner or a staff member must immediately report the incident to the fire department. Building employees must implement their emergency plans and evacuation procedures to ensure the safety of staff and customers.

In addition to this guide and our template, there are numerous Internet resources are available to further your fire & emergency planning and prevention efforts:

- NFPA (National Fire Protection Association) publishes “NFPA 1600: Standard for Disaster/Emergency Management and Business Continuity Programs” at [www.NFPA.org](http://www.nfpa.org)
- OSHA emergency plan system: <http://www.osha.gov/SLTC/etools/evacuation/expertsystem/default.htm>
- FEMA emergency planning for a business: <http://www.ready.gov/business>

The Charleston Fire Department is ready to assist you with preventing and responding to emergencies associated with your business. Please contact me at 843-724-3429 or via e-mail at julazadehm@charleston-sc.gov with any questions or comments.



Mike Julazadeh
Fire Marshal | Battalion Chief
Charleston Fire Department



NOTE TO BUSINESS OWNERS AND MANAGERS

This guide and the corresponding template were developed to assist in your preparation of a variety of emergency action plans (including fire safety, crowd management, emergency evacuation, employee fire safety training & response, severe weather, and other security & threat assessments) that will promote fire prevention and enhance the protection of your valuable business, patrons, and staff. This template should be used in conjunction with the corresponding *Fire & Emergency Action Plans Guide* available at www.charleston-sc.gov/firemarshal. Highlighted items in this template are provided as an example and/or indicate items for entry of your business-specific information. You are encouraged to edit or amend this template to better fit the needs and requirements of your business. This template will assist with code compliance with the International Fire Code adopted by Charleston Fire Department, City Ordinances, and OSHA requirements. Please contact the Charleston Fire Marshal Division for assistance or questions regarding your plans, fire code, fire prevention strategies, inspections, and other safety related questions. This document should be considered a compliance tool, it is your responsibility to know, update, research, and gain compliance with the applicable codes, laws, ordinances and regulations

FIRE SAFETY PLAN

Compliance Codes: International Fire Code 2012 Section 404; OSHA Standard 1915

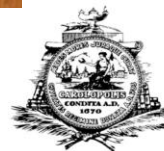
A *Fire Safety Plan* is a collection of policies and procedures which, when implemented and maintained, satisfy the legal obligations of the owner, outlines specific duties and responsibilities, and provide training for owners and employees on actions to take in the event of a fire or other emergency. When completed, a copy of your plan must be kept in the building in an approved location (IFC 404.2). Any plan, however, will only be effective if it is practiced. It is imperative to test your plan in controlled situations. Studies of fire incidents have found that the absence of leadership and a lack of an organized plan have hindered evacuation attempts by patrons and staff. It is important to know Occupancy Load requirements for your building. These shall be posted in a conspicuous location. Occupancy limits can change based on your building and areas within your building. If unsure of your Occupancy Load, consult with the Fire Marshal's office. Here is some information to have in your plan:

Information to Include in Your Plan

- Identify procedures for reporting a fire or other emergencies..
- Identify your life safety strategy and procedures for notifying, relocating, or evacuating staff and patrons.



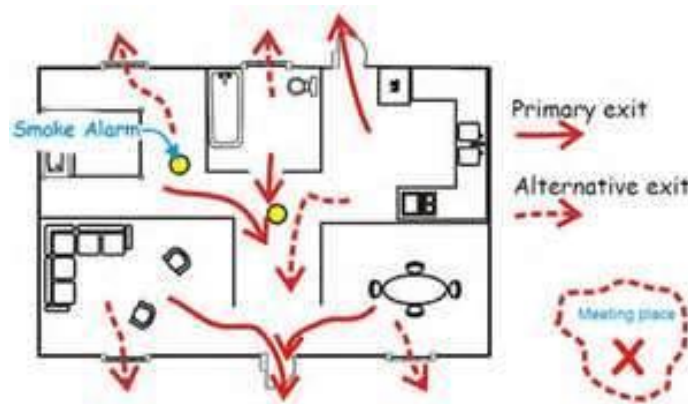
- Create site plans that include the:
 - Maximum occupancy load limit
 - Occupancy assembly point
 - Locations of fire hydrants
 - Normal routes of fire department vehicle access.
- Create floor plans (Template, **Appendix A**) identifying the locations of:
 - Exits
 - Primary evacuation routes
 - Secondary evacuation routes
 - Accessible egress routes
 - Area(s) of refuge, if available
 - Manual fire alarm boxes
 - Portable fire extinguishers
 - Occupant-use hose stations
 - Fire alarm annunciators and controls.
- Create a list of major fire hazards associated with the normal use and occupancy of the premises, including hazardous materials, maintenance, and housekeeping procedures.
- Identify and assign personnel responsible for system maintenance and equipment installed to prevent or control fires (such as sprinklers, hood suppression, and so forth).
- Identify and assign staff responsible for maintenance, housekeeping, and controlling fuel hazard sources.
- Ensure Material Safety Data Sheets (MSDS) for all hazardous materials are readily available on the premises (IFC 407.2).
- Mark or label all containers, cartons, and packages storing hazardous materials in accordance with applicable federal regulations (IFC 407.3).
- Identify buildings, rooms, and spaces containing hazardous materials with hazard warning signs.
- Ensure personnel responsible for the operation or use of hazardous materials are familiar with the chemical nature of the materials and the appropriate safety actions necessary to mitigate fire, leak, or spill.
- Prepare a hazardous materials inventory statement (if required by permit).



EMERGENCY EVACUATION PLAN

Compliance Codes: International Fire Code 2012 Section 404; OSHA Standard 1910

An *Emergency Evacuation Plan* will show patrons and staff the location of nearest exits and location of special building features to aid them in their evacuation from the building. This egress plan shall be submitted to the City of Charleston Fire Marshal, and an approved copy shall be kept on the premises. Each floor of the building should have a floor plan. Indicate the location of all exits, stairways, fire extinguishers, and manual pull stations. Post copies of the floor plan throughout the building, and distribute to all employees. Assign a meeting place a safe distance from the building and away from fire department activities. (IFC 404.3)



Information to include in Your Plan

- Identify emergency egress or escape routes (Template, **Appendix A**).
- Determine whether evacuation of the building will be complete or by selected floors or areas only (as pre-approved by Charleston Fire Marshal Division Inspectors).
- Identify procedures for employees who must remain to operate critical equipment before evacuating.
- Identify procedures for accounting of employees and occupants after evacuation has been completed.
- Identify the preferred and alternate means of notifying staff and occupants of a fire or emergency.
- Identify the preferred and alternate means of reporting fires and other emergencies to the fire and/or police departments.
- Identify and assign staff who can be contacted for additional information or explanation of duties under the plan.
- Provide a description of the emergency voice/alarm communication system alert tone and/or pre-programmed voice message, where available.



EMERGENCY EVACUATION DRILLS

Compliance Codes: International Fire Code 2012 Section 405

It is imperative to test your egress plan in various controlled situations. This helps your staff gain confidence and learn what is expected of them and allow you to evaluate your plan's effectiveness. You must also keep a record of where, when, under what conditions, and the names of employees/staff participating in the drill (IFC 405.5).

Information to Include in Your Plan

- Conduct an emergency evacuation drill at least **quarterly** or when required by a fire department official. Drills should be held at unexpected times and under varying conditions to simulate the unusual conditions that occur in a fire (Template, **Appendix C**).
- Keep a record of all drills and include (Template, **Appendix D**):
 - Name/title of the person conducting the drill
 - Date and time of the drill
 - Notification method used (activate the alarm system, if available)
 - Staff members on duty and participating
 - Number of occupants, patrons, or customers evacuated
 - Special conditions simulated
 - Problems encountered
 - Weather conditions when occupants/staff were evacuated
 - Time required for complete evacuation.
- If required by the Fire Department, notify proper fire officials prior to conducting your evacuation drill.
- As building occupants arrive at the assembly point, determine if all occupants (staff and patrons) have been successfully evacuated or have been accounted for by other means.
- Use an electrical or manual signal to recall occupants after the evacuation drill. Ensure the alarm/tone is distinct from the signal used to initiate the evacuation. Only the person in charge of the drill should give the signal for the recall and reentry. No one should reenter the premises until authorized to do so by the Manager in charge.



EMPLOYEE FIRE SAFETY TRAINING AND RESPONSE

Compliance Codes: International Fire Code 2012 Section 404, 405; OSHA Standard 1915

Employees should also be trained in general fire and life safety. This can range from use of fire extinguishers to building fire alarm and sprinkler systems. Your building may have several different fire protection features. Your building may be equipped with an automatic fire alarm system, which alerts patrons in the event of smoke or fire. Sprinkler systems are great tools in the effort to suppress fires. Designated employees shall be taught how the operations of these systems work. Also, Fire extinguishers can play a vital role in containing small fires. All employees shall be taught the selection, use, and capabilities of fire extinguishers. You shall also maintain a record of your employee training. Employee training records must be kept on-premise and shall be provided to the Fire Marshal upon request. **Appendix D** in the template may be used for this purpose.

Information for Your Employee Training Program

- Use the fire safety and emergency evacuation plans to train all employees as to their duties.
- Include fire safety and evacuation plans duties as part of new employee orientation.
- Keep records of all training and make these available to the fire code officials upon request (IFC 404.5).
- Fire Prevention Training: Ensure all employees/staff are aware of the fire hazards, materials, and processes to which they are exposed. Each employee must be instructed as to the proper procedures for preventing fires in the course of their duties.
- Evacuation Training: Familiarize all employees/staff with fire alarm and evacuation alarms or signals, their assigned duties in the event of an alarm or emergency, evacuation routes, areas of refuge, exterior assembly areas, and procedures for evacuation.
- Fire Safety Training: Ensure all staff/employees are trained to properly and safely use, and know the locations of portable fire extinguishers on the premises, and other manual fire suppression systems (such as hoods and so forth).



CROWD MANAGEMENT

Compliance Codes: International Fire Code 2012, City Ordinance 21-51

Crowd management is extremely important in preventing injury and fatalities from fires at places of assembly. In places of assembly, or even in other occupancies that attract large crowds, employers must ensure their staff is aware of what they must do to control crowds in emergency situations and how to identify potential problems. Employers must be active in maintaining a safe facility to protect employees, patrons, and our citizens and visitors.

The Charleston Fire Department has created a policy with requirements for crowd managers. We use International Fire Code and the City of Charleston Late Night Ordinance as a guide for crowd managers. Additionally, we have developed an on-line training program to assist in training your employees designated as Crowd Managers. Please visit our You Tube channel at <http://www.youtube.com/user/CFDFM>.

Information to Include in Your Plan

Before the Event or Opening

- Designate and train staff who will serve as “Crowd Managers”.
- Ensure all exits routes are clearly marked.
- Ensure there are an adequate number of marked EXIT doors with operating panic hardware.
- Ensure stock/storage items do not obstruct aisles or exits.
- Ensure maximum capacity placards (Certificate of Occupancy) are posted.
- Clear all aisles and egress paths.
- Ensure the facility has a functioning fire alarm and sprinkler system.
- Ensure the facility has operating emergency lighting and create a testing cycle. Locate all the fire alarm pull stations.
- Walk outside the facility before each event.
 - Are the exits and walkways clear of obstructions or tripping hazards?
 - Is there adequate illumination where all of the exits discharge?
 - Is there proper clearance in the streets and parking area for emergency apparatus?
- Correct all fire code violations when they are spotted.
- Identify safe crowd control mechanisms that will not promote panic. Patrons waiting to enter building shall be in a orderly file and clear from egress paths.



During the Event or Normal Business Hours

- Prevent overcrowding by monitoring the number of patrons and employees in your area of assembly. Never exceed your authorized capacity.
- Walk the rooms and confirm that the exit paths remain clear.
- Educate all employees/staff as to the importance of maintaining clear exit paths.
- Ensure several staff/employees know how to turn up the lights.
- Ensure several staff/employees know how to turn down the music.
- Designate personnel responsible for making emergency announcements including providing the locations of all safe exits.
- Correct all fire code violations when they are spotted.
- Employ safe crowd control mechanisms that do not promote panic.



Basic Fire Extinguisher Training

Compliance Codes: International Fire Code 2012 Section 906; OSHA Standard 1910

All employees should be trained in the use and selection of fire extinguishers. Fire extinguishers when used correctly can be a vital tool in the suppression of small fires. Not all fire extinguishers are equal, though. Employees must recognize the difference in extinguishers but also correctly identify the correct time and situation to use the extinguisher. (OSHA 1910.157)

Classes of Fires:

Class A: Wood, paper, cloth, trash

Class B: Flammable Liquids – gasoline, oil, grease, paints

Class C: Electrical – Energized electrical equipment

Class D: Metals – Potassium, sodium, magnesium

Types of Extinguishers:

Dry Chemical (ABC) – Yellow, powdery substance, similar to chalk

- Works on Class A, Class B, and Class C fires
- Range from 2 ½ to 20 pounds

Carbon Dioxide (Co²) – Horn shape, no gauge, cold, non-flammable gas

- Works on Class B and Class C fires

Class K – Bottle silver in color, liquid, soapy substance

- Works on Class B fires
- Normally found in kitchens
- Works well on grease fires



How to Use a Fire Extinguisher

Here is an easy acronym to remember is you must use a fire extinguisher: **P A S S**

- **P: Pull** the pin.
- **A: Aim** at the base of the fire. This takes away oxygen and fuel source of the fire.
- **S: Squeeze** the handle. This will release the agent from the extinguisher.
- **S: Sweep**. Sweep side to side until the extinguisher is empty.

Guidelines to follow when using extinguishers:

Alert Occupants

- Before attempting to extinguish a fire, alert occupants, patrons, or staff.
- Find someone to assist you with extinguisher.

What is burning?

- This will help when selecting which fire extinguisher to use. If you do not know what is burning, alert occupants, and exit the building.

How big is the Fire?

- Different size fire extinguishers will suppress different size fires. A 5 pound fire extinguisher will suppress a fire the size of a small trash can, but may be too small to effectively suppress a fire that has extended to the wall or parts of the building.

Means of Escape

- Position yourself with a means of egress behind you. Never position the fire between you and your way out.
- Fires produce toxic smoke rapidly. If the room or area is filled with smoke, *DO NOT* attempt to extinguish.



SEVERE WEATHER PLAN

Compliance Codes: OSHA 1910

Having a business or being a resident of the Lowcountry, you know how fast severe weather can develop and impact the area. The greater Charleston area can be exposed to hurricanes, tropical storms, flooding, earthquakes, and tornados. As a business, a *Severe Weather Plan*, can assist you in the event of a weather emergency. Having a clear weather policy identifies your employee's responsibilities, and also eliminates confusion or doubt about actions to take during a weather emergency. It is important to have an access to updating weather information at your fingertips. Whether it is on your phone, computer, or radio, having access to weather information is vital for early warning for patrons and for a business.



Hurricane: Rapidly rotating storm system characterized by strong winds, spiral arrangement of thunderstorms that produce heavy rain. Winds in hurricanes range from 75 miles per hour to over 250 miles per hour.

Tornado: Violently rotating column of air that is in contact with both the surface of the earth and a cloud. Tornados develop rapidly and come with little warning. Winds can exceed 200 miles per hour.

Earthquake: The result of a sudden release of energy in the Earth's Crust that creates seismic waves.

Information to Include in Your Plan

- Identify protective actions to take during severe weather by management and staff.
- Designate a person responsible for employee safety during special events.
- Designate the person to monitor weather conditions at least a day before special events and the morning of the event.
- Take a weather alert radio to the special event and have someone monitor it there, if severe weather may threaten the area.
- Before the event: Make plans to cancel or postpone the event if severe weather is anticipated for the time frame the event is scheduled.
- During the event: Identify the manager or employee who will make appropriate announcements to those in attendance should severe weather occur.
- Identify specific locations that are the best available protective areas for your events or activities in the possibility of a tornado or strong thunderstorm.



SECURITY AND THREAT ASSESSMENTS

Compliance Codes: Ordinance 2013-55

Crimes committed against businesses often have a very high cost. Valuable stock and equipment are lost, premises are damaged, and staff morale can be adversely affected. Although rare, in the worst cases staff themselves may be injured or even killed. Therefore, it makes sense to take appropriate security measures to protect your business. The security measures you should employ depend on many factors. These sections of the guide and template are provided for information only and explain the most common security issues your business is likely to face. You are strongly encouraged to contact the Charleston Police Department, Charleston or Berkeley County Sherriff's Office, and other security specialists for more information for protecting your business, employees, and other assets.

In 2009, the FBI recorded over 2,199,125 burglaries nationwide. These numbers were not separated by residential versus commercial or business burglaries, but their sheer number demonstrates the need to ensure our homes and businesses are secure. Burglary itself represented 23.6% of all property crimes reported, nationwide. The estimated loss exceeded \$4.6 billion dollars. Key data points:

- 65% of business burglaries occurred at night.
- During 61% of all burglaries, forced entry was used to gain access.



Information to Include in Your Plan

- Conduct a risk assessment to provide your business with the information it needs to create emergency-specific plans and protocols.
- Address how you intend to handle security threats and what procedures employees and staff should follow in the event of medical emergencies, attempted robbery, or other scenarios.
- Identify how to keep your employees safe and how to safeguard your business's physical property including information protection.
- Identify the minimum staff necessary to keep business operations running and what steps to take to notify suppliers or clients about any changes or disruptions in the business.
- Assess your property regularly including: Interior and Exterior Lighting, Unobstructed Views, Window Locks, Doors, Camera Systems, Locks, and Alarms.
- Signage—a well-placed sign can be a useful method for putting off a criminal.
- All employees should be aware of their responsibilities for security and you should check that your security measures are being followed.
- When necessary, employees should phone 911 or get help quickly by using an alarm. They should also try to write down information about the incident and secure video footage and the scene until the police arrive.
- Identify delivery receipt and shipping protocols.
- Address other inventory control and measures to prevent theft by staff.

