

EMERGENCY PLAN (YEAR)

(Name of the Guest House/ Hotel)
Address

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POLICY STATEMENT

(This statement gives the reader an overall idea of what this plan is all about)

This emergency response plan has been designed for both the staffs and guests staying at *(Guesthouse Name)* guest house/hotel, highlighting the procedures to be followed in the event of various different emergencies such as Fire, Tsunami, Earthquakes, Floods, and Medical Emergencies etc. With different duties and responsibilities assigned for the staffs, it is mandatory that all staffs act and follow the procedures accordingly upon activation of the plan by the Guest House Manager in the event of an emergency.

Even though the plan does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope up with most emergency situations on the city.

This document for internal use only and the content shall not be disclosed to any third parties without strict approval from the Manager of the Guest House.

(Signature)

Name:

Designation:

(Name, designation and Signature of a management level staff should be given above)

CHAPTER 1: INTRODUCTION

1. Purpose of the plan:

The purpose of this plan is to develop, implement and maintain an integrated emergency management system for protection of people, property and the environment in the event of natural incident such as Cyclone and Tsunami; and fires. The ultimate goal is to reduce the vulnerability of the area due to any emergency, to save lives and protect property and environment by developing capabilities that mitigate the effects of, prepare for, respond to and recover from any emergency that could affect the area.

2. Scope of the plan:

The Plan covers the available emergency services and procedures of the guesthouse and the available facilities of the (island name) in case of an emergency incident such as Tsunami, flood, heavy wind, fire, or such incidents.

3. Plan Update and Review

- How frequently will the plan be updated (Eg: Annually / semi-annually)
- Name and designation of the staff responsible for updating the plan
- Mention how the information will be shared with the staff (Eg: By providing a copy/ by conducting trainings)

4. Trainings/Drill Plan

- What components will be covered in the trainings/ drills? (Eg: Fire drills, evacuation procedures, first aid training, etc)
- How frequently will the trainings/ drills be conducted? (Eg: Annually, semi-annually)
- Mention the name and designation of the staff who is responsible for arranging/ conducting trainings and drills

CHAPTER 2: PROFILE OF GUEST HOUSE/HOTEL

Location:

Distance from Capital City, Male:

Distance from the Airport:

No of rooms/Categories:

Target Market:

Type of infrastructure:

Communication Facilities:

Transportation Facilities:

Other Resources (If any):

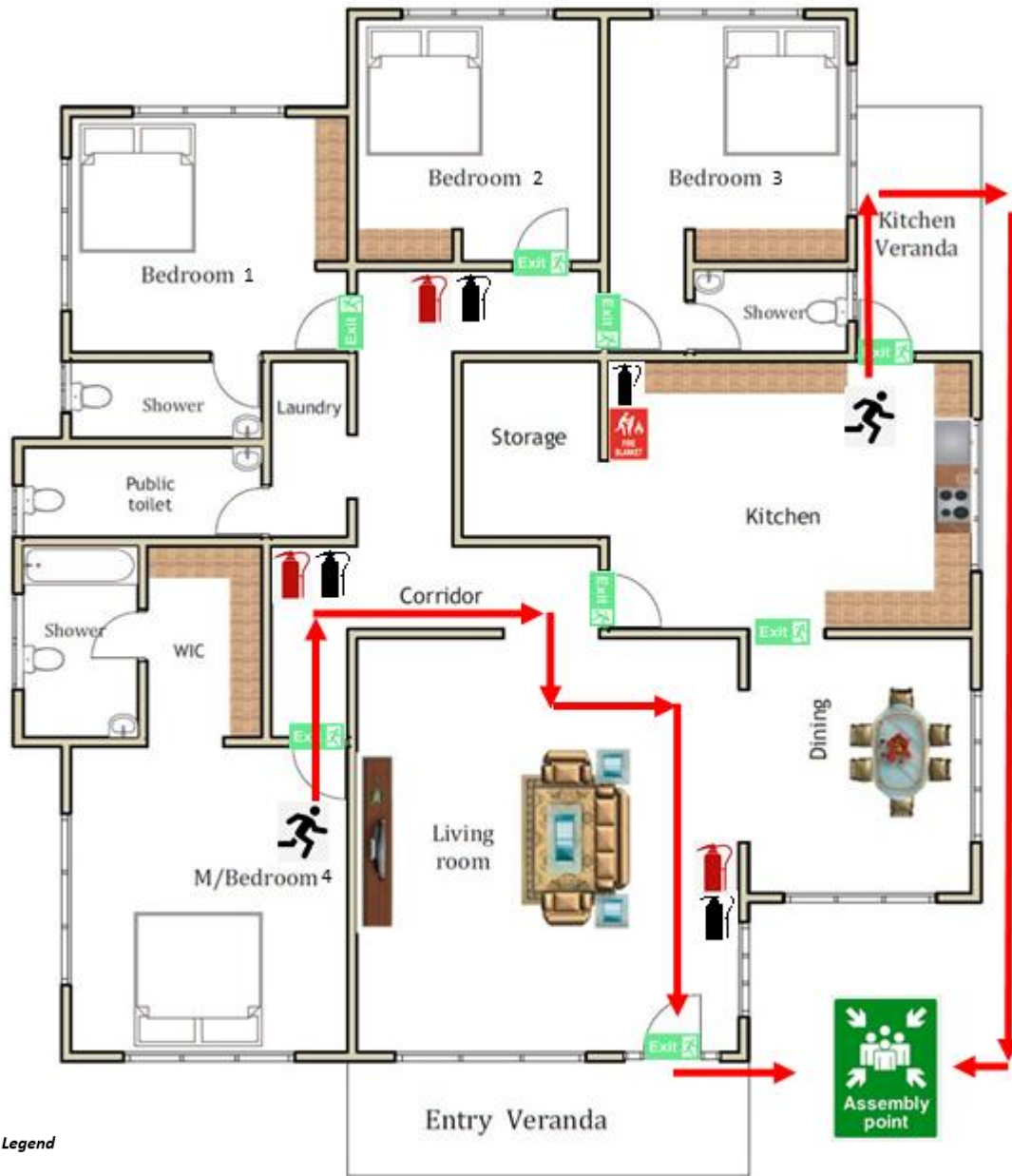
Vital Installations (If any):

Fire Safety Equipment:

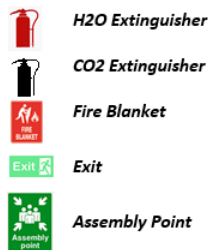
Floor	Location	Type 1 (Write type of fire extinguisher here). Eg: H2O	Type 2 (Write type of fire extinguisher here)	Type 3 (Write type of fire extinguisher here)
Eg: Ground	Eg: Kitchen	QUANTITY	QUANTITY	QUANTITY
Total				
Grand Total				

Note: Please do not copy the table. Use this table as a guideline to make your own table.

Floor Plan Sample



Legend



Note:

- All rooms, important areas (restaurant, kitchen, storage etc) should be clearly labelled.
- If the Hotel/Guesthouse has more than 1 floor, floor plans should be included for each floor.
- Clear route from each location (example room 1) to assembly point should be shown using arrows.
- All emergency exits should be clearly marked.
- Number, Type and location of the fire extinguishers marked on the floor plan should align with the fire extinguisher details on the profile. If color codes are used for different extinguishers, this should be marked as well.
- There should be a fire extinguisher and a fire blanket in the kitchen

CHAPTER 3: VULNERABILITY ANALYSIS

Type of Hazard	Year	Cause	Loss of life	Loss of Infrastructure	Loss of communication & transport facilities	Loss to vital installations	Total damage (if record available)
Eg: Tsunami	2004	Earthquake impact	10	Yes	Yes	Yes	Damage details attached

1. *Are there any vulnerable group/s identified that may stay at your guesthouse/hotel?*

Mention the identified groups of vulnerable people (eg: Staff, old, Children, special need). If not identified, please mention unidentified.

2. *Are there any vulnerable structure/s identified at your guesthouse/hotel?*

Mention the structures that are vulnerable (eg: Storage of Flammable items, structure that can easily catch fire). If not identified, please mention unidentified.

Note: If any hazard/ incident impacted the guesthouse/hotel, please complete the above table. The guidelines above are provided as a sample, please complete the information as applicable. On the table, you only have to include incidents that occurred during the guesthouse operations.

CHAPTER 4: Duties and Responsibilities

This Disaster Preparedness and Response Plan is intended to serve as a living guide to be used in responding to and recovering from an emergency situation at **(Name of the Guest House/Hotel)**. In the event of an emergency, the safety and welfare of PEOPLE are primary over the property of guesthouse. Ensure the safety of all staff and patrons before attempting to recover and salvage any other belongings of guests and the guesthouse. All staff should become familiar with building exit routes, locations of fire extinguishers, and potential hazards of the building. Floor plans indicating these are included in the Appendices section.

Responsibilities of

Guesthouse Manager: During an emergency the Guesthouse Manager will liaise with all other stakeholders in relation to the incident.

Specific duties of GM or his appointed deputy are:

- A. To ensure the preservation of life
- B. Liaise with guests
- C. To ensure that the injured guests are provided with adequate medical care.
- D. To communicate with next of kin in the advent of death.
- E. To liaise with Government / Provincial Administrators.
- F. To liaise with neighboring hotels.

Housekeeper: On receiving the “Evacuation” message:

- A. Arrange room attendants to knock at all guest rooms.
- B. Inform guests to evacuate and not to carry bulky belongings.
- C. Direct all people to leave via staircase exits.
- D. Mark the doors that have been evacuated with an “X” by using chalk.
- E. All staff will leave after all guests have evacuated to assembly point.
- F. Make a roll call on housekeeping staff and report the result to Human Resources Department.
- G. After evacuation, account for the number of guests and verify with Front Office Manager.

Front Office Manager: On receiving the “Evacuation” message

- A. Assign staff to the staircase exit to direct all guests to assembly point.
- B. Carry the in-house guest’s list and registration forms before leaving for evacuation assembly point.
- C. Have an “in-house guest report” printed and ready in hand for roll call.
- D. Led staff to assembly point.
- E. Make a roll call of Front Office staff after evacuation and report the result to Human Resources Department.
- F. After evacuation, assist housekeeping staff in accounting for the number guests from room floors.
- G. Instruct Accounts receivable clerks to take along all credit card vouchers and cheque not yet deposited into bank.
- H. Instruct Front Office Cashier Supervisor to take along all guest registration cards to the assembly point.

Note

- ***The above duties are just an example. Please write the duties/responsibilities specifically assigned to the staffs working at your guest house /hotel during an emergency.***

CHAPTER 5: EMERGENCY PROCEDURES

1) MEDICAL EMERGENCY/BASIC FIRST AID

- All guests and staff are required to report to the front desk upon experiencing any health issue for immediate actions.
- Guesthouse/Hotel Manager to inform the Health Center/Hospital immediately
- Perform the emergency first aid as required until medical personnel arrive for assistance.
- Arrange transportation to transfer patient to Male', if further treatment is required.

CARDIAC ACCIDENT (HEART ATTACK OR STROKE)

- Initiate CPR.
 - a) Have the person sit down, rest, and try to keep calm.
 - b) Loosen any tight clothing
 - c) Ask if the person takes any chest pain medication for a known heart condition.
 - d) Start with 2 full slow breaths.
 - e) Check for pulse.
 - f) If you find the pulse, give 2 additional slow breaths followed by 15 chest compressions.
 - g) Continue with 2 breaths followed by 15 chest compressions until relieved by medically trained personnel.
 - h) If the pain does not go away promptly, call for emergency medical help.
 - i) If the person is unconscious and unresponsive, call for emergency help, then begin CPR.
 - j) If an infant or child is unconscious and unresponsive, perform 1 minute of CPR, then call emergency.

TRAUMA (INJURY SUSTAINED WHILE DIVING)

- Bring diver up to surface to the boat / land.
 - a) **Keep the person still.** Until medical help arrives, keep the injured person lying down and quiet, with the head and shoulders slightly elevated. Don't move the person unless necessary, and avoid moving the person's neck.
 - b) **Stop any bleeding.** Apply firm pressure to the wound with sterile or a clean cloth. But don't apply direct pressure to the wound if you suspect a skull fracture.
 - c) **Watch for changes in breathing and alertness.** If the person shows no signs of circulation (breathing, coughing or movement), begin CPR.

LOSS OF CONSCIOUSNESS (UNEXPLAINED LOSS OF CONSCIOUSNESS WHILE DIVING)

- Bring diver up to surface to the boat / land.
- Initiate EFR.
 - a) Boat captain to perform “divers recall” (call the diving guide / instructor and divers up to surface).
 - b) Inform emergency response personnel in the office.
 - c) Call a suitable dive center or resort nearby to organize transportation to a hospital.
 - d) If it is near an island, the fastest transportation will be the diving dhoni itself.

LOSS OF CONSCIOUSNESS

- Call or tell someone to emergency response team ashore.
- Check the person's airway, breathing, and pulse frequently. If necessary, begin rescue breathing and CPR.
- If the person is breathing and lying on the back, and you do not think there is a spinal injury, carefully roll the person toward you onto the side. Bend the top leg so both hip and knee are at right angles. Gently tilt the head back to keep the airway open. If breathing or pulse stops at any time, roll the person on to his back and begin CPR.

BASIC FIRST AID STEPS

Step 1: Evaluate the situation

- Check if there are things that might put you at risk or harm. Check if you or the victim is threatened by fire, toxic smoke or gases live electrical wires or another dangerous scenario.
- Do not rush into a situation where you could end up as a victim yourself.

Step 2: Check your ABC's

- Airway – Does the person have an unobstructed airway?
- Breathing – Is the person breathing?
- Circulation – Does the person show a pulse at major pulse points?

Step 3:

- Avoid moving the victim unless they are in immediate danger.

Step 4:

- Call emergency services or tell someone else to call for help as soon as possible. Try to establish breathing before calling for help, and do not leave the victim for an extensive amount of time.

Step 5:

- Determine Responsiveness. If a person is unconscious, try to rouse them by gently shaking and speaking to them.

Step 6:

- If the person remains unresponsive, carefully roll them onto their back and open his airway:
 - a) Keep head and neck aligned.
 - b) Carefully roll them onto their back while holding his head.
 - c) Open the airway by lifting the chin.

Step 7:

- Look, listen and feel for signs of breathing. Look for the victim's chest to rise and fall, listen for sounds of breathing (place your ear near the nose and mouth, and feel for breath on your cheek).
- If the victim is not breathing, see the section below.
- If the victim is breathing, but unconscious, roll them onto their side, keeping the head and neck aligned with the body. This will help drain the mouth and prevent the tongue or vomit from blocking the airway.

Step 8:

- Check the victim's circulation. Look at the victim's color and check their pulse (the carotid artery is a good option; it is located on either side of the neck, below the jawbone). If the victim does not have a pulse, begin CPR.

Step 9:

- Treat bleeding, shock, and other problems as needed. After you have established that the victim is breathing and has a pulse, your next priority should be to control any bleeding. Particularly in the case of trauma, you should take steps to control or prevent shock.

Step 10:

- Stay with the victim until help arrives. Try to be a calming presence for the victim until assistance can arrive.

If the victim is not breathing

Follow these steps to restore breathing in an unconscious victim:

Step 1: Check for a clear airway. Remove any obvious blockage.

Step 2: Cover the victim's mouth with your own.

Step 3: Pinch the victim's nose closed.

Step 4: Attempt to fill victim's lungs with two slow breaths. If the breaths are blocked, reposition the airway. Make sure the head is tilted slightly back and the tongue is not obstructing it. Try again.

Step 5: If breaths are still blocked, give 5 quick, forceful abdominal thrusts. This is the equivalent of the Heimlich Maneuver in a standing person.

- Straddle the victim.
- Place a fist just above the belly button and below the breastbone.
- Thrust upward to expel air from the lungs.
- Sweep the mouth to remove any foreign objects.
- Try two slow breaths again.
- Repeat until you are successful in clearing the object from the windpipe.

Step 6: With open airway, begin rescue breathing.

- Give one breath every 5 seconds.
- Check that the chest rises every time.

Step 7: Administer CPR if the victim does not have a pulse.

2) DIVE ACCIDENTS

MISSING DIVER

- Consult and follow local emergency plan work flow.
 - a) Boat captain must contact the emergency response personnel in the office.
 - b) If a diver / snorkeler is missing engage all available staff in the search.
 - c) Boat captain must do “divers recall”. That is calling the diving guide and divers up to surface.
 - d) Find out what happened by interviewing the lost persons diving partner.
 - e) Take notes and assign tasks. That is watchers, snorkelers (in pairs), and diving search teams.
 - f) Start the search in a logical direction by considering the effects of waves and current.
 - g) Contact nearby resorts and islands for assistance.
 - h) Contact the coast guard, Maldivian Air Tai and Trans Maldivian Airway for assistance.

- If GPS available - use to plan and follow search patters.
- If not available - use compass and natural navigation aids.
- In current, always search down current; estimate current strength, direction and elapsed time before deciding starting point of search; use graphic help by drawing area to plot and follow search pattern.
- Take sun glare into consideration; avoid searching an area against the sun.
- Use high vantage point.
- Inform dive base.
- Whenever possible avoid involve other clients in search providing alternative transportation back as soon as feasible.
- Request logistical search assistance/ support as available and required.

DECOMPRESSION SICKNESS

- Monitor the patient for responsiveness, airway, breathing and circulation, resuscitate if necessary.
- Treat for shock.
- Lay the patient on their back, or for drowsy, unconscious, or nauseated victims, on their side.
- Seek immediate medical assistance and request emergency response team’s help and follow instructions.
- Allow the patient to drink water or fluids only if responsive, stable, and not suffering from nausea or stomach pain.
- Record details of recent dives and responses to first aid treatment and provide to the treating medical specialist. The diving details should include depth and time profiles, breathing gases used and surface intervals.

DROWING

- Rescue the drowning victim in the water:
 - a) Use a long stick.
 - b) Throw a rope with a buoyant object, such as a life jacket.
 - c) Attempt a swimming rescue.
- For a swimming rescue, approach the person from behind while trying to calm the victim as you move closer.
- Grab a piece of clothing or cup a hand or arm under the victim's chin and pull the person face up to shore while providing special care to ensure a straight head-neck-back alignment especially if you think the person has spinal injuries.
- The best option would be to float the victim on a board while towing to
- For a near-drowning victim in the water try to get oxygen into the lungs without aggravating any suspected neck injury.
- If the victim's breathing has stopped, begin mouth-to-mouth rescue breathing as soon as you safely can. This could mean starting the breathing process in the water.
- Continue to breathe for the person every five seconds while moving the victim to the shore or boat.
- If the airway is obstructed making breathing impossible, hug the victim from behind with your arms around the victim's stomach and use the thumb side of a closed fist with your other hand on top of the fist to pull in and up. Continue these thrusts until the airway is cleared.
- Chest compressions in the water are difficult to do without a flat surface that does not give way and are reserved until such a surface is available.
- Once on shore, reassess the victim's breathing and circulation (heartbeat and pulse). If there is breathing and circulation without suspected spine injury, place the person in recovery position (lying on the stomach, arms extended at the shoulder level and bent, head on the side with the leg on the same side drawn up at a right angle to the torso) to keep the airway clear and to allow the swallowed water to drain. If there is no breathing, begin CPR.
- Continue CPR (chest compressions and mouth-to-mouth breathing) until help arrives or the person revives.
- Keep the person warm by removing wet clothing and covering with warm blankets to prevent hypothermia.
- Remain with the recovering person until emergency medical personnel have arrived

3) FIRE

Before a Fire

1. Make sure guesthouse is free of combustible materials.
2. Don't run wires under carpets or rugs.
3. Know avenues of escape. HAVE AN EVACUATION PLAN and have frequent fire drills
4. HAVE A PLACE TO MEET - so no one tries to go back into a burning building looking for someone needlessly.
5. Have fire extinguishers in place.

During a Fire

1. If you are outside, do not return for anything.
2. Go to the nearest house or building. Call the Guesthouse Emergency Number
3. If you are inside and have time, make sure everyone is out.
4. If anyone else is at home, report to the Assembly Point.
6. If you are in a closed room or office, do not open the door without first feeling it or the door knob. If it is warm or hot, do not open it, but unlock it to assist rescue or fire personnel.
7. If there is smoke coming from under the door, use clothes, sheets, etc. to stop the smoke from coming in.
8. If you are at home and there is a window, stay close to the floor and exit through the window, using the escape staircase if necessary.
9. If you should catch on fire, do not run. Drop to the ground and start rolling over and over to smother the flames.
10. If you see someone on fire, use a coat or blanket, etc., not your bare hands to smother the flames.
11. Watch to see that children do not go back in inside to rescue a pet or prize possession.
12. Turn off gas and electricity, if possible, from the outside of the house.
13. You may use the Fire Extinguisher located to the nearest point to you.

Attack the fire ONLY if safe to do so.

After a Fire

1. Do not re-enter the building until appropriate authorities have given permission.
2. Plan and practice a fire drill at least twice a year.

4) TSUNAMI/FLOODS

Before the Flood

1. Know the elevation of your property in relation to flood plains, and other waterways. Determine if your property may be flooded.
2. Make advance plans of what to do and where to go.
3. Store food and water and critical medical supplies (prescriptions, insulin, etc.)
4. Move furniture and essential items to higher elevation if time permits.
5. Have a portable radio and flashlights with extra batteries.
6. Secure house.
7. Consider Tsunami/flood insurance.

Evacuation

1. If a Tsunami warning announces, all guests and staff must leave the building and meet at the Assembly Area.
2. Listen to local radio or TV for Tsunami or flood information.
3. Stay away from beach or sea.
4. If you are asked to evacuate, shut off main power switch, main gas valve and water valve. Follow the evacuation plan and routes.
5. Watch for damaged roads, and slides.
6. Walk slowly in water.
7. Register at your designated Evacuation Center and remain at the Evacuation Center until informed that you may leave.

After the Flood

1. Remain away from evacuated area until the public health officials and building inspector have given approval.
2. Check for structural damage before entering.
3. Make sure electricity is off; watch for electrical wires.
4. Do not use an open flame as a light source because of possibility of escaping gas. Use flashlights. Beware of dangerous sparks.
5. Do not use food that has been contaminated by flood water.
6. Test water for portability.

5) GAS LEAK

If a Gas Leak is suspected

1. Check house piping and appliances for damage.
2. Check for fires or fire hazards.
3. Do not use matches, lighters or other open flames.
4. Do not operate electrical switches, appliances or battery-operated devices if natural gas leaks are suspected. This could create sparks that could ignite gas from broken lines.
5. If gas line breakage is suspected, shut off the gas at the meter. This should be done, however, only if there is a strong smell of natural gas or if you hear gas escaping.
6. Wear heavy shoes in all areas near broken glass or debris. Keep your head and face protected from falling debris.
7. Turn on a battery-operated radio (if no gas leaks are found) or radio to receive disaster instructions.
8. Do not use your telephone except in extreme emergency situations.

Home Electrical Circuits

1. Familiarize yourself and family with the location of the electrical breaker panel.
2. Turn off breakers for areas of concern.
3. Main breaker may be shut off if in doubt.
4. In cases of basement flooding:
 - a) Think before stepping in any water.
 - b) A shock hazard may exist even in an inch of water if an extension cord connection is on the floor.
 - c) If the electrical panel is upstairs, shut off all circuits.

6) BAD WEATHER CONDITION

Preparation

1. Survey the property. Take note of materials stored, placed, or used, which in the event of high winds could become missiles and destroy other structures or be destroyed. Devise methods of securing these materials where they will still be accessible for day-to-day needs.
2. Keep radio and/or television on and monitor for wind advisories.
3. If possible, board up, tape or shutter all windows (Leave some ventilation).
4. Draw some water for emergency use in the event water service is interrupted.
5. Have a supply of flashlights, spare batteries, candles, first aid equipment, medicines, etc., available for emergency use.
6. Secure outdoor furniture, trash cans, tools, etc.

During High Winds

1. Take shelter in hallways, closets, and away from windows.
2. Stay out of areas where flying objects may hit you or destroy your place of refuge.

After Winds Subside

1. Inspect for structural damage.
2. Check all utilities for damage and proper operation.
3. Monitor radio and television for instruction from local authorities.
4. Report damage and needs to the Authorities.

7) POWER OUTAGE

Before the Power Outage

1. Learn location of fuse box or circuit breaker.
2. Store candles, flashlights and extra batteries in a handy place.
3. Have food and water supplies on hand, since the outage may last awhile.
4. Know the location of all camping equipment (stove, lantern, sleeping bags). You may need them. Make sure the equipment is operational and that you know how to use them. REMEMBER THAT CAMPING EQUIPMENT REQUIRING GASOLINE, PROPANE, WHITE GAS, COLEMAN FUEL OR CHARCOAL BRIQUETTES SHOULD NOT BE USED INSIDE THE HOUSE - ONLY OUTSIDE.
5. Keep adequate supply of fuel on hand. Propane, white gas, gasoline and Coleman fuel must not be stored or used in the house, as they are too volatile.
6. Keep the refrigerator well defrosted.

During the Power Outage

1. Unplug all your appliances. The surge of power that comes when power is restored could ruin your appliances.
2. Turn off all but one light switch.
3. A major problem during an outage is food thawing in the refrigerator or freezer. Open door only to take food out, and do so as quickly as possible. If you have access to dry ice, place it in a cardboard box and then on top of food.
4. When using camping equipment during an outage, remember to do so outside. Use only a fireplace, a properly installed wood stove, or a new style kerosene heater used in a safe area with the room vented. i.e., fresh outside air coming into the room.
5. Report any downed lines.
6. Do not allow children to carry lanterns, candles or fuel.

After the Outage

1. When power is restored, plug in appliances one by one, waiting a few minutes in between each one. This may prevent an overload on the system.
2. Be patient. Energy may first be restored to police and fire departments and hospitals.
3. Examine your frozen food. If it still contains ice crystal, it may be refrozen. If meat is off-color or has an odd odor, throw it away.

CHAPTER 6: EMERGENCY CONTACTS

List of Internal Contacts

1. Guesthouse/Hotel Contact 1 (Name, designation, Mobile, email address)
2. Guesthouse/Hotel Contact 2 (Name, designation, Mobile, email address)

List of External Contacts

- | | |
|--|---------|
| 1. Maldives Police Service/Island Police Station | 119 |
| 2. Coast Guard | 191 |
| 3. Island Hospital/ Health Center | |
| 4. Ministry of Tourism | 3022200 |
| 5. MNDF Fire and Rescue | 118 |
| 6. Focal Point of Ministry of Tourism | |
| 7. Malaka Abdul Hameed
Director of Crisis and Security Management | 7798335 |

CHAPTER 7: ANNEX

List of emergency supplies

Basic Emergency Supplies			
Details	Qty	Details	Qty
Rain Coats		Shovels	
All- purpose Gloves		Crocus Bags	
Rubber Gloves		Water Boots	
Rope ¾"		Water Scrapers	
Rope ½"		Plastic Buckets	
Masking Tape		Plastic Sheeting	
Camera		Ply Board	
Batteries		Lumber	
Flashlights		Generator	
Flashlight Bulbs		Helmets	
Emergency Lights		Stationary	
Battery Lanterns		7 Day's Gas, Diesel Oil	
Battery Operated Radio		7 Day's Portable Water	
Saws		Disposable Sanitary Ware	
Hammers/ Nails		Forks/Knives/Spoons/ Cups/ Plates	
Emergency Food Supplies			
Details	Qty	Details	Qty
Tinned Protein, Tuna, Salmon etc		Tea	
Crackers		Canned Vegetables	
Biscuits		Cereal	
Canned Fruit Drinks		Powdered Milk	
Bottled Water		Coffee	
Emergency Medical Supplies			
Details	Qty	Details	Qty
Crepe Bandages		Painkillers (eg : Panadol)	
Antacids		Sanitary Napkins/Tampons	
Mercurochrome		Baby's Pampers	
Sterile Gauze Squares		Safety Pins	
Eye Wash		Thermometers	
Eye Drops		Calamine Lotion	
Antiseptic		Rubbing alcohol	
Tweezers		Scissors	

Note: From the list, please choose only those applicable to your guest house/hotel. If you don't have emergency lights, there must be at least one flashlight per room.

Training/drills records

TRAININGS						
Date Conducted	Type of training	Person/Institution Conducted	Name of Participants	Designation	Hours Completed	Signature

DRILLS						
Date Conducted	Type of Drill	Person/Institution Conducted	Name of Participants	Designation	Hours Completed	Signature

Note: The above should be updated upon conducting any training/drills

List of Experts/ Trained Personnel

Area of Expertise	Staff Name	Designation	Mobile

Note: The above list is required. Staff with basic firefighting knowledge, basic first aid etc. can be included, does not have to be certified professionals.