BORNEO CONVENTION CENTRE KUCHING SARAWAK, MALAYSIA

Title: BCCK Evacuation Procedures

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MR/cfl

Location

Content

- Purpose, Scope & Objectives
- BCCK Introduction
- BCCK Evacuation Procedure
- Announcement Texts
- Lay Out Plan
- Parking and Traffic Flow

Purpose

To inform all personnel on the action to be taken from any area threatened by fire or other emergency where the occupants would be required to evacuate to a designated assembly area.

Scope

This procedure covers all types of emergency and applies to all BCCK's personnel, clients, visitors and contractors in BCCK.

Objectives

a. To provide guidelines to ensure safe and orderly evacuation of all personnel in the event of emergency.
b. To provide information on fire protection system in BCCK.
c. To provide awareness on safety policy & procedures.
d. To create safe, healthy and conducive working environment

Brief Introduction

BCCK consist of:
- 4 storey building (Level 1 – 4)
- 1 Great Hall (A, B, C & D)
- 14 Meeting Room, Kitchens, Restaurant.
- Covered Parking (L1) – 337 Nos. (inc. 5 space for handicapped parking)
- External parking - 273 Nos. (P1 – 49, P2 – 105, P3 – 70 & P4 – 49). M/Bike – 150 Nos. Coach – 15 Nos. (back) & 5 Nos. (L1 Foyer)
- 20 Nos. VIP parking (L2) Main Entrance & 9 Nos. Taxi parking (ramp area).

Types of Fire Protection Systems

i.   Automatic Sprinkler

ii.   Wet Riser

iii.   Hose Reel

iv.   Fire Alarm and Detection System

v.   Fixed CO2

vi.   Fireman Intercom System

vii.   Portable Fire Extinguisher System

viii.   External Hydrant

ix.   Public Address System

x.   Staircase Ventilation & Pressurisation and Lift Pressurisation

xi.   Fire Rated Doors

xii.   Emergency Staircases **(1, 2, 3 & 4)**

BCCK Evacuation Procedure

TYPES OF EMERGENCIES

Fire, bomb threat, tremor, main power failure and gas leak are typical of the emergency situations that could occur and may require the immediate evacuation of the building.

When any of these emergencies arise, there is specific action you should take if you are the first to notice the problem.

FIRE

In the event of fire, you should follow the Standard Procedures that should be posted on notice boards in your workplace. You should:

i. Raise the alarm by activating the nearest "Break Glass" alarm, then tell other people who will be in danger. Tell the Fire Marshal and then notify the Control Room/ Receptionist and ask that the Fire Brigade be notified by telephone.

ii. If you are trained in the use of fire fighting equipment, you may fight the fire if it is possible and safe to do so.

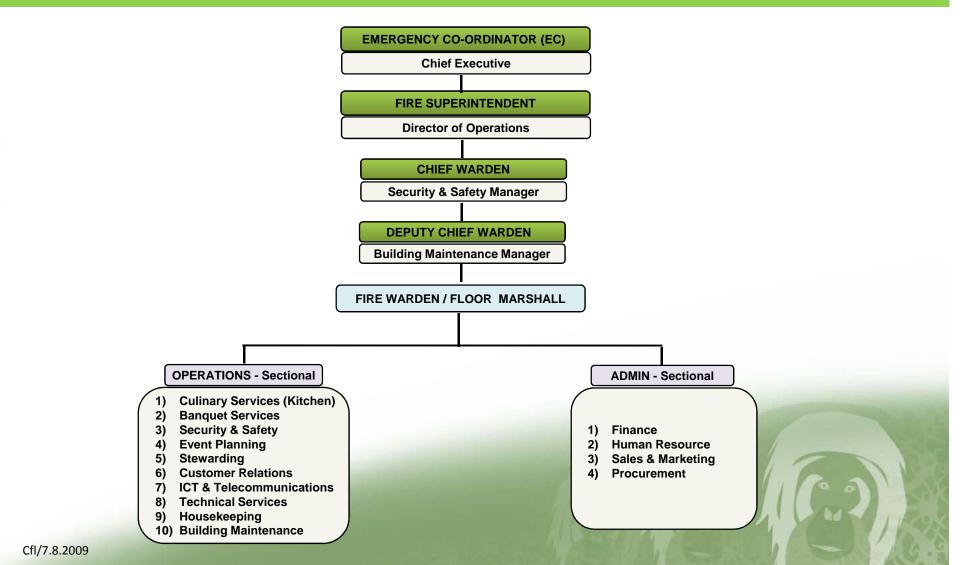iii. To help retard the spread of fire and smoke, close doors and windows (if any).

FIRE

iv. The Fire Marshals should ensure that all personnel on your floor are accounted for and ask everyone to prepare for the evacuation.

v. Then you should assemble at the designed evacuation point if it is a safe distance from the fire and await for further instruction from the Fire Marshal to evacuate.

vi. It is important to keep calm throughout any emergency and avoid highly emotional behavior amongst others.

vii. An orderly descent on the stairs is important and when you reach the ground floor, you should move to the determined assembly point and await further instruction from the Fire Marshal.

FIRE

viii. In the event of a small fire, try to extinguish the fire using the nearest available Fire Extinguisher. Aim the extinguisher nozzle at the base of the fire. If in doubt, quickly alert everyone on your floor and evacuate immediately.

ix. Quickly activate the fire alarm by breaking the nearest "Fire Break Glass".

x. Please call the Control Room at 082-392999 / 082-392811 to inform the fire and exact location.

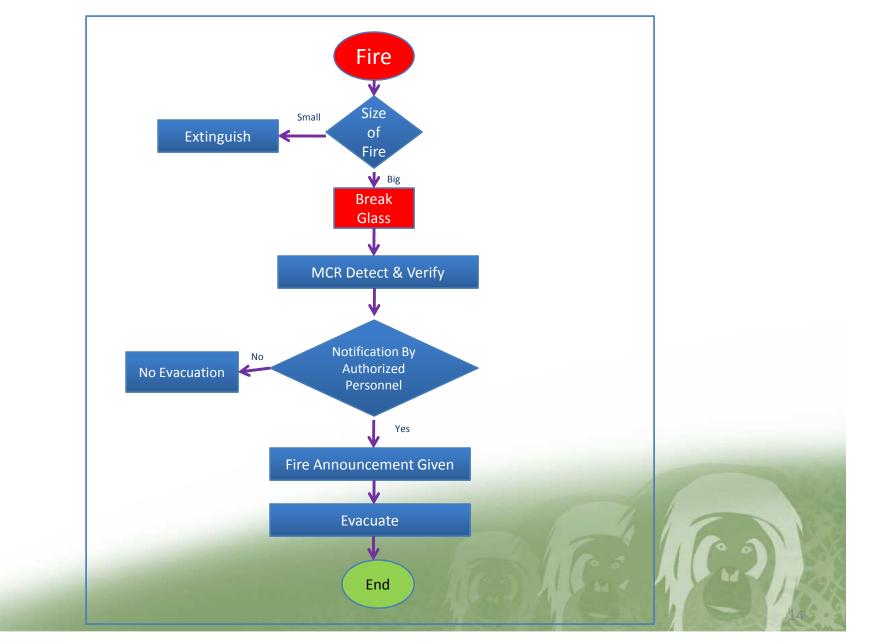# BCCK – Fire Committee members / Emergency Response Team (ERT)

BORNEO CONVENTION CENTRE KUCHING
SARAWAK, MALAYSIA

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┌─────────────────────────────────────┐
│   EMERGENCY CO-ORDINATOR (EC)        │
├─────────────────────────────────────┤
│         Chief Executive              │
└─────────────────────────────────────┘
                 │
┌─────────────────────────────────────┐
│       FIRE SUPERINTENDENT            │
├─────────────────────────────────────┤
│       Director of Operations         │
└─────────────────────────────────────┘
                 │
┌─────────────────────────────────────┐
│          CHIEF WARDEN                │
├─────────────────────────────────────┤
│     Security & Safety Manager        │
└─────────────────────────────────────┘
                 │
┌─────────────────────────────────────┐
│       DEPUTY CHIEF WARDEN            │
├─────────────────────────────────────┤
│    Building Maintenance Manager     │
└─────────────────────────────────────┘
                 │
┌─────────────────────────────────────┐
│    FIRE WARDEN / FLOOR MARSHALL      │
└─────────────────────────────────────┘
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OPERATIONS - Sectional

1) Culinary Services (Kitchen)
2) Banquet Services
3) Security & Safety
4) Event Planning
5) Stewarding
6) Customer Relations
7) ICT & Telecommunications
8) Technical Services
9) Housekeeping
10) Building Maintenance

ADMIN - Sectional

1) Finance
2) Human Resource
3) Sales & Marketing
4) Procurement

Cfl/7.8.2009

Process Flow - FIRE

Main Power Failure

- In case of main power interruption, occupants must remain calm and wait for further announcement made by authorized personnel.

- The authorized personnel will verify whether all the system including safety system is working or not.

- If the safety system is not working, the authorized personnel will instruct the occupants to evacuate.

Bomb Threat

➢ Every bomb threat call must be considered genuine.

➢ Occupants must evacuate upon notification by authorized personnel.

➢ In event of receiving a "Bomb Threat" call:
1) Listen
2) Be calm and courteous
3) Do not interrupt caller

Bomb Threat

4) Obtain as much information as you can such as:
   ❑ When is the bomb going to explode?
   ❑ Where did you put the bomb?
   ❑ When did you put it there?
   ❑ What does the bomb look like?
   ❑ What kind of bomb is it?
   ❑ Listen to any noises and anything that may help to identify the caller or the location from which the call has been made.
5) Record the Data:
   i. Date
   ii. Time
   iii. Duration of call
   iv. Exact wording of threat

Bomb Threat

6) Identifying characteristics of the caller:
   i. Sex
   ii. Estimated age
   iii. Accent (Malay, Chinese, Indian etc)
   iv. Voice (loud, slow, etc)
   v. Manner (calm, emotional, vulgar, etc)
   vi. Background noise
   vii. Was the caller's voice is familiar.
7) Threat Recipients Particulars:
   i. Name
   ii. Section/Branch/department
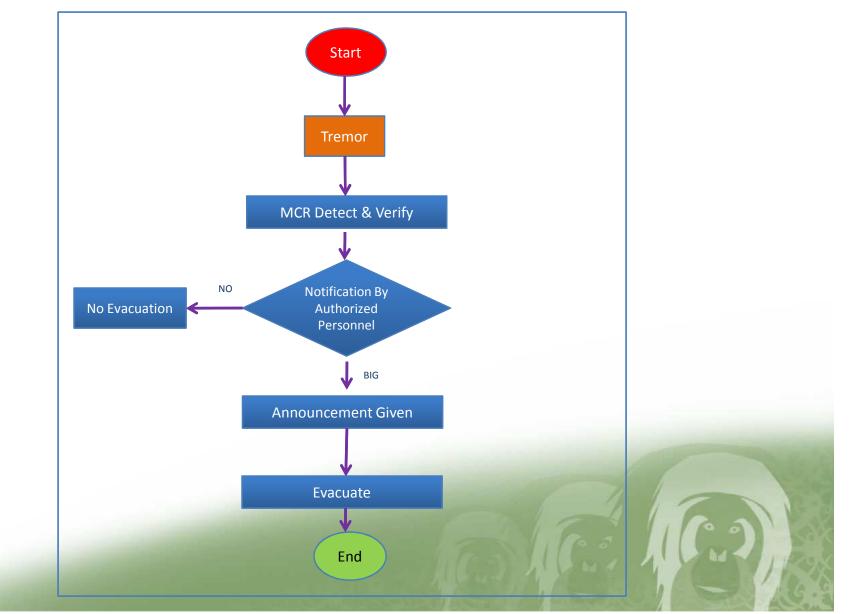   iii Person to contact
   iv. Telephone / Fax number / Email

Tremor

- In the event of tremor, you should notify Main Control Room (MCR) at 082-392999 / 082-392811.

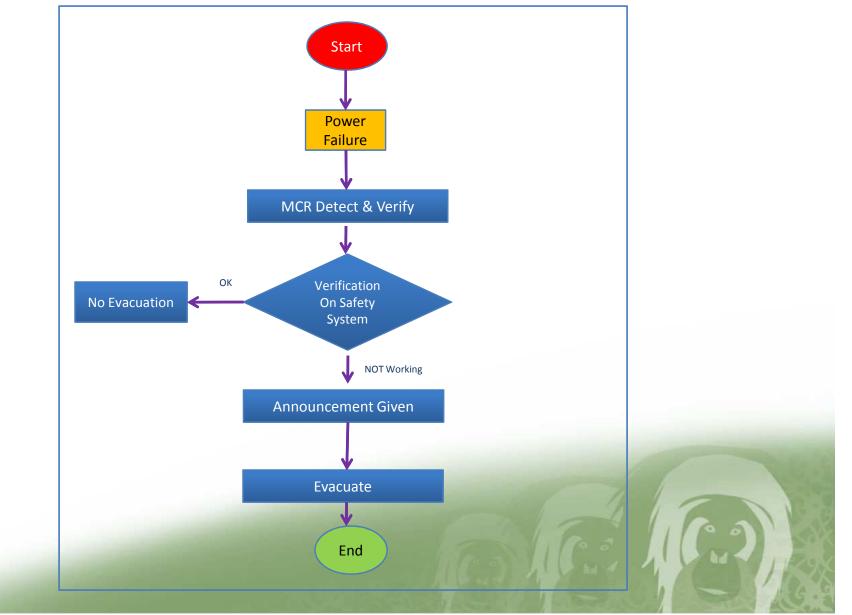- Occupants must evacuate upon notification by the authorized personnel.

Process Flow – TREMOR

Process Flow – Power Failure

The Evacuation

If you are working on a floor that is separate from the emergency situation then the first you are likely to hear about is the audible warning alarm system.

You should make yourself aware of this alarm and the meaning of the various tones. You usually have this opportunity during the weekly test of the system that should be carried out by your chief warden.

The Evacuation

Basic Responsibilities

Obviously, the successful evacuation of an endangered building will depend on the response of people to the emergency. Paramount to this will be the discipline of those involved and the preparation and knowledge acquired before the event.

Building evacuation depends upon each individual accepting the responsibilities, eg:

- ❑ Know your environment
- ❑ Know the Floor Emergency Plan
- ❑ Know the role of Fire Marshals
- ❑ Know your Assembly Point, Evacuation Stairway and Outside Assembly Point
- ❑ Become practiced in your role within any Emergency

The Evacuation

Emergency Situations

The unexpected is always the situation that will cause panic and disorientation, which can then lead to misunderstanding and possible loss in an emergency.

The only way to prevent this situation is to predict the circumstances and rehearse those people likely to be involved.

In any emergency, our reactions will be directly relative to our knowledge and experience.

The Evacuation

Standard Procedures

It is the responsibility of each Organization to establish standard procedure for the various emergency situation which may arise from time to time and to ensure these procedures readily available to all staff.

Through practice and refinement, these procedures should become the most easily followed and practical solutions possible, considering they will be developed for "what if" situations.

It then becomes the responsibility for the people within the Organization to know and accept their role within the procedures to resume these procedures for evacuation.

The Evacuation

The Evacuation Flow

The first impulse on hearing the emergency alarm is to rush out of the building away from the assumed danger.

The location of the emergency may well be far removed from where you are working and this rush to safety may in fact place at risk, others who are closer to the danger area.

It is therefore critical that each person respects the need to act in accordance with the established safety procedures.

The Evacuation

Type of Fire Alarm

If you hear the first fire alarm (intermittence) remain alert and prepare yourself to evacuate.

If you hear the second alarm (continuous) or when directed to evacuate via the public address system, leave the building immediately by the nearest exit staircase.

Evacuate the building via the nearest fire exit staircase:

- West Wing Occupants: Use Fire Exit Staircase **1** & **3** only.
- East Wing Occupants: Use Fire Exit Staircase **2** & **4** only.

The Evacuation

DO'S

✓Please walk briskly.

✓Please leave everything behind. Please remember your life is more precious.

✓Please switch off power supply.

✓Please walk on your left hand side, holding the handrail.

✓Please make way for BOMBA, Police, Ambulance and Emergency Response Team (ERT).

✓Please ensure Fire Staircase Door is closed if you are the last person to leave.

✓Please assemble at designated Assembly Area in good manner and orderly, remain silent to help Fire Marshall to do ROLL CALL.

✓Please follow all instruction given by Assembly Manager.

The Evacuation

DON'T'S

- ❑ Do not use the lifts during fire emergency.
- ❑ Do not panic or run.
- ❑ Do not block any part of the evacuation route/path.
- ❑ Do not waste time.
- ❑ Do not return back into the office when you are already outside.
- ❑ Do not wear high heels shoes. Please wear slippers.
- ❑ If you are caught in smoke, take short breath and crawl to escape because air nearer the floor is cleaner and less likely to contain deadly gases.
- ❑ Disabled persons are prioritized to use the BOMBA lift.

The Evacuation

DISABLED PERSON

In the event of evacuation, disabled persons are allowed to use BOMBA's Lift with assistance of ERT. Upon arrived at LG, the ERT will direct all disabled to the Assembly Area. Categories of disabled person are as follows:

- **Priority 1**
  a. Heart Disease
  b. Asthmatic & Lungs related Problems
  c. Pregnancy

The Evacuation

DISABLED PERSON

- **Priority 2**
a. Those with post operation wounds (possibility of bleeding / aggravation of wounds)
b. Fracture cases

- **Priority 3**
a. Physical handicapped
b. Diabetes
c. Severe Obesity
d. Gout / Arthritis
e. Aches

The Evacuation

ROLES AND RESPONSIBILITIES

A) Authorized Personnel For Notification Of Evacuation
   - Chief Executive /Director Of Operation/ or Building Manager/ or Security Manager

B) Floor Marshal & Assistant - (Yellow)

C) Emergency Response Team - (Red)

D) Assembly Manager & Assistant - (Blue)

The Evacuation

CONTACT NUMBERS

EMERGENCY		
1	Main Control Room (MCR) -24 hours	082-392999 082-392811
2	Reception – Office/ Operation Hours	082-392888 082-392688
3	POLICE (Hotline)	082-244444
4	Police (HQ)	082-245522
5	BINTAWA POLICE	082-335930
6	BOMBA (Hotline)	082-365994
7	Ambulance/SGH	082-276666
8	Normah Medical Centre	082-311999
9	SESCO	082-482020
10	Kuching Water Board	082-423600
11	Rescue 999	

ANNOUNCEMENT TEXTS
FIRST ANNOUNCEMENT AFTER FIRE ALARM TRIGGERED

Ladies and gentlemen,
Your attention please,
We would like to inform you that, there is a fire alarm triggered at level_____.

Currently, we are investigating the cause and will rectify the problem. Meanwhile, we appreciate your cooperation to be patience and resume your work as usual.

*I repeat
We would like to inform you that, there is a fire alarm triggered at level_____.
Currently, we are investigating the cause and will rectify the problem. Meanwhile, we appreciate your cooperation to be patience and resume your work as usual.

Thank you.

SECOND ANNOUNCEMENT AFTER THE PROBLEM RECTIFIED

Ladies and gentlemen,
Your attention please,
We would like to apologize for the false fire alarm, which triggered previously. We have rectified the problem and wish to inform that there is no fire emergency.

*I repeat
We would like to apologize for the false fire alarm, which triggered previously. We have rectified the problem and wish to inform that there is no fire emergency

Thank you.

ANNOUNCEMENT DURING THE EMERGENCY EVACUATION

This is an emergency announcement.
There is an emergency situation. Please leave this building immediately to the assembly area.
Please do not be panic, please follow your Fire Marshal's instructions.

* I Repeat
This is an emergency announcement.
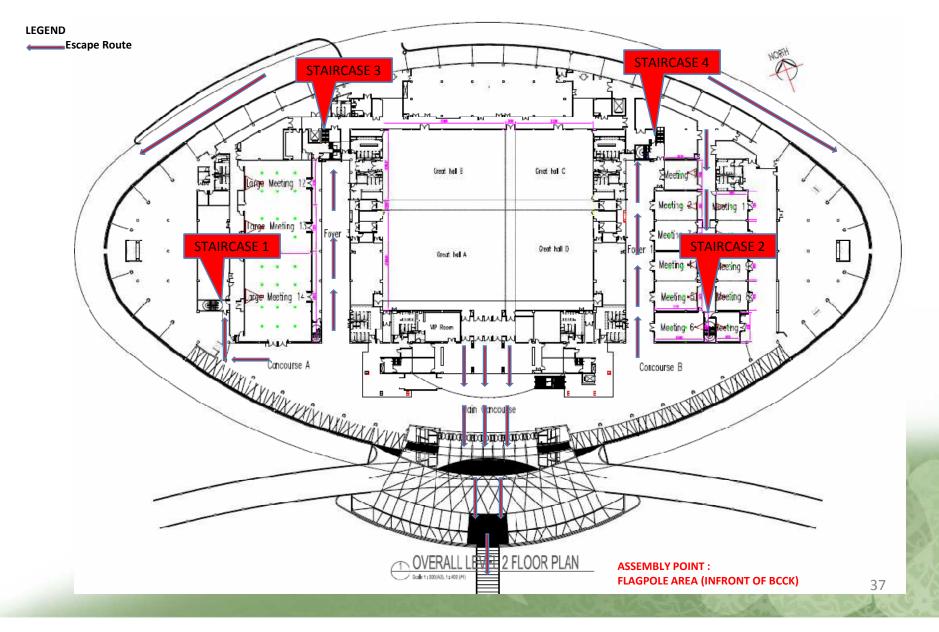There is an emergency situation. Please leave this building immediately to the assembly area.
Please do not be panic, please follow your Fire Marshal's instructions.

Thank you.

Level 2 – Overview

LEGEND

Escape Route

STAIRCASE 3

STAIRCASE 4

STAIRCASE 1

STAIRCASE 2

NORTH

Large Meeting 12

Large Meeting 13

Great hall B

Great hall C

Meeting

Foyer 3

Great hall A

Great hall D

Foyer 1

Meeting 2 | Meeting 1

Meeti

Large Meeting 14

Meeting

Meeting 8

Meeting 5 | Meeting

VIP Room

Meeting 6 | Meeting

Concourse A

Concourse B

ain Concourse

OVERALL LEVEL 2 FLOOR PLAN

Scale 1 : 800/A3, 1 : 400 (P1)

ASSEMBLY POINT :
FLAGPOLE AREA (INFRONT OF BCCK)

37

BORNEO CONVENTION CENTRE KUCHING
SARAWAK, MALAYSIA

The Evacuation

ASSEMBLY POINT

The End