

Title of SOP: Fire Strategy – Helping Hands House – Support Office

Custodian: Group Managing Director

Version Number: 01

Issue date: 21.08.25

Review date: 21.08.26

**STANDARD OPERATING PROCEDURE (SOP)**

<b>Title of SOP</b>	First Strategy – Helping Hands House – Support Office					
<b>What type of document is this?</b>	Standard Operating Procedure	<b>SOP Reference Number</b>	HHH-SOP-036			
<b>Purpose of SOP</b>	A fire strategy is an outline of all the arrangements, both physical and managerial, present to ensure the safe evacuation of and accounting for persons from Helping Hands House in the event of a fire occurring. In the event of fire, the safety of life shall override all other considerations, such as saving property and extinguishing the fire.					
<b>ROLES AND RESPONSIBILITIES</b>						
Include in this section details of the key roles and associated responsibilities relevant to the document						
<b>Roles</b>	<b>Responsibility</b>					
Group Managing Director	Provide adequate resource to enable safe evacuation of the building in the event of a fire as per the requirements referred to in the Fire Evacuation Plan.					
Head of Property	Ensure the process, people and educational requirements referred to in the Fire Evacuation Plan are in place and fit for purpose. Raise concerns as appropriate with the Group Managing Director.  Ensure the material arrangements referred to in the Fire Evacuation Plan are provided and maintained to the required standards.					
Designated Fire Marshals	To observe the requirements of a Fire Marshal as per the Fire Evacuation Plan and perform those duties in the event of an emergency					
All Employees	To observe the process discussed in the Fire Evacuation Plan in the event of an emergency					

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<b>Scope of SOP</b>	This SOP applies to all Helping Hands employees who work at the Support Office, Support Office Designated Fire Marshals and any employees or visitors to the Support Office.
<b>1.0 Summary</b>	
1.1 Evacuation Summary	
<ul style="list-style-type: none"><li>1.1.1 Helping Hands House operates an all-out, simultaneous evacuation strategy.</li><li>1.1.2 The Fire Coordinator allocates search areas to fire marshals and communicates with emergency services.</li><li>1.1.3 Fire Marshals conduct a coordinated sweep of the building before reporting to the assembly point.</li><li>1.1.4 The assembly point is the footpath &amp; astroturf across the front of the building, on Tything Road West.</li></ul>	
1.2 Sequence of events in a fire	
<ul style="list-style-type: none"><li>1.2.1 All Employees<ul style="list-style-type: none"><li>1.2.1.1 Raise the alarm by activating a break glass Fire Alarm Call Point (indicated on the Fire Evacuation Plan and in the vicinity of fire exits). You can also shout "Fire, Fire, Fire".</li><li>1.2.1.2 Leave the building by the nearest exit.</li></ul></li></ul>	

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#### 1.2.1.3 Do NOT:

- 1.2.1.3.1 Collect belongings
- 1.2.1.3.2 Re-enter the building
- 1.2.1.3.3 Take Personal risks

#### 1.2.1.4 Report to the assembly point at the front of the building.

#### 1.2.2 Fire Marshals & Coordinator

##### 1.2.2.1 Fire Coordinator will call 999.

##### 1.2.2.2 Fire Marshals report to the Fire Coordinator in the Atrium to be allocated zones for sweeping.

##### 1.2.2.3 Fire Marshals will complete a sweep of the building to ensure it is clear and report back to the Fire Coordinator.

## **2.0 Role of the Fire Coordinator**

### 2.1 Function

2.1.1 The role of Fire Coordinator is undertaken by a Fire Marshal trained member of the Property Department.

2.1.2 As such the Fire Coordinator is in overall charge of the fire emergency evacuation procedure and is the point of liaison with the Fire Officer and other Emergency Services.

2.1.3 All instruction and information from emergency services will be given through the Fire Coordinator. All information and reports from Fire Marshals and others will be passed to the Fire Coordinator who is to relay the information to emergency services.

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**2.2 On activation of fire alarm**

- 2.2.1 Confirm the location of the fire from the fire panel.
- 2.2.2 Collect the Fire Evacuation Bag from Reception.
- 2.2.3 Proceed to the Atrium and allocate sweep zones or PEEPS responsibilities to Fire Marshals.
- 2.2.4 Proceed to the assembly point.
- 2.2.5 Be ready to direct Fire Service personnel to the fire / alarm location.

**2.3 Remain at location to:**

- 2.3.1 Direct evacuees to the correct assembly point.
- 2.3.2 Receive information from Fire Marshals relating to the area.
- 2.3.3 Assess information received and report to Fire Service any known persons who were unable to evacuate.
- 2.3.4 Take note as all areas have been swept and are clear.
- 2.3.5 Alert the Fire Service to any areas of the building that have not been reported as clear.
- 2.3.6 Alert the Fire Service to any known hazards.
- 2.3.7 On receiving the 'all clear' from the Fire Service inform personnel that they may re-enter the building.

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### **2.4 Follow up Report**

- 2.4.1 Complete an Incident form on Access Care Planner.
- 2.4.2 Complete a Fire Evacuation Report in the Fire Folder.

### **3.0 Role of a Fire Marshal**

- 3.1 Fire Marshals are members of Helping Hands employees who undertake fire safety related responsibilities on a day-to-day basis, and to ensure that the area for which they are responsible is checked and cleared of all personnel in the event of an alarm activating.

#### **3.2 On activation of the Fire Alarm**

- 3.2.1 Be visible (High-viz).
- 3.2.2 Prompt people within their area to promptly evacuate the building.
- 3.2.3 Thoroughly check all areas, including toilets, store, room, meeting rooms and individual offices.
- 3.2.4 Close windows and doors as you leave, but not if it unduly delays your own escape.
- 3.2.5 NEVER open a door if you suspect there may be a fire behind it.
- 3.2.6 Report to the Fire Coordinator(s) either
  - 3.2.6.1 That the area has been safely evacuated or
  - 3.2.6.2 That people are still in the area unable or unwilling to leave the building, giving exact locations

- 3.3 It is not expected that a fire marshal does anything that would put their own safety at risk. The priority is to always get out of the building safely.

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### 4.0 Communication with Fire and Rescue Services

- 4.1 All communication with Fire and Rescue Services should take place between the Fire Coordinator and Fire Officer from the Fire & Rescue Service only.
- 4.2 A "Grab-bag" containing relevant documentation for the Fire Coordinator should be easily accessible and ready to collect in the event of an emergency. The bag should contain;
  - 4.2.1 Laminated map of Helping Hands House to give to F&R Service.
  - 4.2.2 Laminated map of Helping Hands House indicating location of services shutoffs to give to F&R Service.
  - 4.2.3 Laminated maps showing Fire Marshal Zones for sweeping.
  - 4.2.4 First aid kit.
  - 4.2.5 Spare keys for lockable offices and plant rooms.

### 5.0 Personal Emergency Evacuation Plans (PEEPS)

- 5.1 A personal emergency evacuation plan (PEEP) is a personal 'escape plan' for anybody who cannot exit the building unaided within a satisfactory period of time.
- 5.2 PEEPs may be necessary for people with permanent impairments such as mobility, sight, hearing, cognitive, or temporary such as a short-term injury, medical condition or pregnancy.
- 5.3 Any personnel who require a Personal Emergency Evacuation Plan must speak to the HR department, in the first instance, so that appropriate plans can be put into place.
- 5.4 PEEPS should be kept in the fire coordinator grab-bag ready for easy access.

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<b>TRAINING</b>	Yes	
Is training required?		
Details of training	<p>Fire Marshals and Fire Coordinator should receive adequate training from a competent person, including the practical experience of using a fire extinguisher.</p> <p>Fire Marshals and Fire Coordinator should receive training from the Health &amp; Safety Responsible Person (or competent individual) on the evacuation process for Helping Hands House.</p>	
<b>COMPLIANCE</b>		
How is compliance within this document going to be monitored?	<p>The Fire Risk Assessment is reviewed annually and compliance with the Fire Strategy will be monitored through fire drill records, and preparation.</p> <p>Bi-Annual Fire Drills will test compliance with the Fire Evacuation Plan and actions will be documented and addressed through a post-drill evacuation report.</p>	
EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION		
	<b>Positive/Negative/N/A</b>	<b>Comments</b>
Does the document have a positive or negative impact on one group of people over another on the basis of their:		
• Age?	N/A	
• Disability	Positive	Acknowledgement of requirement for PEEPS
• Gender assignment?	N/A	
• Pregnancy and maternity (which includes breastfeeding)	Positive	Acknowledgement of requirement for PEEPS

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<ul style="list-style-type: none"> <li>• Race (including nationality, ethnic or national origins or colour)?</li> </ul>	N/A	
<ul style="list-style-type: none"> <li>• Marriage or civil partnership?</li> </ul>	N/A	
<ul style="list-style-type: none"> <li>• Religion or belief?</li> </ul>	N/A	
<ul style="list-style-type: none"> <li>• Sex?</li> </ul>	N/A	
<ul style="list-style-type: none"> <li>• Sexual orientation?</li> </ul>	N/A	
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	Evacuation includes consideration for persons with a Personal Escape Plan which may include employees or visitors who are pregnant or living with a disability.	
<b>If the impact on one of the above groups is likely to be negative:</b>		
Can the impact be avoided?	N/A	
What alternatives are there to achieving the document's aim without the impact?	N/A	
Can the impact be reduced by taking different action?	N/A	
Is there an impact on employee, customer or someone else's privacy?	N/A	

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Custodian: Group Managing Director

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**STANDARD OPERATING PROCEDURE (SOP)**

Changes since previous version	<ul style="list-style-type: none"> <li>• No updates to procedural content at point of yearly review.</li> <li>• Added to new SOP template.</li> </ul>	
Who was involved in developing /reviewing/amending the document? (list titles)	Head of Property HSQE Business Partner	
How confidential is this document	Public	Can be shared freely within and outside of Helping Hands
References	Regulatory Reform Fire & Safety Order 2005 & Employers Responsibilities as per the Health & Safety at Work Act 1974	
Associated Documents	<i>HHH-POL-009 - Fire Policy</i>	

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