

# Standard Operating Procedure for Fire Order in Office

## Purpose

This SOP describes the actions to be taken by the office staff in the event of a fire or a fire alarm in the office premises. The objective of this SOP is to ensure the safety and security of the office staff, guests, and property, and to minimize the damage and loss caused by the fire.

## Definitions

- **Fire order:** A set of instructions or commands issued by the fire authority or the office manager to the office staff during a fire or a fire alarm situation, such as evacuate, stay put, or assemble.
- **Office staff:** Any employee or contractor who works in the office, such as managers, supervisors, or clerks.
- **Office premises:** The entire area of the office building, including the parking lot, lobby, and any other facilities.
- **Fire authority:** The designated person or agency who is responsible for the fire safety and response in the office premises, such as the fire department, the fire marshal, or the fire warden.

## Procedures

1. If an office staff detects or suspects a fire in the office premises, they should:
  - Activate the nearest fire alarm, if available, or shout “fire” to alert others.
  - Call the fire authority or the emergency number, and provide the following information:
    - The location and nature of the fire
    - The number and condition of the people involved
    - The contact details of the office staff who reported the fire
  - Follow the instructions of the fire authority or the office manager, and do not attempt to fight the fire unless trained and equipped to do so.
2. If an office staff hears or sees a fire alarm in the office premises, they should:
  - Stop their work and prepare to evacuate or stay put, depending on the fire order.
  - Close the windows and doors of their work area, if possible, to prevent the spread of smoke and fire.

- Gather their personal belongings, such as keys, wallets, or phones, if safe and convenient to do so.
  - Follow the instructions of the fire authority or the office manager, and do not use the elevators, unless directed to do so.
3. If the fire order is to evacuate, the office staff should:
- Follow the nearest and safest exit route, as indicated by the signages and the floor plan.
  - Use the stairs, not the elevators, unless directed to do so.
  - Assist any disabled or injured persons, if possible, or inform the fire authority or the office manager of their location and condition.
  - Leave the building and proceed to the designated assembly point, as instructed by the fire authority or the office manager.
  - Stay calm and do not panic or run.
4. If the fire order is to stay put, the office staff should:
- Stay in their work area or move to a safe and enclosed room, as instructed by the fire authority or the office manager.
  - Close and seal the windows and doors of the room, if possible, to prevent the entry of smoke and fire.
  - Call the fire authority or the office manager, and provide the following information:
    - The location and number of the people in the room
    - The condition and needs of the people in the room
    - The contact details of the office staff who called
  - Stay calm and do not panic or open the windows or doors, unless directed to do so.
5. If the fire order is to assemble, the office staff should:
- Follow the instructions of the fire authority or the office manager, and move to a designated area or room, as indicated by the signages and the floor plan.
  - Use the stairs, not the elevators, unless directed to do so.
  - Assist any disabled or injured persons, if possible, or inform the fire authority or the office manager of their location and condition.
  - Stay in the designated area or room, and wait for further instructions or information from the fire authority or the office manager.
  - Stay calm and do not panic or leave the designated area or room, unless directed to do so.
6. The office manager should:
- Communicate with the fire authority and the office staff, and provide or receive the relevant information and instructions.
  - Coordinate the evacuation, stay put, or assembly of the office staff, and ensure that everyone follows the fire order and the SOP.
  - Account for the office staff and the guests, and report any missing or injured persons to the fire authority.

- Document the incident and the response, and prepare a written report, including the following details:
  - The name and contact of the office manager and the fire authority
  - The description and photos of the fire and the damage, if available
  - The timeline and actions of the incident and the response
  - The outcome and impact of the incident and the response
  - The recommendations and lessons learned from the incident and the response

## **Revision History**

- Version 1.0: Created by Bing on 03 Jan 2024