

Table 18.18.: Mall Management Responsibilities

| ITEMS | REQUIREMENTS |
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| | v. Crowd manager shall have control over the occupant load and capacity of the Mall and shall have strategies to control crowd entry into Mall or specific areas, when crowd exceeds the safety level and exit capacities. |
| 5. EMERGENCY ACTION PLAN | <ul style="list-style-type: none"> i. Mall management shall coordinate with the Fire and Life Safety managers, crowd managers, Emergency response team and facility management team to prepare and maintain written Emergency Action Plan, where individuals duties and responses during emergency situations is clearly mentioned and assigned. ii. Mall management personnel and their emergency response team shall know their specific role such as but not limited to, as follows <ul style="list-style-type: none"> a. Confirmation of fire alarm by physically verifying at the location of the building or area. b. Informing, reporting emergency incident to Civil Defence and coordinate with them when they arrive. c. Evacuating section of the Mall, retail or assembly areas d. Assisting elderly and disabled to evacuate smoothly, using buggies and other acceptable means. d. Coordination and planning with crowd manager to manage evacuation and leading evacuees to designated assembly points. e. Evaluation and assessment of initial stages of fire and usage of extinguishers and hose reel system, if it is assessed as safe to do so. f. Understanding of the elevator and escalator operation during emergencies and managing elevator evacuation, if it is safe to do so. iii. All Mall employees, including retail, supermarket, paly area, food court employees shall be aware of the Mall emergency action plans and shall be instructed every month to familiarize their role during the emergency situations. Various occupancy management responsibilities as mentioned in other parts of this chapter shall also be referred to, for specific area management team members. iv. Copy of the written emergency action plan, specific duties of Emergency Response Team members from specific departments and role of individual tenants shall be available to the staff at all times and they shall be aware of their specific pre-designated roles during emergency situations. v. For guideline on preparation of Emergency Action Plans and Emergency Drills, see Chapter 19. Emergency Action Plans. |
| 6. DRILLS | <ul style="list-style-type: none"> i. Emergency Drills shall be conducted once every 6 months, where Emergency Response Team, Crowd managers, Fire and Life Safety managers, Mall facility management and designated personnel shall participate to evaluate their emergency preparedness. ii. Such emergency drills shall be conducted without any evacuation alarm, and without Mall people or staff evacuation. iii. Drill shall be conducted to explore the efficiency of the emergency action plan and to evaluate their performance during fire, emergency, panic and dangerous situations to execute smooth evacuation of the crowd to safety of exterior or point of safety. iv. The time duration it takes for the occupants to fully reach the safety of exterior shall be evaluated and improvised. v. Communication between the designated personnel, decision making, understanding of specific roles without hampering others' assigned duties etc. shall be evaluated and recorded for assessment. i. Drills should be conducted only for designated personnel of the Mall, without causing unnecessary panic and chaos among the uninformed and unsuspecting public crowd. |