

2.20. Mall Management Responsibilities

2.20.1. Mall management responsibilities shall comply with **Table 18.18.**

Table 18.18.: Mall Management Responsibilities

ITEMS	REQUIREMENTS
1. FACILITY MANAGEMENT	<ul style="list-style-type: none"> i. It is every Mall management's responsibility to ensure that their facility management company complies with the following requirement. ii. Mall facility management company shall comply with the full requirements of Table 18.11. Facility Management Company Responsibilities.
2. MALL EMERGENCY RESPONSE TEAM	<ul style="list-style-type: none"> i. Every Mall Administration shall have "Emergency Response Team" consisting of trained professionals in Fire Safety, security and first responders for emergency situations. ii. Every Mall Emergency Response Team shall consist of minimum of 2 Fire and Life Safety Managers from the Mall management staff, when initiated by Civil Defence. iii. Every Mall Emergency Response Team shall consist of minimum of 2 Crowd Managers, when initiated by Civil Defence. iv. Every member of Mall Emergency Response Team and staff shall be trained in appropriate Fire extinguisher usage, with refresher trainings annually. v. Fire and Life Safety Managers and Crowd managers shall obtain training from Civil Defence and shall be certified and licensed by Civil Defence. vi. It is every Mall Administration's responsibility to formally request Civil Defence for their fire and life safety manager's and crowd manager's training, when initiated by Civil Defence.
3. FIRE AND LIFE SAFETY MANAGER'S RESPONSIBILITIES	<ul style="list-style-type: none"> i. It is Fire and Life Safety manager's responsibility to monitor, record and ensure that facility management company executes their responsibilities professionally in accordance with Table 18.11. Facility Management Company Responsibilities. ii. It is Fire and Life Safety manager's responsibility to prepare a written Emergency Action Plan. For guidelines on preparation of Emergency Action Plans, see Chapter 19. Emergency Evacuation Procedures. iii. Fire and Life Safety managers shall have understanding of the Fire and Life Safety hazards involved in the Mall, such as storages, LPG, flammable cleaning solvent storage, heavy crowd movement, etc. iv. Fire and Life Safety manager shall be aware of the dangers and security hazards that can endanger people safety. v. Fire and Life Safety managers shall be fully aware of the facility or area exits, corridors, parking levels, assembly areas, refuge areas, exit routes, emergency evacuation plans, emergency evacuation strategies and procedures. vi. Fire and Life Safety manager shall have fair knowledge of Fire and Life Safety equipment and systems in the facility. vii. Fire and Life Safety manager shall be fully aware of operation of Fire and Life Safety system controls, smoke control system controls, LPG/Natural gas system controls, elevator system controls, Access control system controls etc. of the Mall. viii. Fire and Life Safety manager shall be well verse with emergency reporting and coordinating with Civil Defence.
4. CROWD MANAGERS	<ul style="list-style-type: none"> i. Every Mall have a minimum of 2 trained Crowd Managers. ii. Where occupant load is more than 250 people, there shall be additional 1 crowd manager for every 250 people. iii. Crowd managers shall be fully aware and familiar with Mall Emergency Evacuations plans and Emergency evacuation procedures. iv. Crowd managers shall coordinate with Fire and Life Safety managers, facility management, tenant staff, food court staff, supermarket staff, play area staff to pre-plan the specific roles and duties of each tenants and incorporate the crowd management strategies into the Emergency Action plans.