

Fire Policy – Front of House Staff

Front of House Staff

Evacuation Instructions

If a potential emergency occurs during a performance, your pager will vibrate to alert you. The screen of the pager will inform you of the possibility of an emergency. Accept any message by pressing the **GREEN** button on the pager.

The messages to be aware of are:

1. **“PRE-ALERT Check FCP”**. This may not be a fire, but a detector is approaching its threshold for declaring a fire. No action required at this point. TM (**Theatre Manager**), to investigate.
2. **“DETECTOR ACTIVATED Check FCP”**. **TM** to investigate. **Stand by**.
3. **“EVACUATE”**. **FOLLOW THE EVACUATION PROCEDURE**

Evacuation Procedure

If it is deemed necessary to evacuate the building, the following procedure should be followed:

1. Following a second warning on their pager the **FoHM** (**Front of House Manager**), will leave the auditorium to liaise with the **TM** and, if necessary, don their high visibility waistcoat in preparation to taking to the stage.
2. The **FoHM** will go onto the stage to address the audience, telling them that an evacuation is necessary. If not done so already, put on the high vis waistcoat.
3. The Fire Doors will close automatically on the sounding of the alarm
4. The **FoHM** will then instruct the audience to leave in an orderly fashion via the nearest relevant safe fire exit. Please check the ‘**traffic lights**’ above the exit doors to ensure that is safe to exit through the doors
5. During the evacuation, the **TM** will telephone the Fire Service and, if safe to do so, will wait to direct the Fire Service to the fire.

Duties of FoH Staff

FoH staff do as follows:

1. Organise assistance, for people requiring it, in their sector. Any wheelchair users to be placed in refuge area a top of auditorium (*do **NOT** try and evac wheelchair users*)
2. Check that your sector is clear and report to the **FoHM** (*including any wheelchair users*). On your way out, organise a check of the lighting box, all toilets and closure of all fire doors.
3. The **first FoH** out will usher the audience members to the assembly point
4. The **second FoH** out will remain in the box office to stop re-entry until ready and to answer the refuge (*red phone in box office*), phone should it ring
4. At the **Assembly Point** (outside **The Cream Coffee Shop**), the **FoHM** will make an announcement explaining the situation to the best of their knowledge. Although it will not be feasible to do a roll call, they should ask if anyone is known to be missing.