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# **Fire safety in hotels**

## **European Commission's initiatives ...**

***.... and what European Chief Fire Officers did for  
implementation of SAFEHOTEL in Europe***

**Dr. Dieter Nuessler**  
**President of FEU**  
**Fire Chief (ret.) Aachen , Germany**



# FEU

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- Federation of the European Union Fire Officer Associations a.s.b.l.
  - **22 countries / members**
    - Austria, Belgium, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands,, Poland, Portugal, Spain, Slovenia, Sweden, UK
    - Norway





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# Who we are

- A not-for-profit organisation
- Leading network of fire professionals in Europe
- Work with European public safety organisations
- Work with various Directorates of the European Commission
- Contact Members of European Parliament
- Founded in 1991





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## Hotel "Royal Jomtien", Pattaya, Thailand **92 Dead, 64 Injured**

The fire began in a hotel restaurant and spread quickly.

**Most of the dead were found at emergency exits which were shut tight.**

**According to Thai officials the doors were locked by the hotel to prevent the guests from leaving without paying**





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## ***Hotel fires***

- Risk of hotel fires represents a **serious threat** to life, health of staff and guests and even the existence of hotel and housing enterprises.
  - Paris, France: August **1976**, Hôtel d'Amérique  
11 dead
  - Amsterdam, Netherlands, May **1977**, Hotel Polen  
33 dead
  - Brussels, Belgium: May **1977**, Hotel Duc de Brabant  
19 dead
  - Zaragoza, Spain: July **1979**  
76 dead



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# ***Hotel fires Reaction ? !***

- **1986:**  
**Recommendation on fire safety in existing hotels (86/666/EC) was adopted by the European Council.**



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## Theory:

It must always be possible for all doors including the final **exit door of an escape route to be opened easily** (without the use of a key) from the inside by a person escaping from the hotel.

86/666/EEC: Council Recommendation of 22 December 1986 on fire safety in existing hotels



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**Reality**

**4-stars hotel - Austria**

**Theory:**

Obstacles (stores, furniture, etc.) which might **impede movement** and create a risk of fire spread must not be placed in escape routes.

86/666/EEC: Council Recommendation of 22 December 1986 on fire safety in existing hotels



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# ***Hotel fires***

## ■ **Still hotel fires**

- Kristiansand, Norway: September **1986**, Hotel Caledonian  
14 dead
- Sieglar, Germany, August **1992**, Königshotel  
12 dead
- Amberes, Belgium, December **1994**, Hotel Switel  
15 dead



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# ***Hotel fires Reaction ? !***

- **2001:**
  - European Commission reported that the '86-Recommendation has not met the expectations
  
- **2001:**
  - **FEU** started its **SafeHotel initiative** aiming at improving fire safety in European hotels



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## ***Hotel fires***

### ■ **Still hotel fires**

– Marsella, France: May **2003**

10 dead

– Edbaston, UK: April **2004**

4 dead

– París, France, April **2005**, Hôtel Opéra

24 dead



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# ***Hotel fires Reaction ?!***

**2006:**

- The Consumer Safety Working Party **fails to reach a consensus** on the best way to upgrade the existing legal regime at EU level.



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# *Lessons learned*

- Primarily the **fire safety training of the hotel staff** must be improved
  - Training is the most efficient and also cost effective measure
  - Training can be provided in all types of hotels
    - new or old
    - big or small
    - comfortable or basic
  
- Hotel owners outlined that **it is almost impossible**
  - also because of high staff fluctuation (seasonal workers) - to ensure the **training of the staff with conventional courses** in a cost effective manner.



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# Safehotel



Leonardo Project D/03/B/F/PP-146 086



## ■ 2006:

- **FEU** made an **interactive CD** for fire safety training of hotel personnel available
  - Available in 12 languages
  - Including a final test
  - Can be used at the work place
  - Demo available on the website **[www.safehotel.org](http://www.safehotel.org)**

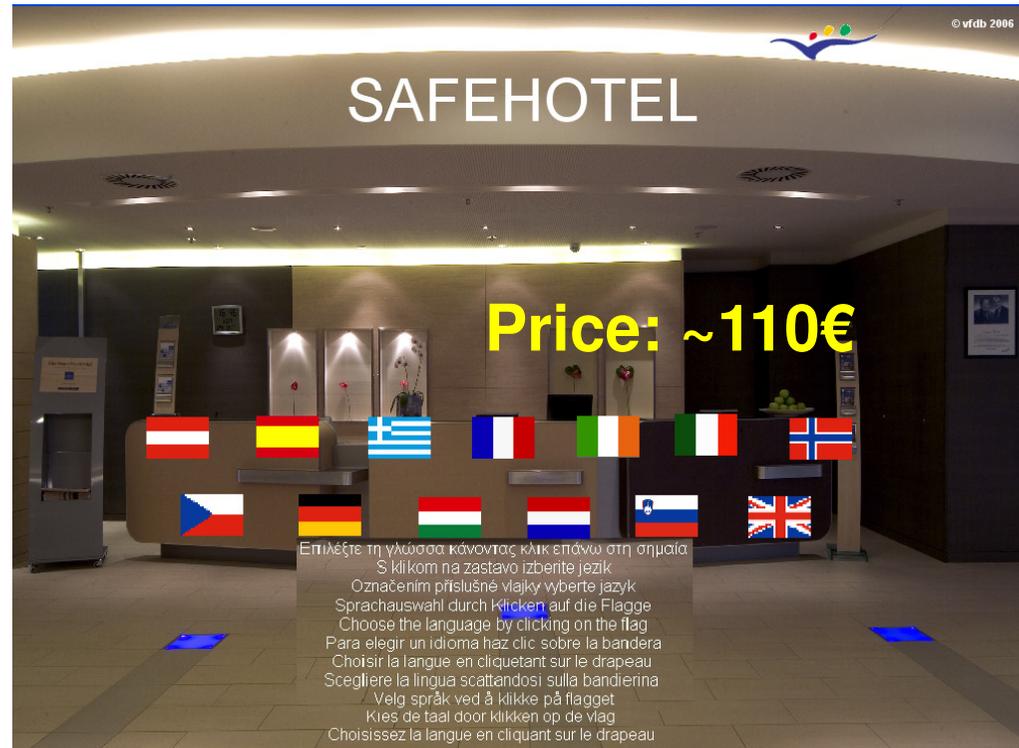


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# Safehotel

## Interactive fire safety training of hotel staff



- **user-friendly, effective and cheap**
- helps to improve:
  - hotel staff **awareness of fire safety** and
  - their **response capability** in an emergency situations



# CHOOSE CHAPTER

Theory of fire

Risks of fire

Sources of danger

Structural fire protection

Fire protection installations

Theory of extinguishment

Behaviour



Exam



# Kitchen

Fat fires may be never extinguished with water otherwise this will result in a so called fat explosion.





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# ***Safehotel***

Interactive fire safety training

- **Hotel staff** by using the Safehotel-CD
  - **knows the safety concept** of a hotel comprising of structural precautions and organizational measures
  - **can identify the structural safety facilities** of the own hotel and explain the function of them;
  - **learns the right behaviour** in the daily business and in the case of a fire;
  - **can take the right measures** in the case of fire to minimize the damage especially for the guests.



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## ***Hotel fires***

- **Still hotel fires**

- Newquay, UK: August **2007**, Penhallow hotel  
3 dead



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# ***Hotel fires Reaction ?!***

## ■ 2008:

- The **Commission** organises **meetings** with some hotel chains to discuss the issue of fire safety.
- **European Parliament** organise a **Workshop** on the subject of hotel safety.

## ■ 2008:

- **HOTREC** (*European umbrella association of the hospitality industry*) commits to **work on a flexible approach** to improve the level of fire safety in all hotels
  - **FEU** member of the working party and the consultative committee



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# ***Hotel fires***

- **Still hotel fires**

- Kamién Pomorski, Poland, April **2009**

21 dead



# FIRE SAFETY IN HOTELS IN EUROPE

## *HOTREC Charter*

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- **Seven pillars of sound hotel management**
  - **Included in the checklist system**
  - Designate a **person** to be **responsible** for fire safety in the hotel;
  - Maintain a **Fire Safety Register** containing information relating to fire safety systems, management procedures and training;
  - Prepare an **emergency response plan**; Ensure that every member of staff receives information, instructions and training in fire safety in accordance with their duties;
  - Organise a planned and documented **fire evacuation drill** in the hotel at least once a year;
  - Ensure that all fire safety systems are **regularly** inspected and **maintained** by suitably qualified persons; and
  - Have a regular **fire risk assessment** carried out.



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# ***Hotel fires Reaction ?!***

## ■ **2009:**

- The HOTREC General assembly did not agree to sign the charter containing the 7 pillars of sound management
- The commission and the members of the advisory board (Consumer, Tour operators, Sprinkler, ...) were disappointed that this important part of the HOTREC initiative failed.



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# ***Hotel fires Reaction ?!***

## ■ **2010 + 2011:**

- HOTREC made the MBS-methodology available on their website
- Some of the HOTREC members started with translations
  - Currently available in English, German, French, Italian, Danish, Dutch
- Many stakeholders were not convinced that this voluntary scheme would not make any difference



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# ***HOTREC***

## ***MBS methodology***

- **Good fire safety is achieved by good provisions for**

### ***Management measures*** (Human behaviour)

- Awareness of risks
- Preparedness
- Standard operating procedures
- Training and Exercises
- Maintenance

### ***& Building features***

- construction, escape routes, doors, stairways,...

### ***& Systems - Technical installations***

- electricity, smoke extraction, smoke alarms, sprinklers,...



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# ***Hotel fires Reaction ?!***

## ■ 2012:

- The **Commission** organised a workshop aiming at reaching consensus about the further steps for improving the '86 Council recommendation on the basis of the MBS methodology.
  - No consensus was reached
  
- The **Commission** is announcing a Green Paper on Tourism services, which *„will enable us to investigate gaps in existing legislation and to collect detailed data enabling us to assess the added value of any action at European level“*



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# ***Hotel fires Reaction ?!***

## ■ **2013:**

### – Hotel Fire safety, ***a case for legislation***

- Briefing paper to the **European parliament** drafted by the European Added Value, within the Directorate–General for Internal Policies (DG IPOL) of the Secretariat of the European Parliament



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# ***Hotel fires Reaction ?!***

- **2014:**
  - Recommendation update
  - Council directive
  - MBS success
  
- **SAFEHOTEL initiative will continue**





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# *SafeHotel*

- **Why** should owners of existing hotels **invest** in additional measures for a better level of fire safety ?
  - Official **permit does not expire** without these measures
  - **Additional costs**
  - Return of investment ?
    - Reduced insurance rates ?
    - **Will consumers acknowledge these efforts ?**



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Guests do react on quality labels  
Best quality sells

Launch of a marketable Fire safety  
**label** which could be used in  
**advertising**





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# Safehotel Star



Leonardo Project D/03/B/F/PP-146 086



- Supply of an easy to use **check list**
  - as a tool for self-assessment of hotels
  - as a tool for a uniform application of the inspection criteria throughout Europe
  - includes requirements of the Council Recommendation for fire safety in existing hotels
  - Includes the MBS methodology developed by HOTREC
  
- Interactive tool available free of charge on **[www.safehotel.org](http://www.safehotel.org)**



English ▾



**Quality label for fire safety in hotels** The Safehotel-Star quality label represents an independent and transparent certification of fire safety in hotels. The goal is increasing the safety of guests and personnel in hotels by avoiding fires as well as providing an appropriate response capacity in terms of equipment and personnel. The quality label initiated by the [FEU a.s.b.l.](#) (Federation of European Union Fire Officer Associations) is issued by the Safehotel-Star Office

**EU-Project „Safehotel – Interactive fire safety training of hotel staff“** The list of requirements for the Safehotel-Star quality label has been developed with financial support of the European Commission during the project "Safehotel" ([D/03/B/IF/PP-146 086](#)) within the Leonardo da Vinci program for vocational training and has been extended by the core statements of the [MBS methodology for fire safety in European hotels](#) published by the European umbrella organization of the hospitality industry HOTREC. For fire safety in hotels the comprehensive training of the staff is paramount. Therefore, this aspect is a key criterion for obtaining the Safehotel-Star. In order to allow a cost-effective and flexible training of the hotel staff – in spite of the high turnover rate of personnel – an inter-active training CD for the hotel industry has been developed during the EU-project which can be used in 12 European languages

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[Dorint Adlershof Berlin](#)

**Dorint**  
Hotels & Resorts

**Safehotel-Star hotels**



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English

## Checklist M – Management

Hotel: [Free trial / self audit](#)

### Responsibility for fire safety

**M1.1** Responsible person

### Fire safety register

**M2.1** Fire safety register

**M2.2** Responsible person

**M2.3** Fire safety register

Hotel: [Free trial / self audit](#)

### Construction

**B1.1** Individual

**B1.2** Escape route

**B1.3** Escape route

**B1.4** Escape route

**B1.5** Persons

### Lighting/ emergency

**S1.1** Electric lighting

**S1.2** Electrical installation

**S1.3** Emergency lighting

## Checklist B - Building

## Checklist S - Systems

## List E - Extras

Hotel: [Free trial / self audit](#)

### List E - Extras

- E1** Wireless linked smoke detection system and internal alert system in every room (no points if E.03 is valid)
- E2** Hotel partly equipped with automatic smoke detection and alarm system (no points if E.03 is valid)
- E3** Hotel fully equipped with automatic smoke detection and alarm system

# Online checklists



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# *Safehotel Star*

## Core requirements

### ■ Hotel building

- meets the minimum **requirements** for
  - Escape routes, construction features, building technology, fire fighting, alarm and alerting
    - See Council Recommendation 86/ 666/ EEC
    - MBS Methodology from HOTREC
- **is fully** equipped with automatic **smoke detection** and alarm system (EN - standard)

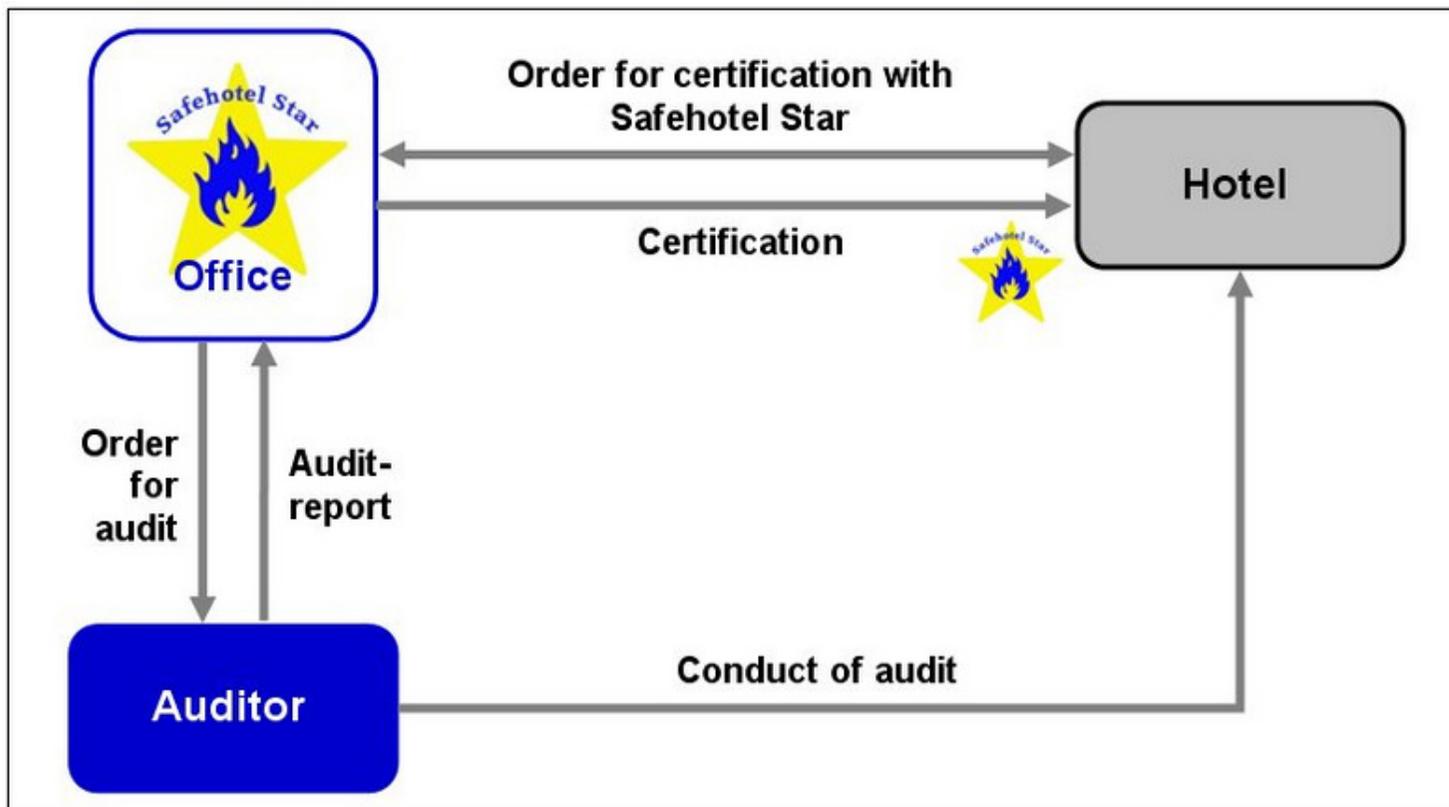
### ■ Staff training

- **All staff** receives instruction once a year
- Staff with **specific fire protection tasks** (including staff present at night) has received special fire prevention training
- Minimum 1 staff member present on the premises 24h



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# Certification process





English ▾

## Certified hotels



**65**

Safehotel-Star hotels click on country to view





English

## Hotels which have proven to meet European standards for fire safety in hotels in Germany

(click on logo to view website of the hotel)

 2016	<b>ibis Berlin Kurfürstendamm</b> 	 	 2016	<b>ibis budget Berlin Kurfürstendamm</b> 	
 2016	<b>ibis Dresden Lilienstein</b> 	 	 2016	<b>ibis Dresden Königstein</b> 	
 2016	<b>ibis Dresden Bastei</b> 	 	 2016	<b>Dorint - Hotel - Hamburg Eppendorf</b> 	



English

## Hotels which have proven to meet European standards for fire safety in hotels in Netherlands

(click on logo to view website of the hotel)

 2015	<b>Mercure Den Haag Central</b> 		 2015	<b>ibis Amsterdam City West</b> 	
 2015	<b>ibis Amsterdam Centre</b> 		 2015	<b>Pullman Eindhoven Cocagne</b> 	
 2015	<b>Novotel Rotterdam Schiedam</b> 		 2015	<b>Novotel Rotterdam Brainpark</b> 	



English

## Hotels which have proven to meet European standards for fire safety in hotels in Spain

(klick on logo to view website of the hotel)

 2016	<b>Gran Meliá Palacio de Isora</b>		 2015	<b>ibis Barcelona Mollet</b>	
 2015	<b>Novotel Barcelona City</b>		 2014	<b>Hotel Meliá Alicante</b>	
 2014	<b>Hotel NH Iruña Park</b>		 2014	<b>Hotel Torremangana Cuenca</b>	