

# DARAT AL-QAHWA 1970

## Fire Safety SOP



### Store Fire Prevention, Emergency Response & Inspection Guide

Document Control	Details
Document Title	Fire Safety SOP
Company	Darat Al-Qahwa 1970
Department	Training / Operations / Store Management
Applicable Area	All stores, kiosks, back-of-house areas, storage rooms, training areas and offices
Prepared For	Store Managers, Shift Supervisors, Baristas, Cashiers and Support Teams
Version	1.0
Effective Date	24 May 2026
Review Frequency	Every 6 months or after any fire-related incident

Important: This SOP is an internal operating guide. It must be aligned with the building owner, approved safety contractor, Civil Defense license requirements, and local regulations before implementation.

Emergency Contact	Number / Action
Civil Defense / Fire Emergency	998
Ambulance	997
Police	999
Unified Emergency Number	911
General Emergency	112
Nearest Store Landmark	Fill by Store Manager
Store Address / Map Link	Fill by Store Manager
Mall / Building Security	Fill by Store Manager
Maintenance / Facility Contact	Fill by Operations Team



### 1. Purpose

The purpose of this SOP is to prevent fire risks, protect employees and customers, and provide clear steps for responding to fire, smoke, burning smell, electrical overheating, or gas-related emergencies in Darat Al-Qahwa 1970 locations.

### 2. Scope

- All store areas including front counter, bar, pastry display, seating area, storage, kitchen/prep area, electrical panels, outdoor service windows and office/training spaces.
- All employees, supervisors, managers, contractors and visitors working inside company premises.
- All fire prevention, evacuation, emergency communication, equipment checks and post-incident reporting activities.

### 3. Key Responsibilities

Role	Main Responsibilities
Store Manager	Ensure fire safety equipment is available, inspected, accessible and not blocked. Train team members and complete monthly checks.
Shift Supervisor / PIC	Act as Person In Charge during the shift. Lead evacuation, call emergency services when needed, and report hazards immediately.
All Employees	Follow safe working practices, keep exits clear, report hazards, never ignore alarms, and evacuate when instructed.
Maintenance / Operations	Arrange approved maintenance for electrical issues, fire alarm/extinguishers, emergency lights and gas systems if applicable.
Training Department	Provide fire safety awareness, drill records, quizzes and refreshers for new and existing employees.

#### 4. Fire Safety Prevention Standards

- **Keep exits clear:** Emergency exits, pathways, back doors and evacuation routes must never be blocked by boxes, chairs, displays, supplies or cleaning tools.
- **Control electrical risks:** Do not overload sockets, extension cables or adapters. Damaged plugs, burning smells, sparks, tripped breakers or overheating must be reported immediately.
- **Control heat sources:** Keep paper, cartons, cloths, cleaning chemicals and packaging away from ovens, coffee machines, hot plates, boilers and electrical panels.
- **Storage control:** Store cartons and combustible items neatly, away from electrical panels, heaters, exits and fire equipment.
- **Cleaning and housekeeping:** Remove waste regularly. Do not allow tissues, cups, cardboard or packaging to pile up near equipment.
- **No smoking:** Smoking or vaping is not allowed inside store, back-of-house, storage, receiving or staff areas.
- **Approved contractors only:** Any electrical, gas, alarm, extinguisher or fire system work must be handled by approved technicians.
- **Do not disable safety systems:** Do not cover, silence, disconnect or tamper with smoke detectors, fire alarm panels, sprinklers, extinguishers or emergency lighting.

#### 5. Fire Safety Equipment Required in Store

Item	Minimum Requirement	Store Check
Fire Extinguisher - ABC Dry Powder	Available, visible, sealed, pressure gauge in green zone, not expired	Monthly
CO2 Fire Extinguisher	Recommended near electrical equipment / panels when approved by safety contractor	Monthly
Fire Blanket	Recommended near preparation / kitchen / hot work area	Monthly
Smoke / Heat Detector	Installed and functional as per building safety system	Monthly visual check
Fire Alarm Call Point	Accessible and not blocked	Monthly visual check
Emergency Exit Signage	Clear, visible and illuminated where required	Monthly
Emergency Lighting	Functional, not damaged, not blocked	Monthly
Evacuation Route Map	Posted in staff area and visible for team	Monthly
Electrical Panel Access	Clear area; no storage in front of panel	Daily

#### 6. Fire Extinguisher Usage - PASS Method

Only use a fire extinguisher if the fire is small, you are trained, the exit is behind you, smoke is not heavy, and you can evacuate safely. When in doubt, evacuate and call Civil Defense.

Step	Action
P - Pull	Pull the safety pin.
A - Aim	Aim the nozzle at the base of the fire, not the flames.
S - Squeeze	Squeeze the handle firmly.
S - Sweep	Sweep side to side until the fire is out, while keeping your exit behind you.

## 7. Fire Emergency Response Procedure

Step	Action	Responsible
1	Stay calm. Alert nearby people and inform the PIC / Shift Supervisor immediately.	First person noticing danger
2	Activate the fire alarm / notify building security if available.	PIC / Shift Supervisor
3	Call Civil Defense 998 or Unified Emergency 911. Provide store name, exact location, landmark and type of emergency.	PIC / Store Manager
4	Stop service immediately. Do not continue orders or cash transactions.	All team
5	If safe, switch off involved equipment or electricity from approved switch only. Do not touch equipment if there is smoke, sparks or water contact.	Trained person only
6	Evacuate customers and employees using the nearest safe exit. Do not use elevators.	PIC / Team
7	Gather at the assembly point and conduct headcount.	PIC / Store Manager
8	Do not re-enter the store until Civil Defense / building management confirms it is safe.	Everyone
9	Complete Fire Incident Report and notify Operations, Training and HR as required.	Store Manager

## 8. What to Do by Scenario

Scenario	Immediate Action
Smoke or burning smell	Stop using suspected equipment. Inform PIC. Disconnect power only if safe. Call maintenance. Evacuate if smoke increases.
Small bin / carton fire	Evacuate nearby people. Use extinguisher only if trained and safe. Call 998 if not controlled immediately.
Electrical sparks / overheating	Do not touch with wet hands. Do not use water. Switch off power if safe. Use CO2/approved extinguisher if trained. Call maintenance/emergency if needed.
Coffee machine / grinder issue	Stop use immediately. Unplug only if safe. Keep staff/customers away and label equipment Out of Service.
Gas smell if applicable	Do not switch lights on/off. Stop ignition sources. Evacuate. Call building security / Civil Defense.
Fire alarm sounding	Treat as real. Stop service and evacuate. Wait for clearance before re-entry.
Sprinkler activation / water leak near electricity	Evacuate area. Do not touch electrical equipment. Notify building security and maintenance immediately.

## 9. Evacuation Rules

- Customers first: guide customers calmly to the nearest safe exit.
- Do not allow team members to collect personal items, cash, phones or bags if it delays evacuation.
- Do not use elevators during fire or alarm conditions.
- Close doors behind you if safe to slow smoke spread, but never lock emergency exits.
- Move to the designated assembly point and stay together for headcount.
- Report any missing person immediately to Civil Defense / building security.
- Do not return to the store until official clearance is given.

## 10. Daily Fire Safety Opening & Closing Checks

Check Point	Opening	Closing	Remarks
Emergency exits and routes clear	<input type="checkbox"/>	<input type="checkbox"/>	No boxes, chairs, displays or cleaning tools blocking path
Fire extinguishers visible and accessible	<input type="checkbox"/>	<input type="checkbox"/>	Gauge green, seal intact, not expired
Electrical panels clear	<input type="checkbox"/>	<input type="checkbox"/>	No storage in front of panel
No overloaded sockets / damaged cables	<input type="checkbox"/>	<input type="checkbox"/>	Report any damage immediately
Hot equipment area free from paper/cardboard	<input type="checkbox"/>	<input type="checkbox"/>	Keep combustibles away
Waste removed / no trash buildup	<input type="checkbox"/>	<input type="checkbox"/>	Especially near equipment
Emergency lights / exit signs visible	<input type="checkbox"/>	<input type="checkbox"/>	Report if damaged or off
Equipment switched off as per closing procedure	N/A	<input type="checkbox"/>	Only equipment required to remain on is approved

## 11. Monthly Fire Safety Inspection Checklist

No.	Inspection Item	OK	Not OK	Action Required
1	Fire extinguisher available, clean, accessible and not expired	<input type="checkbox"/>	<input type="checkbox"/>	
2	Pressure gauge is in green zone and safety pin/seal is intact	<input type="checkbox"/>	<input type="checkbox"/>	
3	Fire blanket available and accessible where required	<input type="checkbox"/>	<input type="checkbox"/>	
4	Exit signage visible and not damaged	<input type="checkbox"/>	<input type="checkbox"/>	
5	Emergency lighting working / reported if not working	<input type="checkbox"/>	<input type="checkbox"/>	
6	Evacuation route map posted and updated	<input type="checkbox"/>	<input type="checkbox"/>	
7	No blocked exits or stored items in escape routes	<input type="checkbox"/>	<input type="checkbox"/>	
8	Electrical panels clear and labeled	<input type="checkbox"/>	<input type="checkbox"/>	
9	No overloaded extension cords or unsafe adapters	<input type="checkbox"/>	<input type="checkbox"/>	
10	Staff know emergency numbers and assembly point	<input type="checkbox"/>	<input type="checkbox"/>	
11	Fire drill / refresher record completed when scheduled	<input type="checkbox"/>	<input type="checkbox"/>	
12	Maintenance issues reported and followed up	<input type="checkbox"/>	<input type="checkbox"/>	

## 12. Pharmacy / Supplier Purchase List for Fire Safety Items

Most fire safety equipment should be purchased from approved safety suppliers, not regular pharmacies. The store can request emergency basic items from nearby suppliers only if approved by Operations and compliant with local requirements.

Item	Recommended Quantity	Where to Purchase	Notes
ABC Dry Powder Fire Extinguisher	As per Civil Defense / safety contractor requirement	Approved safety supplier	Must be certified and tagged
CO2 Fire Extinguisher	As per risk assessment	Approved safety supplier	Recommended near electrical equipment if approved
Fire Blanket	1 per prep/kitchen area if applicable	Approved safety supplier / pharmacy if available	Must be in wall-mounted pouch
Emergency Torch / Flashlight	1-2 per store	Pharmacy / hardware supplier	Keep charged or with spare batteries
Batteries for flashlight	1 pack	Pharmacy / supermarket	Check monthly
High-visibility vest	1-2 pcs	Safety supplier	For PIC during evacuation if required
Whistle	1 pc	Pharmacy / sports / safety supplier	For evacuation communication if required
Evacuation Route Sign / Sticker	As needed	Print supplier / safety supplier	Post in staff area
Fire Safety Poster	As needed	Print supplier	PASS method and emergency numbers
Cable organizers / covers	As needed	Hardware supplier	To reduce trip/fire risks; do not overload cables
Heat-resistant gloves	1 pair if required	Safety supplier	For safe equipment handling, not firefighting
Out of Service tags	1 pack	Print supplier	For unsafe equipment

## 13. When the Store Must Request Fire Safety Items

- Fire extinguisher is missing, expired, discharged, damaged or pressure gauge is not in the green zone.
- Fire blanket is missing, opened, dirty, damaged or not accessible.
- Emergency lights, exit signs, alarm points or detectors are damaged, blocked or not functioning.
- Evacuation route map, emergency contact poster or fire safety poster is missing or outdated.
- New store opening, renovation, layout change or equipment change requires safety review.
- After any fire, smoke, alarm activation, electrical spark or overheating incident.
- Monthly checklist identifies any missing or non-compliant item.

## 14. Training and Drill Requirements

Training Topic	Who Must Attend	Frequency
Fire prevention and hazard reporting	All employees	Onboarding + annually
Emergency numbers and evacuation route	All employees	Onboarding + quarterly reminder
PASS extinguisher awareness	Store Manager / SSV / selected trained staff	Annually or as required
Fire drill / evacuation practice	All store team	At least annually or as required by Operations/building management
Post-incident review	Involved team	After any incident

**15. Fire Incident Report Form**

Field	Details
Store Name	
Date / Time	
Reported By	
PIC / Shift Supervisor	
Type of Incident	<input type="checkbox"/> Fire <input type="checkbox"/> Smoke <input type="checkbox"/> Burning smell <input type="checkbox"/> Electrical spark <input type="checkbox"/> Alarm activation <input type="checkbox"/> Other
Location Inside Store	
What Happened?	
Immediate Actions Taken	
Emergency Services Called?	<input type="checkbox"/> Yes <input type="checkbox"/> No Number called: _____
Evacuation Completed?	<input type="checkbox"/> Yes <input type="checkbox"/> No Headcount result: _____
Injuries / First Aid Required?	<input type="checkbox"/> Yes <input type="checkbox"/> No Details: _____
Equipment / Property Damage	
Photos Attached?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Root Cause / Suspected Cause	
Corrective Action Required	
Manager Signature	

**16. Corrective Action Follow-up Log**

No.	Issue	Action Owner	Due Date	Status	Closed By
1				<input type="checkbox"/> Open <input type="checkbox"/> Closed	
2				<input type="checkbox"/> Open <input type="checkbox"/> Closed	
3				<input type="checkbox"/> Open <input type="checkbox"/> Closed	
4				<input type="checkbox"/> Open <input type="checkbox"/> Closed	

**17. References**

- Saudi National Platform - Emergency Contact Numbers: Civil Defense 998, Ambulance 997, Police 999, Unified Emergency 911, General Emergency 112.
- Saudi Civil Defense public safety guidance: fire extinguishers are necessary for safety in shops and overloading electrical connections is dangerous.
- Saudi Civil Defense / Saudi Building Code requirements and approved safety contractor guidance should be followed for equipment type, quantity, location and licensing.

**Review & Revision**

- This document should be reviewed at least annually or whenever company procedures, labor requirements, or operational needs change.
- Any update must be approved by management before implementation.

Training Manager	HR / Operations	Operation Director
Mahmoud Hamdy	24-MAY-2026	