WORKING MATERIAL 2.12 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE · SETTING: ČESKÝ KRUMLOV, CZECHIA

The Night Without a Porter: Emergencies, Fire Safety and Reachability

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 2.12 (book page 349)

GUIDING QUESTION

If a smoke alarm sounded in your house at half past two tonight, who would learn of it, who would come, and what would your guests read on the sheet inside their door? And would the guests who do not speak your language understand it?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Small houses are exempt from fire rules for accommodation	Only partially true	Many places set thresholds by beds or guests; where a house lies is a local question	
The standard prescribes a template emergency plan	No	The common core has no form; ISO 14001 and ISO 45001 each have a section on emergency preparedness	
An emergency sheet in the local language is enough	No	The house must determine with whom and how it communicates (7.4)	
Night reachability is the owners' private matter	No	Responsibilities and authorities must be assigned and communicated (5.3)	
What applies in one town applies everywhere	No	Fire safety in accommodation is set locally and thresholds differ	
The standard does not apply to houses this small	No	The common core has no size exemption; the note to 7.5.1 concerns only the extent of documents	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Adopting a large hotel's emergency sheet that points to a reception that does not exist at night.

☐ Writing only in the local language, so that guests stand in the corridor with their shoes and do not know where to go.

☐ Hanging the night number only at the front door.

☐ Leaving the deputy to memory, so that one forgotten diversion leaves the house without an answer.

☐ Ticking off the false alarm instead of reading it as the drill the house did not have to plan.

☐ Confusing small with exempt: whether a house falls under a rule depends on the local count.

☐ Assuming that the figures of one town apply in another.

☐ Keeping the occupancy list only on the computer.

3 · A Checklist for the Night Without a Porter

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Do we know whether our house falls under the local fire rules for accommodation?	Size in law is a count of beds or guests, not an impression	
Is there a night sheet with a name and a deputy for every night?	Responsibilities must be assigned and communicated (5.3)	
Does the sheet in the room refer to nobody who is absent at night?	A reference to a closed reception costs time	
Is the emergency sheet in pictograms and in our guests' languages?	The house must determine with whom and how it communicates (7.4)	
Is the night number in the room, the confirmation and at the door?	A number a guest does not have is no number	
Have we rehearsed the routine with the family in the last twelve months?	A routine nobody has practised rarely works when needed	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Has the house's position against the local fire rules for accommodation been clarified with the authority or a specialist?	The authority's answer in the folder; the obligations list	☐
Is there a night sheet with a person, a phone holder and a deputy for every night of the week (5.3)?	The night sheet beside the rota	☐
Is there an emergency sheet for the night — night number at the top, assembly point, pictograms — in the guests' languages (7.4)?	The sheet inside every room door; the native speaker's check noted	☐
Is the night number in the room, the booking confirmation, on the key card and by the bell?	Confirmation text; key card; the bell slip	☐
Is the evening round done against its criteria: routes clear, list printed with guests who may need help, phone and diversion checked (8.1)?	The printed occupancy list at the bedside; the round's tick sheet	☐
Has the routine been rehearsed with the family in the last twelve months, and is fire at night on the risk list (6.1)?	A dated drill note; the risk list	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*