



Workplace Fire Communication Templates

Multichannel communication for every phase of a fire



Workplace Fire Communication Templates

When preparing to communicate during a workplace fire, you should consider what you will need to convey to your audience throughout the entire incident.

The templates in this document will help you craft messaging related to all aspects of a workplace fire:

FIRE DRILL

Preemptively warn employees that a fire drill will be conducted. Let them know the specific time, what to expect (immediate evacuation), and where to report outside the building.

WORKPLACE FIRE REPORTED

Warn your people that a fire has been reported in the facility and that they should evacuate immediately.

ROLL CALL

Conduct a short survey following a fire incident or drill to quickly determine whether all employees have made it out of the structure.

OFFICE CLOSURE

Keep your people up to date about any office or job site closures caused by the fire.

ALTERNATE WORKPLACE NOTICE

Inform employees that they can work from home or from a designated site away from the impacted facility.

FIRE CONTAINED/CLEAR

Let your people know that the threat is over and the office is open, as well as provide any additional details about returning to work.



Once you know the types of events you need to prepare for, you should decide which channels you want to use to deliver your messages.

It's important to tailor your message to different communication channels to ensure it reaches the right people at the right time. Here are a few best practices you should keep in mind when crafting messaging for different channels:



TEXT MESSAGES should be kept brief (preferably fewer than 160 characters) and should only be used for time-sensitive, urgent matters. When you want to communicate more details with a text message, direct your people to an event page for further updates. This helps keep messages short while still ensuring your people are informed. Text messaging capabilities are of particular importance to a workplace fire communication strategy as employees will likely not have their email readily available when evacuating.



EMAILS can convey longer messages to your audience and are best used when you need to go into more detail about less time-sensitive matters.



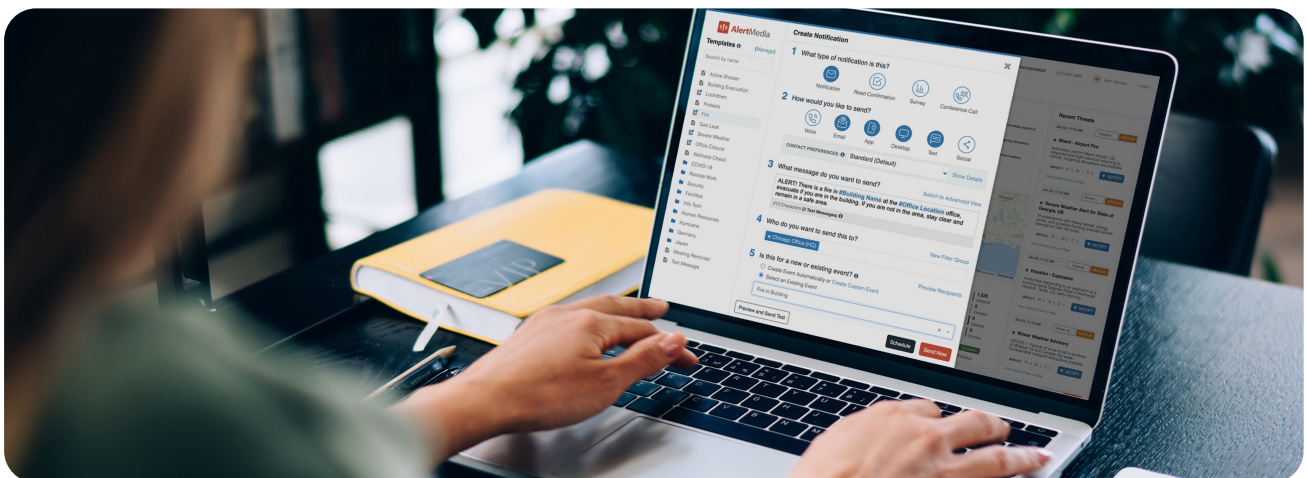
VOICE CALLS can be used when you want to urgently convey a short and simple message to all members of your audience via their provided telephone number, even if their phone isn't capable of receiving text messages.



MOBILE APP PUSHES should be very short messages, around twenty words. These should be used when you'd like to notify your audience and allow them to communicate with you further by utilizing the mobile app.



EVENT PAGES are a resource you can use with any of the above channels to keep your people up to date during ongoing events. Using an event page allows you to provide more details and resources to your people, reserving notifications for more urgent updates. [Learn more about event pages here.](#)



FIRE DRILL

No one expects to have a fire or other disaster at work, but they happen every day in office buildings across the country. By scheduling regular fire drills—and effectively communicating about these exercises—your company can plan for a potential fire and prepare employees to exit the building safely.

Text Message:

A fire drill will be held in the [LOCATION] office on [DATE] at [TIME]. When the alarm sounds, evacuate the building (avoid elevators) and proceed outside.

Email:

A fire drill will be conducted for all personnel in the [LOCATION] office on [DATE] at approximately [TIME].

DO NOT PANIC. This is only a drill.

Upon hearing the fire alarm, please exit the building quickly and calmly, avoid elevators, stay back from entrances once outside, and proceed to the designated assembly area.

The entire drill should last approximately 30 minutes. Thank you for your cooperation and participation in this important safety matter.

Contact [CONTACT NAME AND PHONE] with any questions or concerns.

Phone:

A fire drill will be conducted for all personnel in the [LOCATION] office on [DATE] at approximately [TIME]. Do not panic. This is only a drill. Upon hearing the alarm, please exit the building quickly and calmly, avoid elevators, stay back from entrances once outside, and proceed to the designated assembly area. Thank you for your cooperation and participation in this important safety matter.

App Push:

A fire drill will be held [DATE] at [TIME]. Plan to evacuate the building (avoid elevators) and proceed to the assembly area.

WORKPLACE FIRE REPORTED

Fires are unpredictable, but you often have a brief period of time to react before the fire spreads. Protect your people and minimize loss for your company by quickly communicating about a fire incident in the building. These early messages should inform your people that a fire has been reported, that they should evacuate immediately, and where to wait for further instruction.

Text Message:

A fire has been reported in the [LOCATION] office. This is NOT a drill! Evacuate the building immediately and await further instructions outside.

Email:

**** FIRE REPORTED – EVACUATE IMMEDIATELY ****

This is NOT a drill!

A fire has been reported in the [DESCRIPTION] section of the [LOCATION] office.

Please evacuate the building immediately. Do not use elevators. If the nearest exit is blocked by fire, heat, or smoke, use an alternate exit.

Once outside, stay back from entrances, check in at the designed assembly area, and await further instructions.

Contact [CONTACT NAME AND PHONE] if you need immediate assistance.

Phone:

A fire has been reported in the [LOCATION] office. This is NOT a drill! Please evacuate the building immediately. Do not use elevators. If the nearest exit is blocked by fire, heat, or smoke, use an alternate exit. Once outside, stay back from entrances, check in at the designed assembly area, and await further instructions.

App Push:

A fire has been reported in the [LOCATION] office. NOT a drill! Evacuate the building immediately. Reply if you need immediate help.

ROLL CALL

In the event of a workplace fire, it's vital to ensure all employees are safe and accounted for. By conducting an employee survey, organizations can rapidly identify which workers are safe and which employees are missing or may be in need of assistance. It's equally important to conduct an evacuation roll call following a fire drill so employees become familiar with and accustomed to responding in the aftermath of a real workplace fire. And with modern emergency communication systems like AlertMedia, you can automatically resend these survey notifications multiple times to non-responders in order to solicit a response. By collecting this real-time survey information, organizations can then determine the appropriate next steps and initiate any necessary recovery planning processes.

Text Message:

Are you safely evacuated from the [LOCATION] office? Reply with: 1 for NOT SAFE – still in building. 2 for NEED HELP – out of building. 3 for SAFE – out of building. 4 for SAFE – not in office today.

Email:

In response to the fire in the [LOCATION] office, this survey is to verify you have safely evacuated the building. Please respond below:

- 1 NOT SAFE – still in building
- 2 NEED HELP – out of building
- 3 SAFE – out of building
- 4 SAFE – not in office today

Contact [CONTACT NAME AND PHONE] if you need further assistance.

Phone:

In response to the fire in the [LOCATION] office, this survey is to verify you are safe and accounted for. Press 1 for NOT SAFE – still in building. 2 for NEED HELP – out of building. 3 for SAFE – out of building. 4 for SAFE – not in office today.

App Push:

Are you safely evacuated from the [LOCATION] office?

- 1 NOT SAFE – still in building
- 2 NEED HELP – out of building
- 3 SAFE – out of building
- 4 SAFE – not in office today

OFFICE CLOSURE

Even after the fire is out, fire damage assessment and restoration efforts can often make office closures necessary. Keep your people up to date about any office or job site closures to prevent unnecessary travel or confusion in the aftermath of a workplace fire.

Text Message:

The [LOCATION] office will be closed [DAY OF WEEK AND DATE] due to fire damage assessment and restoration. For the latest updates, visit our event page.

Email:

The [LOCATION] office will be closed [DAY OF WEEK AND DATE] as we assess the extent of the damage and begin restoration efforts following today's fire.

Contact your supervisor to make arrangements and discuss your work schedule.

If you need to retrieve anything from the office, please contact [CONTACT NAME AND EMAIL] to coordinate.

We will update you [FREQUENCY] on the status of the office closure. For the latest updates, visit our event page.

Phone:

In response to today's fire, the [LOCATION] office will be closed [DAY OF WEEK AND DATE] as we begin our fire damage assessment and restoration efforts. Please contact your supervisor to discuss your work arrangements. Check your company email for more information.

App Push:

Due to today's fire, the [LOCATION] office will be closed [DAY OF WEEK AND DATE]. For the latest updates, visit our event page.

ALTERNATE WORKPLACE NOTICE

Recovering from a workplace fire can take time, even under the best circumstances. Ongoing fire clean-up work may make it necessary for employees to work from home or from a designed worksite away from the impacted facility. These messages should keep employees informed of the fire restoration progress and direct them to make alternative worksite arrangements with their supervisor.

Text Message:

Due to ongoing fire recovery efforts, employees in the [LOCATION] office may work from an alternative worksite. Contact your supervisor to discuss arrangements.

Email:

Due to the ongoing fire damage assessment and restoration efforts in the [LOCATION] office, employees based out of the [LOCATION] office are authorized to work from an alternative worksite until further notice.

Please contact your supervisor to discuss arrangements and obtain approval.

Phone:

Due to ongoing fire recovery efforts, employees based out of the [LOCATION] office may work from an alternative worksite until further notice. Contact your supervisor to discuss arrangements and obtain approval.

App Push:

Due to fire recovery efforts, employees in the [LOCATION] office may work from an alternative worksite. Contact your supervisor to discuss arrangements.

FIRE CONTAINED/CLEAR

Once the fire has been extinguished, you should let your people know that the threat is over. You should also give them details about the office reopening and provide any additional information they need to know about returning to work.

Text Message:

The fire impacting the [LOCATION] office has been fully extinguished and the building is safe to re-enter. We will be open for regular hours effective [DATE].

Email:

The fire impacting the [LOCATION] office has been fully extinguished. All employees were safely evacuated and there are no reports of any injuries. The building has been cleared by the fire department and is safe to re-enter.

The office will be open for regular business hours beginning [DATE].

Contact [CONTACT NAME AND PHONE] with any questions or concerns.

Phone:

The fire impacting the [LOCATION] office has been fully extinguished. No injuries have been reported and the building is safe to re-enter. The office will be open for regular business hours beginning [DATE].

App Push:

The fire impacting the [LOCATION] office is fully extinguished. The building is safe and will be open for regular hours beginning [DATE].



As the fastest-growing, two-way emergency communication company, AlertMedia helps some of the world's largest organizations securely and effectively monitor threats, streamline notifications, and improve employee safety. The company's fully-integrated, cloud-based platform delivers communications that protect organizations, improve operations, and mitigate loss from anywhere, at any time, using any device.

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