

Fireco

Compliance Made Easy

Deaf Message Service (DMS) enables staff to react quicker in an emergency

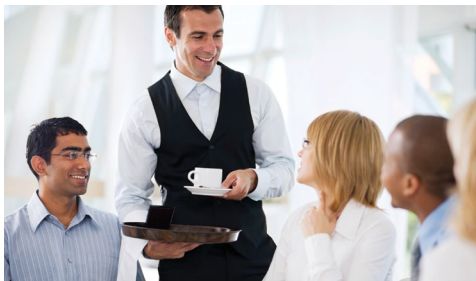
The London Gatwick

The Hilton London Gatwick hotel has 820 bedrooms, 21 meeting rooms and a 24-hour gym. A busy hotel for travellers and business alike, it is ideally located minutes from the Gatwick Airport terminals and only 30 minutes from the heart of London.

The London Gatwick Hilton is the first hotel in the UK to use Deaf Message Service following a successful trial, making it a milestone achievement for the cost effective alternative to pagers.

The problem

The Hilton London Gatwick required a solution that would help enable a more efficient evacuation in an emergency. Glenn Bray, Maintenance Manager said "We always had to rely on contact from the hotel if there was an emergency when on-call. There are 820 bedrooms in this hotel, so if we have to fully evacuate there's a lot to deal with. Contacting the relevant staff that were off-site to alert them of the situation was time-consuming, so we needed a solution that would allow us to act more quickly."



The hotel also looked for a device to help assist their guests who are deaf or hard of hearing. Glenn continued "We also needed a device that would give our guests that are hard of hearing independence and more freedom without intrusion."



The solution

The hotel found DMS - a fire alarm notification system that sends a bespoke text message to users automatically when the fire alarm sounds. DMS proved to be ideal as a useful and efficient device for alerting both staff and guests in an emergency. Glenn commented "DMS works well for us as a backup system for all our managers. We all receive a text when the alarm activates, which is very important as it saves time so we can act straight away. Equally, it provides a good service for those who are hard of hearing and deaf in the hotel. It gives our guests peace of mind and independence to freely go where they please in the building, with the comfort they will be notified in an emergency."

The outcome

- Quicker reaction time for staff when the alarm sounds
- Independence and reassurance for hotel guests
- Improved safety.

"Now we have a head start with plenty more time to prepare for an evacuation. The quality of DMS is absolutely perfect. Compared to other systems we have used, this works every time without fail. The product is very reliable and we have never had a problem. The service has always been 100%, very easy, helpful and Pete, our contact at Fireco, is brilliant."

