



**FINAL DRAFT BAHAMAS NATIONAL STANDARD**

**SPECIFICATION FOR TOURIST ACCOMMODATION**

**PART 1 – GENERAL REQUIREMENTS**

**FDBNSXX: Part 1: 20XX**

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BNSXX:20XX

NAME: \_\_\_\_\_

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\_\_\_\_\_

COMPANY/DESIGNATION:

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ADDRESS:

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FDBNS FOR PUBLIC COMMENTS ONLY APRIL - JUNE 2019

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### Committee representation

This Bahamas national standard was developed by the national technical committee 10 for Tourism and Relative Services, under the supervision of the Standards Development Department of The Bahamas Bureau of Standards and Quality (BBSQ) which at the time of developing this standard, comprised the following persons:

#### Members

#### Representing

### Committee representation

This CARICOM Regional Standard was developed under the supervision of the Regional Technical Committee for Tourism and Hospitality Services (RTC 6) (hosted by the CARICOM Member States, St. Lucia and Barbados) which at the time of developing this standard, comprised the following persons:

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## Contents

National Foreword .....	1
CROSQ Foreword .....	1
1 Scope .....	2
2 Terms and definitions .....	2
3 General requirements .....	3
3.1 Legal requirements .....	3
3.2 Physical requirements .....	3
3.3 Personnel requirements .....	4
3.3.1 Training .....	4
3.3.2 Appearance .....	4
3.4 Safety and security requirements .....	5
3.4.1 General safety .....	5
3.4.2 Fire safety .....	6
3.4.3 Natural hazard management .....	7
3.4.4 Chemicals and hazardous materials .....	8
3.4.5 Other safety requirements .....	8
3.4.6 Security .....	8
3.5 Pest control .....	8
3.6 Waste management .....	9
4 Public areas .....	9
4.1 Reception or front desk .....	9
4.2 Public restrooms .....	10
4.3 Dining area .....	10
4.4 Sitting Area .....	11
5 Private areas .....	11
5.1 Guestrooms .....	11
5.2 Balconies .....	13
5.3 Bathrooms .....	14

6	Customer satisfaction.....	15
6.1	Customer feedback .....	15
6.2	Complaints management system .....	15
7	Food preparation and service .....	15
8	Staff facilities .....	16
8.1	Staff restrooms .....	16
8.2	Break areas .....	16
8.3	Staff storage and changing facilities .....	16
9	Onsite Laundry facilities.....	16
10	Records .....	17
	Annex A (informative) Health, safety and environmental considerations.....	18
A.1	Waste minimization, reuse and recycling.....	18
A.2	Energy conservation and management.....	18
A.3	Management of water resources .....	18
A.4	Land use, planning and management.....	18
A.5	Noise.....	18
A.6	Health and safety.....	19
	Annex B (informative) Guide to providing facilities for persons with disabilities .....	20
B.1	Introduction.....	20
B.2	Accessible route and entrances .....	20
B.2.1	Walks, ramps, doorways and corridors .....	20
B.2.2	Doorways and corridors .....	21
B.2.3	Stairs and landings .....	21
B.3	Space allowances and reach ranges.....	22
B.4	Accessible guest bedrooms.....	22
B.5	Washrooms .....	23
B.5.1	Toilet cubicles.....	23
B.5.2	Toilets .....	23
B.5.3	Urinals .....	24

B.5.4 Heights and clearances for bathroom sinks and mirrors .....24

B.6 Bathrooms.....24

B.6.1 Showers.....24

B.6.2 Bathtubs .....25

B.7 Elevators (lifts).....25

B.8 Emergency alarms, summoning devices and equipment.....25

List of tables

Table 1 — Minimum luminance by area.....4

FDBNS FOR PUBLIC COMMENTS ONLY APRIL - JUNE 2019



FDBNS FOR PUBLIC COMMENTS ONLY APRIL - JUNE 2019

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## National Foreword

This national standard is a modified adoption of *CROSQ's Regional Standard CRS 11: Part 1: 2011 Specification For Tourist Accommodation Part 1 – General Requirements*. The national committee responsible for this standard is Technical Committee 10 Tourism and Related Services. The standard contains requirements that are relevant for Accommodations in The Bahamas.

In this standard, certain modifications due to national requirements and the particular needs of Tourism industry have been made.

## CROSQ Foreword

Given the increasing importance of the tourism sector to the economies of CARICOM Member States, this CARICOM Regional Standard (CRS) was developed to address the following specific concerns:

- a) the increase in demand for the provision of a range of accommodation services;
- b) the need to provide quality services consistent with improved visitor satisfaction, safety and security; and
- c) the need to promote sustainable development and care for the environment.

This standard, therefore, establishes the minimum requirements for providing quality service at tourism accommodation facilities such as hotels, guest-houses and self-catering establishments. By complying with and improving these minimum requirements it is hoped that the service providers will consistently meet and exceed customer expectations in an efficient and cost effective manner.

It is recommended that a quality management system be introduced in such establishments to ensure that the service provides high visitor satisfaction in a safe and secure environment.

This Regional Standard was approved by the Thirty-second Meeting of the Council for Trade and Economic Development (COTED) on 16-18 May 2011.

In the development of this Regional Standard, considerable assistance was derived from the following:

- a) SLNS 22: 1995 Standard for the Accommodation Sector;
- b) TTS 22: Part 1: 2006 Requirements for tourist accommodation Part 1: Hotels and Guesthouses;
- c) ISO 18513: 2003 Tourism Services – Hotels and other types of tourism accommodation – Terminology;
- d) QTC 100: 2001-12-06 Food Safety and Sanitation;
- e) Organization of American States Caribbean experiences, brands and standards;
- f) Federation of Tour Operators Preferred Code of Practice.

Annexes A and B which form part of this regional standard are informative, intended to provide additional information to assist with the understanding and use of this standard.

## 1 Scope

This CARICOM Regional Standard specifies the minimum requirements for any commercial enterprise providing accommodation to tourists operating in the CARICOM Region.

This standard shall not apply to enterprises that are bed and breakfast and home-accommodation establishments.

## 2 Terms and definitions

For the purpose of this standard the following terms and definitions shall apply.

### 2.1

#### **airborne sound insulation**

measure taken to reduce the transmission of sound between two rooms

### 2.2

#### **bed and breakfast**

private, and in most cases, an operator-occupied residence which provides guest accommodation at a rate which includes breakfast

### 2.3

#### **guest**

person received into an establishment for the purpose of using accommodation or any other services provided by the establishment

### 2.4

#### **home accommodation**

dwelling house where temporary accommodation is provided for compensation to persons who are not members of the immediate family of the operator or owner

### 2.5

#### **operator**

individual, partnership or company that manages a tourist accommodation establishment owned by or leased to the individual, partnership or company

### 2.6

#### **owner**

individual, partnership or a company that owns a tourist accommodation establishment but that may or may not be an operator in respect of that property

### 2.7

#### **rate**

amount charged for a room before any discounts, taxes, service and other charges are added

### 2.8

#### **resident guest capacity**

maximum number of overnight guests that can be accommodated by the establishment

### 2.9

#### **sound absorption material**

absorb sound waves and prevent them from bouncing off the walls.

### 2.10

#### **sound proofing material**

material that traps the sound by containing it within an area making it impossible for the sound to move to other parts and also stops unwanted sound from entering the area

2.11

**tourism authority**

state agency to which responsibility for tourism is assigned

2.12

**tourist**

person who travels to and stays in places outside his or her usual environment for more than twenty-four (24) hours and not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited

2.13

**tourist accommodation establishment**

facilities offering accommodation to tourist on a commercial basis

### 3 General requirements

#### 3.1 Legal requirements

All tourism establishments operating in CARICOM Member States shall:

- a) conduct their business in full compliance with all pertinent national legislation and regulations;
- b) trade fairly and responsibly, conducting their business with honesty, integrity and transparency;
- c) obtain all relevant building permits and licenses from the appropriate authorities;
- d) carry public liability insurance; and
- e) meet all other requirements of the relevant national authorities.

#### 3.2 Physical requirements

The establishment shall:

- a) make provisions for persons with disabilities as necessary

NOTE Refer to Annex B, Guide to providing facilities for persons with disabilities

- b) be easily identifiable by name, with signage that is clearly visible at all times;
- c) be clean and well maintained
- d) have buildings and grounds that meet the following requirements and are always fully functional and well maintained:
  - 1) sound roof and structure;
  - 2) minimum airborne sound insulation shall be 45 dB for a separating wall between a guest adjoining room.

NOTE Newly constructed establishments should ensure that during the design phase, sound absorption materials and or sound proofing materials are incorporated into the building interior.

- 3) secure windows with locking devices;

NOTE If windows are louvered, handles should screw down tight for window security

- 4) secure doors with locking devices (and peepholes where appropriate);

- 5) sound interior walls, ceilings, floors and seals with no visible cracks or damage;
- 6) appropriate and acceptable floor finishes;
- 7) effective exterior lighting;
- 8) clearly marked emergency exits
- 9) basic landscaping which provides visual appeal;
- 10) access to a telephone within the establishment;
- 11) appropriate and adequate lighting for emergency situations;
- 12) effective ventilation and or air circulation;
- 13) a floor to ceiling height which complies with the national requirement;
- 14) electricity as per national legislation and regulations; and
- 15) lighting which complies with the minimum luminance set out in Table 1.

**Table 1 — Minimum luminance by area**

Area	Minimum luminance (lux)
Corridors, walkways, restrooms	50
Storage rooms, staff changing areas, dining areas	100
Meeting rooms, bedrooms	300
Kitchens and food preparation areas	540

NOTE For additional information on physical requirements see the Federation of Tour Operators Preferred Code of Practice (latest edition).

### 3.3 Personnel requirements

#### 3.3.1 Training

3.3.1.1 The establishment shall have staff that are trained, experienced and or certified to perform their job function.

3.3.1.2 Staff shall be pleasant, courteous and knowledgeable of the services provided by the establishment.

3.3.1.3 The establishment shall have staff that are trained and certified in first aid techniques where applicable.

3.3.1.4 Staff shall be retrained as necessary to perform their job function.

3.3.1.5 Records shall be kept of all training.

#### 3.3.2 Appearance

3.3.2.1 The operator shall ensure appropriate dress codes required by public health and safety requirements and any other relevant regulations for all staff.

3.3.2.2 Staff shall be well groomed, neat and tidy in appearance and shall abide by the dress code approved by the operator.

### 3.4 Safety and security requirements

#### 3.4.1 General safety

The operator shall establish the following:

- a) policies and procedures for the safety and security of guests; and
- b) an emergency plan and procedure for the establishment.

#### 3.4.1.1 Entrances

3.4.1.1.1 The sizes and heights of entrances and exits shall be in accordance with national building codes or requirements.

3.4.1.1.2 Guest entrances shall be distinguishable and remain free of obstruction at all times.

3.4.1.1.3 The paths and approaches within the tourism establishment shall be well maintained and free of hazards.

3.4.1.1.4 Guest entrances shall be separate from entrances used for loading and off loading activities.

3.4.1.1.5 Doors, windows and screens shall be securely fitted to prevent entry of insects, rodents and pests.

3.4.1.1.6 Full length glass doors and glass partitions shall have identification stickers placed at:

- a) adult eye level (approximately 1.5 m {4.9 ft}) and
- b) child eye level (approximately 0.8 m {2.6 ft}).

#### 3.4.1.2 Parking Facility

3.4.1.2.1 The parking facilities, which include car parks and parking spaces, where applicable, shall:

- a) have a surface that is durable;
- b) be lit during non-daylight hours; and
- c) have visible and indelible signage.

3.4.1.2.2 In addition, car parks shall:

- a) have markings with defined parking spaces and vehicle movement;
- b) have designated parking for persons with disabilities; and
- c) provide a suitable ratio for parking spaces in relation to guests.

#### 3.4.1.3 Water quality

3.4.1.3.1 All water used in food and beverage areas shall be in accordance with the requirements of the National Competent Authority.

**3.4.1.3.2** The establishment shall have a contingency plan for the provision of water in emergency situations.

### **3.4.2 Fire safety**

**3.4.2.1** The operator shall

- a) ensure that the establishment is in compliance with the requirements of the National Competent Authority with responsibility for fire safety, fire-fighting and or fire prevention;
- b) have fire-fighting equipment and fire prevention devices that are approved by the National Competent Authority;
- c) show documentary evidence that all fire fighting and prevention equipment and systems are maintained in accordance with the requirements of the National Competent Authority; and
- d) make records available for inspection upon request by the National Competent Authority.

**3.4.2.2** The establishment shall have adequate public liability and building fire insurance.

NOTE Fire safety is a complex subject and is a factor of building structure, building materials, surface linings, fire loading, cubic capacity, imported hazards, etc. As such, operators should seek advice from competent fire engineer(s) for their particular situation.

### **3.4.2.3 Exits**

**3.4.2.3.1** Exits shall be maintained to allow free egress from the establishment at all times.

**3.4.2.3.2** Corridors, stairwells and other passages shall be free from obstructions.

**3.4.2.3.3** Emergency exits shall provide easy egress at all times. They shall be clearly marked 'EMERGENCY EXIT' with signs located above or adjacent to the exit.

**3.4.2.3.4** Exit doors shall be easily opened from within, without the use of a key.

NOTE Where, for security purposes, an exit door is to be locked, the approval of the National Competent Authority shall be obtained for the locking or fastening device, such as panic bar mechanisms.

**3.4.2.3.5** Emergency stairways shall exit into open air on the ground level.

**3.4.2.3.6** All stairways shall have handrails. Stairway which exceeds 1.2 m (3.9 ft) in width shall have handrails on both sides.

**3.4.2.4** Early warning devices such as smoke detectors shall be installed in all rooms in compliance with the requirements of the National Competent Authority and shall be well maintained. Staff shall be trained, where applicable, to test these devices regularly.

**3.4.2.5** Fire-fighting equipment shall be easily accessible at all times. It shall be located close to access points, stairways or corridors and close to areas of particular risk.

**3.4.2.6** Water supplies for firefighting purposes shall be available and adequate at all times.

**3.4.2.7** Emergency lighting shall be provided and made accessible, as appropriate, to illuminate public areas and escape routes if regular lighting fails.

**3.4.2.8** Staff training is an integral aspect of fire safety and shall be based upon an agreed plan of action to be taken in the event of a fire. Such training shall include but not be limited to:

- a) handling fire-fighting equipment properly;
- b) periodic emergency drills (including guests); results of which are documented; and
- c) familiarization with written emergency procedures including the following:
  - 1) the action to be taken upon discovering a fire;
  - 2) the action to be taken upon hearing the fire alarm;
  - 3) raising the alarm, including the location of the alarm call points and alarm indicator panels;
  - 4) the correct method of calling the fire services;
  - 5) the location and use of firefighting equipment;
  - 6) precise location of escape routes, including any stairway not in regular use;
  - 7) the method of operation of any special escape door fastenings;
  - 8) closing of doors at the time of a fire and on hearing the fire alarm;
  - 9) the correct method for stopping and disconnecting electrically- or gas-operated machines and for isolating power supplies;
  - 10) the operations of all escape doors, not in regular use, to ensure that they function satisfactorily;
  - 11) the evacuation procedure for the building. This procedure shall include avoiding the use of lifts and elevators, any special arrangements for physically disabled and sensory-impaired staff and guests, the checking of public areas, informing and reassuring guests and members of the public; directing or escorting them to exits and checking the register (if appropriate) of guests and staff at any assembly point; and
  - 12) general fire precautions.

**3.4.2.9** Instructions indicating the action to be taken in the event of an emergency shall be made available to all guests, staff and residents. Such instructions shall include a plan showing the location of guest's room in relation to the escape route, the emergency exit and the fire assembly or muster point. These instructions shall be posted on the inside of the door in each guestroom and should be given in English and at least one other commonly used official language.

**3.4.2.10** The emergency telephone numbers of the National Competent Authority with responsibility for fire safety, firefighting and or fire prevention and other relevant agencies shall be prominently displayed at the telephone switchboard and other appropriate place(s).

**3.4.2.11** Good housekeeping shall be maintained throughout the establishment as a further fire precaution measure.

**3.4.2.12** All occurrences of fire shall be immediately reported to the National Competent Authority with responsibility for fire safety, firefighting and or fire prevention and shall be recorded by the operator in a Fire Log. The fire log shall be made available to the relevant authorities upon request.

### **3.4.3 Natural hazard management**

The establishment shall have a documented plan that outlines procedures to follow when mitigating, preparing, responding and recovering from a natural hazard. This shall be in keeping with the national requirements for disaster management.



NOTE The Multi-Hazard Contingency Planning Manual for the Caribbean Tourism Sector, OAS/CDERA 2009.

### 3.4.4 Chemicals and hazardous materials

3.4.4.1 A material safety data sheet shall be kept for all chemicals and hazardous materials found on the establishment.

NOTE Data sheets are usually provided by the manufacturer or supplier of chemicals.

3.4.4.2 Chemicals and hazardous materials should be used and securely stored in accordance with the manufacturer's instructions.

### 3.4.5 Other safety requirements

3.4.5.1 Warning signs shall be used to indicate when floors are slippery and or wet.

EXAMPLE 1 CAUTION – Cleaning in progress

EXAMPLE 2 CAUTION – Slippery floors

2.4.5.2 A fully stocked and valid first-aid kit shall be available at one of the following locations:

- a) front desk;
- b) staff break area;
- c) kitchen;
- d) security station; and or
- e) other easily accessible area.

### 3.4.6 Security

It is recommended that the operator advises guests on safe practices they should adopt depending on the location of the establishment and the areas where the guests are expected to visit

EXAMPLE Guests may be advised to refrain from jogging before dawn and after dusk.

NOTE It is recommended that bookings with children should be accommodated in rooms on the lower levels or ground floor of the property

## 3.5 Pest control

Every establishment shall have a pest control programme for the buildings, grounds and food handling. Such a programme shall include, but not be limited to the following activities:

- a) containment of areas to prevent access by pests and vermin;
- b) self-inspections of establishment;
- c) reporting and documenting of sightings of and damage by pests; and
- d) documenting measures applied and their effectiveness in controlling pests

NOTE Records can be kept in a log book.

### 3.6 Waste management

3.6.1 There shall be established and documented procedures for the storage and removal of waste.

3.6.2 Waste or garbage receptacles shall be provided within the establishment and its grounds. These receptacles shall be regularly maintained.

3.6.3 All waste shall be removed with sufficient frequency to prevent the occurrence of pests and vermin and to discourage their breeding.

3.6.4 Waste shall be disposed of in the manner prescribed by the relevant authority.

NOTE Refer to Annex A, Health, safety and environmental considerations.

## 4 Public areas

### 4.1 Reception or front desk

4.1.1 Where there is a reception or front desk area, it shall be:

- a) adequate in size to cater for the resident guest capacity of the establishment;
- b) manned at least during check-in and check-out periods. When unmanned, a call-bell or some means of summoning assistance shall be in place; and
- c) easily identifiable and located near to the front entrance. It shall be accessible directly from the front entrance without the need to pass through any other areas of the establishment.

4.1.2 It shall be the duty of the operator to provide all guests with information pertinent to their stay. This information shall be clearly communicated and where printed it shall be legible and neat.

4.1.3 The following information shall be well-displayed in reception or front desk areas and or guests' room or be available at reception or front desk areas:

- a) check-in and check-out times;
- b) rates and applicable taxes for all categories of rooms. These rates and taxes shall be stated either in United States currency and or the currency of the country where the establishment is located; and
- c) late evening and early morning guest access.

4.1.4 Information regarding the availability of the following should be provided at reception:

- a) credit card facilities;
- b) fax and internet facilities; and
- c) safety deposit facilities.

4.1.5 A telephone and directory shall be available for use by guests.

4.1.6 The operator shall keep a record of persons provided with accommodation. This record shall include but is not limited to the following information:

- a) full name and home address of each guest;
- b) room allotted;

- c) arrival and departure dates;
- d) room rate charged;
- e) identification number from valid passport or other form of picture identification;
- f) number of persons in party;
- g) signature of guest;
- h) method of payment; and

#### 4.2 Public restrooms

Where public restrooms are provided, the restrooms shall:

- a) have signage to identify gender-specific restrooms
- b) have signage to identify restrooms for persons with disabilities;
- c) be maintained so that there are no offensive odors;
- d) have drainage for waste water in compliance with national and or regional building codes;
- e) have partitions or walls between toilets shall be sufficient to ensure privacy;
- f) provide locks within each stall to ensure privacy and safety; and
- g) provide the following:
  - 1) liquid soap;
  - 2) disposable hand towels or other means for drying hands;
  - 3) toilet tissue;
  - 4) toilet tissue holders;
  - 5) covered, swing top or automatically operated waste receptacles;
  - 6) receptacles for disposal of sanitary napkins in female rest rooms;
  - 7) adequate supply of water;
  - 8) a mirror; and
  - 9) suitable lighting and ventilation.

NOTE Where applicable at least one restroom stall should be designed to accommodate persons with disabilities.

#### 4.3 Dining area

**4.3.1** Dining space, where provided, shall be in relation to the resident guest capacity of the establishment.

**4.3.2** Table and seating shall be of adequate size to provide for the comfort of diners and to permit diners and staff to circulate easily in the dining area.

4.3.3 High chairs and booster seats shall be available upon request.

4.3.4 Dinner tables and chairs shall be sturdy and in good condition.

4.3.5 Cutlery, napkins (linen, cloth or good quality paper), condiments, ashtrays (if smoking is permitted), tablecloths, tablemats, trays and other necessary table appointments shall be provided.

NOTE Provisions for smoking should be harmonized with any relevant national regulations and market requirements.

4.3.5 Crockery shall be adequate to serve the maximum number of diners capable of being seated in the dining area. This crockery shall be in good condition, of good quality and of uniform design.

NOTE Dining areas sometimes have themes (eg: serving conch salad in a conch shell dish). All crockery should be of good quality and in good condition

4.3.6 A menu indicating prices shall be available where applicable. The currency of quoted prices shall be clearly stated. The price shall be accompanied by a quotation of the taxes and other charges to be applied. This information shall be prominently displayed in figures or letters of the same size.

4.3.7 Operating hours shall be prominently displayed.

#### 4.4 Sitting Area

4.4.1 Sitting area(s) shall be provided in relation to the resident guest capacity of the establishment.

4.4.2 Seats provided shall be sturdy, fully functional and comfortable.

### 5 Private areas

#### 5.1 Guestrooms

5.1.1 Each guestroom shall be identified by means of a name, number or other design posted on the entrance door.

5.1.2 Each guestroom shall have separate access to a corridor.

5.1.3 The minimum size of bedrooms, excluding corridors, closets, bathrooms and patios, shall be as per national requirements and legislation.

5.1.4 There shall be at least one window or door with clear glass to provide natural light and or ventilation.

5.1.5 Windows shall be fitted with secure locking mechanism.

NOTE If windows are louvered, handles should screw down tight for window security

5.1.6 Doors opening onto the corridor shall be fitted with:

- a) two interior locking devices;
- b) one exterior lock;
- c) a peephole where appropriate; and
- d) signs that can be used by guests to provide privacy.

EXAMPLE "DO NOT DISTURB" or "NO MAID SERVICE REQUIRED"

5.1.7 Each bedroom shall contain furniture, fittings and equipment for sleeping and for storage, including hanging of clothing. Such furniture, fitting and equipment shall include:

a) a bed complete with spring interior and foam or orthopaedic mattress(es) and shall be of the following minimum sizes:

- 1) single bed – 1.0m x 1.9m (3.3 ft x 6.2 ft); or
- 2) double bed – 1.4m x 1.9m (4.6 ft x 6.2 ft) which shall be accessible.

The bed shall be in proportion with the bedroom it is placed, to allow free movement of occupants.

b) two pillows per person which do not contain chip foam;

NOTE Hypoallergenic pillows and pillows with polyester filling are recommended.

c) pillow cases;

d) pillow covers;

e) one blanket;

f) one bedspread, duvet or throw;

g) mattress cover;

h) top and bottom sheets of good quality material, clean and free from stains, discoloration and signs of deterioration, including tears rips and holes;

i) bedside table or locker;

j) dressing table with drawer;

k) one bedside lamp with controls and fitted with bulbs that are consistent with those recommended by the manufacturer and providing luminance in accordance with 3.2 Table 1;

l) one chair per room;

m) one waste receptacle;

n) ashtray(s) where smoking is permitted;

o) window curtains or blinds to ensure privacy and exclusion of light as desired by the guest;

NOTE Window curtains of fire resistant materials are recommended.

p) ceiling fan or other provision for air circulation and cooling;

q) a mirror;

r) clothes closet;

s) a minimum of six non-metallic (plastic or wood) clothes hangers per person;

t) security devices;

EXAMPLE Individual room keys, programmed cards, dead bolts, inside door bolts, snib bolts, chains, etc.

- u) alternative lighting supplies made available for emergencies;
- v) suitable lighting for the following:
  - 1) reading; and or

NOTE 60 watts recommended.

- 2) security upon entering room; and

NOTE 100 watts recommended.

- w) iron and ironing board.

NOTE Alternatively these could be available upon request.

**5.1.8** The operator shall also provide the following items for each guest bedroom:

- a) guest comment card or equivalent;
- b) note pad and writing instrument(s);
- c) a minimum of one bottle of water per person or jug of water provided upon arrival;
- d) ice shall be made available to guests upon request;
- e) two wrapped cups;
- f) priced menus where applicable;
- g) information on maid services where available;
- h) a Guest Information Kit, which shall contain the following:
  - 1) welcome card or letter from the owner or operator;
  - 2) list of all services offered and their respective charges;
  - 3) telecommunication charges;
  - 4) policies such as dress code, cancellation policy, etc;
  - 5) emergency plans in accordance with 3.4.2;
  - 6) emergency telephone numbers;
  - 7) international telephone calling directions; and
  - 8) printed information on means of summoning assistance at night, in English and at least one other language.

NOTE Establishments catering for families should provide facilities for children, e.g. cribs.

## 5.2 Balconies

Balconies on floors above the ground level shall meet the following requirements:

- a) the minimum height of the balcony railings from the floor shall be in accordance with national requirements;
- b) any vertical or horizontal space between the balcony railings shall be in accordance with national requirements. If necessary netting or plexiglas may be used to cover gaps; and
- c) there shall be no step-ups or allurements at the base of the balcony that can be used for climbing.

### 5.3 Bathrooms

**5.3.1** All bathrooms shall be furnished with fixtures and accessories that are of good quality and in good condition i.e. fully functional, without shins, cracks and discoloration. Fixtures and accessories for each bathroom shall include, but are not limited to, the following:

- a) non-skid bathtub and or shower;
- b) grab bars
- c) non skid mats or adhesive strips shall be installed in bathtubs and showers that do not have non-skid surfaces;
- d) washbasin;
- e) toilet;
- f) wall mirror;
- g) non-skid tiles;
- h) toilet tissue on an appropriate holder with extras;
- i) a new bar of soap for each new guest with appropriate holder or liquid soap with extras;
- j) two standard size hand towels and two standard size wash rags with additional provided as required;
- k) two bath towels of minimum size 0.6 m x 1.22 m (2.0 ft x 3.9 ft) and additional towels as required;
- l) towels that are clean, odour free, without stains, discoloration and signs of deterioration.
- m) towel rack or shelves;
- n) hooks for clothes
- o) bathmat and shower curtain, where applicable;
- p) waste receptacle;
- q) appropriate electrical devices
- r) interior locking devices
- s) adequate supply of hot and cold running water; and
- t) suitable lighting

**5.3.2** Bathrooms shall be clean and shall be free from mould, mildew, dirt and stains. They shall be well ventilated and free of offensive odours.

## 6 Customer satisfaction

### 6.1 Customer feedback

6.1.1 Customer satisfaction shall be measured and feedback acted upon by the operator.

6.1.2 The operator shall use at least one means of collecting information on customer satisfaction with the products and services offered. These shall include but are not limited to:

- a) verbal interaction with visitor;
- b) visitor book;
- c) feedback form;
- d) staff meetings;
- e) feedback from booking agents;
- f) press coverage; and
- g) correspondence or phone calls from customers.

NOTE It is recommended that the operator use more than one means to obtain customer feedback.

6.1.3 Information collected by the operator shall be documented.

### 6.2 Complaints management system

6.2.1 The operator shall have an effective complaints management system for handling complaints. This system shall include a means of documentation to monitor the steps taken in the resolution of the complaint.

6.2.2 The complaints management system shall include:

- a) a detailed description of the complaint and any relevant supporting data;
- b) the recommended solution of the complainant;
- c) assessment of the complaint with immediate action if applicable;
- d) the timeframe by which a response should be given to the complainant;
- e) investigation of complaint; and
- f) communication to complainant indicating the action(s) that would be taken to address the complaint.

6.2.3 Information about how and where to complain shall be made known.

6.2.4 All staff handling complaints shall be trained against established procedures.

6.2.5 Complaints shall be handled in a confidential manner.

## 7 Food preparation and service

All operators providing food and beverage for guests and the public shall conform to the national legislation and national standards as stipulated by the competent national authority.



NOTE Operators should also comply with other relevant requirements stipulated in CRCP 5 CARICOM Regional Code of Practice - General Principles for Food Hygiene.

## **8 Staff facilities**

### **8.1 Staff restrooms**

Where staff rest rooms are provided the following shall apply:

- a) Toilets, seats, urinals, vanities, mirrors, showers shall be provided and shall be well maintained and in good condition.
- b) There shall be restroom facilities available for staff use as per national regulations.
- c) There shall be an adequate number of hot and cold hand-wash basins for staff.
- d) Anti-bacterial liquid soap with dispenser, disposable hand towels or hand dryers and toilet tissue shall be provided.
- e) There shall be no offensive odour.
- f) Hands-free waste receptacles shall be provided. Receptacles for the disposal of sanitary napkins shall also be provided.

### **8.2 Break areas**

Where break areas are provided the following shall apply:

- a) be separate and apart from their work areas and shall be kept clean;
- b) have adequate eating facilities. These shall be kept clean;
- c) staff break areas shall have a fully stocked and valid first aid kit as per clause 3.4.5 ; and
- d) seating accommodation be comfortable and in good repair.

### **8.3 Staff storage and changing facilities**

8.3.1 Appropriate facilities shall be provided for the safe storage of staff belongings.

8.3.2 Staff changing facilities shall be provided.

## **9 Onsite Laundry facilities**

Onsite laundry facilities, where provided, shall:

- a) be cleaned regularly;
- b) be well maintained;
- c) have equipment which is well maintained, fully functional and free from rust and stains;
- d) have storage rooms which are equipped with appropriate shelving for storage and clean linen;
- e) have adequate storage for cleaning agents;
- f) have cleaning agents which are securely stored within an enclosed separate area;

- g) have laundry baskets or trolleys that are free from rust and stains and that are fully functional; and
- h) have adequate drainage for wastewater

## 10 Records

10.1 The operator shall establish and maintain records, to provide evidence of conformity to the requirements of the standard.

10.2 All records shall be legible, easily identifiable and retrievable.

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## **Annex A** (informative)

### **Health, safety and environmental considerations**

#### **A.1 Waste minimization, reuse and recycling**

**A.1.1** The establishment should:

- a) select suppliers who agree to minimize the waste produced by their activities and dispose of such waste in an environmentally responsible manner;

**NOTE** The selected suppliers should also use recyclable or reusable packaging for their products;

- b) make staff and guest aware of its policies relating to resource conservation, and the reduction, collection, disposal and recycling or reuse of waste;
- c) have recycling or waste disposal facilities for employees and guests;

#### **A.2 Energy conservation and management**

**A.2.1** The establishment should:

- a) ensure that staff is trained and supervised in energy conservation;
- b) have notices on display for guests concerning energy conservation;
- c) attempt to conserve energy and set targets for reducing energy in its operations; and
- d) undertake a detailed assessment of energy consumption, decide on the type and amount of energy required for all activities and monitor and review use on a regular basis.

#### **A.3 Management of water resources**

**A.3.1** The establishment should ensure that staff is trained in and supervised on water conservation policy and practices. The establishment should encourage guests to participate in such water conservation programmes.

**A.3.2** The establishment should use alternate sources of water (other than the supply mains) in an effort to ensure the efficient use of water.

**EXAMPLE** Grey water and rainwater may be used as an alternative to the main supply for use in laundering and landscaping.

#### **A.4 Land use, planning and management**

The establishment should conduct environmental impact assessments consistent with regulatory requirements for all major development and expansion activities. The establishment should implement measures, recommended or approved, to reduce negative environmental impacts.

#### **A.5 Noise**

**A.5.1** The establishment should comply with the existing legislation on noise.

A.5.2 The establishment should train staff in the reduction of noise in the workplace.

## A.6 Health and safety

A.6.1 The establishment should comply with existing legislation and relevant guidelines involving health and safety. In particular the management of the establishment should:

- a) establish and maintain measures or systems that would minimize the possibility of health, safety and environmental hazards within the establishment and surrounding environment;
- b) put adequate systems in place to respond to situations that threaten the health and safety of all staff and guests;
- c) appoint a senior management representative responsible for the management of health and safety issues of all staff and guests of the establishment;
- d) ensure that staff is adequately trained in health and safety practices;

A.6.2 Hazardous substances used by the establishment should be properly labelled with information about the nature of the hazard and should be disposed of in the manner prescribed by the relevant authority.

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## **Annex B** (informative)

### **Guide to providing facilities for persons with disabilities**

#### **B.1 Introduction**

**B.1.1** New tourist accommodation establishments have the opportunity to design their space with full access features in mind, whereas older tourist accommodation establishments may be able to modify their properties to provide only semi-access. It should be the aim of all tourist accommodation establishments to provide full access to mature travellers and those with disabilities.

**B.1.2** There is no need to comply with the requirements of this annex to claim compliance of this standard. The requirements of this annex are only intended as a guide. The following guidelines were taken from The United States Americans with Disabilities Act Accessibility Guidelines (ADAAG). Further research should be conducted before commencement of any construction or renovation work.

#### **B.2 Accessible route and entrances**

##### **B.2.1 Walks, ramps, doorways and corridors**

**B.2.1.1** The establishment shall have, at least, one accessible route leading to the building entrance. This route shall comply with the following requirements:

- a) connect with public transportation stops, accessible parking area, accessible passenger loading zone(s), public streets or sidewalks which serve the establishment
- b) connect with accessible entrances and exits to buildings, facilities, elements and space that are on the same side of the establishment;
- c) have a minimum clear width of 1200 mm (47 in) without abrupt level changes;
- d) if an accessible route has less than 1200 mm (47 in) clear width, then passing spaces of at least 1525 mm x 1525 mm (60 in x 60 in) shall be located at reasonable intervals not to exceed 61 m (198 ft). A T-intersection of two corridors or walks is an accessible passing place.

NOTE Conversion from millimeters (mm) to inches (in) does not reflect exact values.

##### **B.2.1.2 Parking area**

The establishment shall provide a parking area which shall:

- a) be one level parking space, or have a ratio of 1:20, whichever is greater, to an accessible entrance;
- b) have a width of at least 2700 mm (106 in) wide with a wheelchair transfer area, 900 mm wide (35 in) beside it;
- c) have an accessible route to all of the buildings served by it; and
- d) be clearly marked with a sign displaying the international symbol of access and the words "Reserved for Persons with Disabilities."

## B.2.2 Doorways and corridors

B.2.2.1 Doorways and corridors shall meet the following requirements:

- a) thresholds shall be level and shall not be higher than 13 mm ( $\frac{1}{2}$  in);
- b) doorways shall have a minimum width of 915 mm (36 in);
- c) doorways shall have a minimum clear head room of 2030 mm (80 in). If vertical clearance of an area adjoining to an accessible route is reduced to less than 2030 mm (80 in) then appropriate information shall be provided.
- d) all required accessible swinging doors shall have a minimum width of 800 mm (31.5 in)
- e) all accessible walk-through openings shall have a minimum width of 725 mm (28.5 in)
- f) all doors shall be opened in a single motion with one hand and shall have a clear swing of at least 90 degrees;
- g) door handles, latches and pull bars shall be easy to grasp and shall be between 900 mm and 1000 mm high (35 in – 39 in); They should not require tight grasping, tight pinching or twisting to operate;
- h) the door adjacent to each doorway shall be level for a distance of 1500 mm (59 in) from the floor in the direction of the swing of the door (both sides for double swing door);
- i) doors to toilet cubicles and other confined areas with a single means of egress shall swing outwards and shall be recessed if on a corridor;
- j) corridors shall have a minimum width of 1200 mm (47 in );
- k) ground and floor surfaces shall be stable, firm and slip resistant;
- l) if carpet or tile is used on the floor surface, then it shall be securely attached, have a foam cushion, pad or backing and have a level loop. The maximum pile thickness shall be 13 mm ( $\frac{1}{2}$  in);
- m) changes in level up to 6 mm ( $\frac{1}{4}$  in) may be vertical and without edge treatment; and
- n) changes in level between 6 mm and 13 mm ( $\frac{1}{4}$  in and  $\frac{1}{2}$  in) shall be levelled with a slope ratio no greater than  $\frac{1}{12}$  in.

## B.2.3 Stairs and landings

Stairs and landings shall have the following requirements:

- a) all risers shall be slanted or leveled. No open riser with nosings shall be allowed;
- b) the maximum riser height shall be 150 mm (6 in);
- c) the minimum tread width shall be 280 mm (11 in);
- d) easy-to-grasp handrails with 38 mm (1.5 in) clearance from the wall shall be set on both sides of the stairs at a height of between 800 mm and 890 mm (31.5 in and 35 in);
- e) textured surfaces shall be provided as a self-guide for visually impaired persons. Tread, landing and floor colours shall contrast with colour of risers;
- f) circulation space shall be clear of obstructions and projections; and

g) stairways shall have no more than 12 risers in any flight.

**B.3 Space allowances and reach ranges**

**B.3.1** The minimum clear width for single wheel chair passenger shall be 815 mm (32 in) at point and 915 mm (36 in) continuously.

**B.3.2** The space required for a wheel chair to make a 180° turn shall be a clear space of 1525 mm (60 in) diameter of a T-shaped space.

**B.3.3** If the clear floor allows only forward approach to an object, the maximum high forward reach allowed shall be 1220 mm (48 in) and the maximum low forward reach shall be unobstructed and no less than 380 mm (15 in) above the floor.

**B.3.4** If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be 1370 mm (54 in) and the low side reach shall be no less than 230 mm (9 in) above the floor.

**B.4 Accessible guest bedrooms**

**B.4.1** Accessible guest bedroom shall be on an accessible route and in addition to this requirement the hotel shall attempt to facilitate guests with disabilities through adherence to the following:

**B.4.2** Accessible guest bedrooms shall be available in the minimum quantities listed in Table B.1.

**Table BA.B.1— Minimum number of accessible guest bedrooms**

Number of rooms	Minimum number of accessible room	Number of rooms	Minimum number of accessible rooms
1-25	1	151-200	6
26-50	2	201-300	7
51-75	3	301-400	8
75-100	4	401-500	9
101-150	5	501 and over	2% of total

**B.4.3** Room shall have a 915 mm (36 in) clear width maneuvering space located along both sides of a bed. Where two beds are provided, this requirement can be met by providing a 915 mm (36 in) wide maneuvering space between the beds.

**B.4.4** An accessible route, complying with the requirements of B.2, shall connect all elements within the room including telephones, living area, patios, kitchenettes, etc.

**B.4.5** Fixed or built-in storage facilities such as cabinets, shelves, closets and drawers shall be within the reach of persons with disabilities as detailed in appropriate sub-clauses of B.3.

**B.4.6** All controls shall:

- a) be within reach ranges specified in B.3;
- b) be installed no less than 380 mm (15 in) above the floor;
- c) be operable with one hand and not require tight grasping, inching or twisting of the wrist: and
- d) not require a force of greater than 22.2 N to activate.

NOTE The above requirements apply to all controls including bathroom fixtures.

## B.5 Washrooms

Accessible toilet cubicles shall be on an accessible route and the following shall apply.

### B.5.1 Toilet cubicles

**B.5.1.1** Cubicles shall have a minimum depth of 1500 mm x 1500 mm (59 in x 59 in) for wheelchair turning.

**B.5.1.2** Fixtures shall be placed in the cubicle to facilitate wheelchair maneuvering and installation of grab bars.

**B.5.1.3** The side line of the toilet bowl should be 150 mm (6 in) from one wall with a grab bar, and on the other side, the wall or fixture should have a minimum clearance of 1070 mm (42 in) from the centerline of the bowl. The cubicle should be minimum 1500 mm (59 in) deep.

**B.5.1.4** Toilet seats shall be 160 mm (6 in) to 500 mm (20 in) off the floor.

**B.5.1.5** The sideline of the toilet seat shall be 150 mm (6 in) from one wall with a grab bar and on the other side the wall or fixture shall have a minimum clearance of 1070 mm (42 in) from the centerline of the bowl.

**B.5.1.6** Washbasins shall be at a minimum of 260 mm (10 in) above the floor with a clear space of at least 680 mm (27 in) high by 900 mm (35 in) wide under basins.

**B.5.1.7** Grab bars shall be positioned 825 mm (32 in) from and parallel to the finished floor and shall be at a minimum of 600 mm (24 in) in length and centred on the front edge of the toilet seat.

**B.5.1.8** There shall be at least one shelf at a maximum height of 1500 mm (59 in) above the floor

**B.5.1.9** The front partition and at least one side partition of the cubicle shall provide a toe clearance of at least 230 mm (9 in) above the floor. If the depth of the stall is greater than 1525 mm (60 in) then the toe clearance is not required.

### B.5.2 Toilets

**B.5.2.1** Accessible toilets shall be at a height of no less than 430 mm to 485 mm (17 in to 19 in) measured vertically from the floor to the top of the toilet seat. Seat shall not be sprung to return to a lifted position.

**B.5.2.2** A grab bar shall be provided which shall:

- a) be located 915 mm (36 in) from the floor and shall:
- b) have an outside diameter of 32 mm to 38 mm (1¼ in to 1½ in)
- c) provide 38 mm (1½ in) space between the grab bar and the wall;
- d) be so deigned and supported as to withstand a load of not less than 113.4 kg (250 lbs) applied at any point downward or horizontally; and
- e) be at least 610 mm (24 in) long and centered on the leading edge of the toilet.



### B.5.3 Urinals

**B.5.3.1** Urinals shall be of the stall type or wall hung with an elongated rim at a maximum height of 430 mm (17 in) above the floor.

**B.5.3.2** A minimum clear floor space of 762 mm x 1219 mm (30 in x 48 in) shall be provided in front of urinals to allow forward approach.

**B.5.3.3** Flush controls shall be hand operated or automatic and shall be mounted no more than 1129 mm (44 in) above the floor.

### B.5.4 Heights and clearances for bathroom sinks and mirrors

**B.5.4.1** Accessible lavatories shall have lever-operated faucets and narrow aprons and shall be mounted at a height of 865 mm (34 in) above the floor.

**B.5.4.2** Sinks shall be mounted with a counter rim no higher than 865 mm (34 in) from the floor.

**B.5.4.3** Knee clearance that is at least 685 mm (27 in) high, 760 mm (30 in) wide and 485 mm (19 in) deep shall be provided under sinks.

**B.5.4.4** Each sink shall be a maximum of 165 mm (6½ in) deep.

**B.5.4.5** Hot water drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. There shall be no sharp edges or abrasive surfaces under lavatories.

**B.5.4.6** A clear floor space, 760 mm x 1220 mm (30 in x 48 in), shall be provided in front of the lavatory to allow forward approach. Such clear floor or space shall adjoin or overlap an accessible route and shall extend a maximum of 485 mm (19 in) underneath the lavatory.

**B.5.4.7** Mirrors shall be mounted with the bottom edge of the reflecting surface no higher than 900 mm (35 in) above the floor.

## B.6 Bathrooms

Accessible bathrooms shall be on an accessible route and in addition, the following requirements shall apply.

### B.6.1 Showers

**B.6.1.1** Shower stalls shall comply with the space allowance and reach ranges detailed in B.3.

**B.6.1.2** Showers shall be of the roll-in-type, with a minimum of 900 mm wide by 1200 mm (35 in by 47 in) deep with a threshold no higher than 13 mm (½ in) and curtain hung at least 900 mm (35 in) from back wall.

**B.6.1.3** A seat shall be provided in shower stalls and mounted 430 mm – 485 mm (17 in – 19 in) above the bathroom floor and shall extend the full depth of the stall. The seat shall be on the wall opposite the controls.

**B.6.1.4** A shower spray unit shall be provided with a hose at least 1525 mm (60 in) long so that the unit can be used either as a fixed shower head or as a hand-held shower.

**B.6.1.5** Grab bars shall be provided.

**B.6.1.6** Towel bars and other accessories shall be placed within easy reach, no higher than 1200 mm (47 in) and no lower than 450 mm (18 in).

**B.6.1.7** If enclosures for shower stalls are provided they shall not obstruct controls or the transfer of persons from wheelchair onto shower seats.

## **B.6.2 Bathtubs**

**B.6.2.1** An in-tub seat or a seat at the head end of the tub shall be securely mounted to prevent slippage during use.

**B.6.2.2** Grab bars shall be provided.

**B.6.2.3** A shower spray unit shall be provided as in B. 6.1.4

**B.6.2.4** If enclosures for bathtubs are provided they shall not obstruct controls or the transfer of persons from wheelchairs onto bathtub seats or tubs. Enclosures on bathtubs shall not have tracks mounted on their rims.

## **B.7 Elevators (lifts)**

**B.7.1** Elevators shall have at least two independent powers sources, namely, A/C and stand-by-generator or battery.

**B.7.2** Elevators shall be accessible from entrance level and all levels normally used by the general public.

**B.7.3** There shall be a clear area of at least 1500 mm by 1500 mm (59 in by 59 in) in front of every lift door. This space shall be larger in high traffic areas.

**B.7.4** Elevator doors shall be at least 800 mm (32 in) wide.

**B.7.5** Minimum elevator dimensions shall be 1370 mm by 1370 mm (54 in by 54 in). Elevators shall be self-levelling with a maximum tolerance of 25 mm (1in).

**B.7.6** Elevator controls shall be no higher than 1200 mm (47 in) and have raised numbers or Braille markings. They shall be fitted with audio-visual devices.

**B.7.7** Handrails shall be provided at a height of between 800 mm and 890 mm (32 in and 35 in).

## **B.8 Emergency alarms, summoning devices and equipment**

**B.8.1** At minimum, visual signal appliances shall be provided in general usage areas.

EXAMPLE restrooms, hallways, lobbies, meeting rooms, etc

**B.8.1** Bedrooms shall be equipped with auxiliary visual alarms.

**B.8.2** Visual notification devices shall be provided to alert room occupants of incoming telephone calls and door knock or bell.

NOTE These shall not be connected to auxiliary visual alarm signaling devices.

**B.8.3** Permanently installed telephones shall have volume controls and an accessible electrical outlet within 1220 mm (48 in) of a telephone connection to facilitate the use of a text telephone.

**B.8.4** Emergency call buttons shall be strategically located throughout the bedroom and bathroom to summon assistance in case of an emergency.

**B. 8.5** In an emergency, audible warning signal shall be accompanied by simultaneous visual signals (and vice versa).

**B.8.6** The emergency escape equipment shall be a 2.54 m ladder with bucket. For buildings more than 10 floors high, a Snorkel Rescue Unit shall be available.

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