



Standard Operating Guideline	
SOG Name:	Commercial Structure Fire Response
SOG Number:	100.8
Standard:	TBD
Guideline Owner:	Emergency Operations – Incident Operations
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**PURPOSE:** Operations involving commercial businesses require more resources and proper coordination of the additional resources to develop an organized and successful operation in the initial stages.

**A. GENERAL**

This structural fire guideline is provided as a strong set of guidelines to be followed for commercial structure fires, including multi-family residential structures and apartment complexes. It minimizes confusion for arriving companies at structure fires by identifying the roles & responsibilities that companies should perform to effectively and efficiently complete operational strategies. However if conditions exist that require deviation from these established guidelines, the officer-in-charge of the company may choose to make a change to the guideline. If changed, the officer-in-charge must communicate the change over the radio and be able to justify the deviation from the guideline to their supervisor. Company officers shall identify their arrival at a structure fire. **Do not report to Command if you have a pre-arrival assignment as indicated in this guideline or verbal orders from the incident commander.**

**B. ALARMS**

**SECTION 1**

The initial assignment on commercial occupancies (industrial, retail, hotels, nursing homes, dormitories, etc.) shall be three engines, one truck, one battalion chief and one ambulance unless the battalion chief or Incident Commander (IC) orders additional units based on information received from Communications.

**SECTION 2**

If the IC requests a **second alarm** for commercial occupancies, two additional engines, one additional Battalion Chief and one additional truck will be automatically dispatched; along with notifying the Fire Chief. As always, the Incident Commander can alter this guideline depending on incident situations. Anytime a second alarm is declared, the non-responding BC (first alarm) shall make move-ups accordingly and ensure the Fire Chief and Duty Officer are aware.

**SECTION 3**

***ALL PERSONNEL ENTERING A COMMERCIAL BUILDING SHALL BE EQUIPPED WITH FULL PROTECTIVE CLOTHING, INCLUDING S.C.B.A.***

**C. 1<sup>st</sup> Arriving Engine**

1. Approach and size-up—set-up on fire front, usually Side A (Alpha) of the structure. Leave adequate space for a Truck Company
2. Communicate a Brief Initial Report (BIR) All six points
3. Declare Mode of Operation: (Investigating, **O**ffensive, **D**efensive)
4. Declare “Working Fire” or “Major Incident” if criteria is met
5. Lay out going in. ***Better to be safe than sorry!—Communicates water supply needs***
6. Be mindful of weather and geographic conditions. Do not park in collapse zone.
7. Utilizes Knox Box key for access as necessary
8. Utilize stand-pipes and announces location if the structure is so equipped
9. Apply SLICE-RS
  - a. Sequential Actions (once on fire floor)
    - i. Size-up
    - ii. Locate the fire
    - iii. Identify and control the flow path
    - iv. Cool from the safest location
    - v. Extinguish the fire
  - b. Actions of Opportunity
    - i. Rescue
    - ii. Salvage
10. Make initial attack on fire
11. Account for all personnel (PAR)
12. Keep Command and Division/Group Supervisors updated on status frequently using the CAN report format: Conditions, Actions, & Needs.

**D. 1<sup>st</sup> Arriving Truck Company**

**NOTE: If the truck company is the first arriving unit to arrive on scene to a commercial structure they must do the following no matter the size of the crew:**

1. Approach and size-up
2. Communicate a BIR—all six points
3. Declare mode: (Investigating, **O**ffensive, **D**efensive)
4. Be mindful of weather and geographic conditions. Do not park in collapse zone.
5. Declare “working fire” if incident meets criteria
6. Follow guidelines below based on crew staffing

**7. 2-3 person crew**

- a. Will position for tactical advantage to allow maximum operational use of the aerial ladder, ground ladders & equipment.
  - i. If defensive mode: prepares for elevated streams
- b. Will operate as a single crew.
- c. Exterior Fireground Operations: aerial ladder set-up, aerial ladder rescue; ground ladders, ventilation, utility control, etc.
- d. Account for all personnel (PAR)
- e. Keep Command & Division/Group supervisors updated on status frequently using the CAN report format: Conditions, Actions, Needs
- f. Make initial attack by applying SLICE-RS exterior
- g. Request water supply from first arriving engine

**8. 4-Person Crew**

- a. Will position for tactical advantage to allow maximum operational use of aerial ladder, ground ladders & equipment
  - i. If defensive mode: prepares for elevated streams
- b. Company splits to two teams
  - i. Officer & Firefighter (Right Side): Interior Operations (**Truck**)—report to Engine Company assigned to fire attack
    1. Conduct primary search and rescue operations
    2. Forcible entry as needed
    3. Interior compartmentalization and ventilation
    4. Account for all personnel (PAR)
    5. Keep Division/Group supervisors updated on status frequently using the CAN report format: Conditions, Actions, Needs
    6. Radio designation: “Truck #”
  - ii. Driver & Firefighter (Left Side): Exterior Operations (**Exterior**)—
    1. Driver/Operator: secure apparatus in accordance with SOG 200.11 (Driving SOG #1) and prepare for aerial operations
    2. Firefighter completes a 360 survey, locates and controls utilities as necessary
    3. Considers/prepares for positive ventilation for stairwells
    4. Performs rescue using the aerial
    5. Prepares for elevated master streams as necessary
    6. Account for all personnel (PAR)
    7. Keep Command and Division/Group supervisors updated on status frequently using the CAN report format: Conditions, Actions, Needs
    8. Radio designation: “Exterior Truck #”

**E. 2<sup>nd</sup> Arriving Engine**

- a. Based on mode established by first arriving unit
  - i. “Investigative”: Level I staging at hydrant nearest FDC (Reminder: Ensure correct FDC for impacted structure/business)
  - ii. “Offensive”: Approach and communicate over radio (Engine #, 2<sup>nd</sup>-In Duties). Follow Steps b-m this section
  - iii. “Defensive”: Approach and communicate over radio (Engine#, 2<sup>nd</sup>-In duties). Follow steps b-m, this section. Consider collapse zones
- b. Ensure an adequate water supply for fire attack (if 1<sup>st</sup> Arriving engine did not catch supply line) and sprinkler/stand-pipe operations
- c. Ensure that all sprinklers and stand pipes have been supplied
  - a) Sprinkler Systems- EP=150 psi (pump and maintain)
  - b) Standpipe Systems- EP=100 psi + elevation (5 psi per floor) + 10 psi<sup>1</sup> (special appliance) + friction loss
  - c) Combination sprinkler/standpipe system – Do not exceed 200 psi
- d. RIT (2 members completely turned out) pulls a pre-connect hand line (preferably from a secondary water supply), positions outside IDLH and performs required duties. Once RIT is in position to perform rescue operations, a RIT member shall advise Command (“RIT In Place”). The Safety Officer performs tasks specifically related to ensuring safe operations and in the event of RIT activation becomes the officer of the Rapid Intervention Team. When resources allow, the IC will establish a Dedicated RIT that does not perform any ancillary duties. The RIT may perform ancillary duties as long as their primary responsibility of monitoring interior crews within the IDLH is not compromised. The RIT must remain outside the IDLH and be within 50’ of the structure. **If the RIT is appointed as “dedicated” by the IC, then the RIT shall not perform other ancillary duties.**
- e. Company Officer assumes role of Incident Safety Officer (ISO), **be prepared to perform as the RIT officer, fully turned out.**
- f. The ISO and one RIC member will complete an “all sides” (360°) view of the incident, if possible (i.e. strip malls may be too long to complete a full 360 during initial operations)
- g. ISO communicates “360” report to command (conditions, exposures, utilities, etc.)
- h. ISO secures scene with fire line tape using the police, ambulance companies, or additional personnel at scene.
  - a. Yellow for hazard zone. Firefighters may go into
  - b. Red for “do not enter” areas: collapse zones; live electrical lines, etc. **NO ONE GOES IN – this includes firefighters!**
- i. ISO develops and implements a risk/benefit analysis and develops incident safety plan
- j. The ISO role may be passed to the 3<sup>rd</sup> arriving Engine Captain if staffing is a problem or when 2<sup>nd</sup> arriving engine is assigned other duties. If safety is passed, both companies, IC and responding Battalion Chief must acknowledge this change.

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<sup>1</sup> If flowing 350 or more gallons per minute than the special appliance friction loss shall be 25 psi.

- k. Account for all personnel (PAR)
- l. Keep Command and Division/Group supervisors updated on status frequently using CAN Report format: Conditions, Actions, & Needs
- m. Equipment: High rise pack, spare SCBA bottles, hand lights, RIT Pack, TIC

**F. 3<sup>rd</sup>-Arriving Engine**

- a. Based on mode established by first arriving unit
  - i. “Investigative” : Level I staging approximately one block from incident location: Announce location: “intersection of Main & Bracewell” or “3300 block of Ross Clark Circle”
  - ii. “Offensive”: Approach and communicate over radio (Engine #, 3<sup>rd</sup>-In, Reporting to Command for assignment). Follow Steps b-g this section
  - iii. “Defensive”: Approach and communicate over radio (Engine #, 3<sup>rd</sup>-In, Reporting to Command for assignment). Follow steps b-g, this section.
- b. Request/confirm assignment from the incident commander
- c. Consider going to the C (Charlie)-Side of the structure due to geographic footprint of large structures and/or complex layout of several buildings
- d. Provide support to on-going operations which include but are not limited to: fire attack, search and rescue, clearing of exposure businesses/apartments
- e. Assist with search and rescue
- f. Control utilities, performs ventilation, salvage & overhaul if Truck Company is not available or when assigned to other duties
- g. Account for all personnel (PAR)
- h. Keep Command and Division/Group Supervisors updated on status frequently using the CAN report format: Conditions, Actions, Needs
- i. Consider securing additional water supply if needed

**G. Battalion Chief**

The arriving Battalion Chief shall perform the following duties:

- a. Position vehicle to establish a command post at a safe and reasonable location to the structure. A fixed command post will be established at their vehicle
  - i. Will not position their vehicle/command post to impede access to all other apparatus
- b. While enroute and after the first unit has arrived on scene, will ensure a mode is declared: **Investigative**, **Offensive**, or **Defensive**. Also ensures “working fire” is declared, if warranted
- c. Be mindful of weather and geographic conditions. Do not park in collapse zone
- d. Obtain briefing (CAN Report) from Command that includes:
  - i. Situation Status
  - ii. Resource Status
  - iii. Action Plan
  - iv. Current Outcomes
  - v. Any and all other pertinent information
  - vi. Evaluate at 10-minute intervals: Confirm mode (Investigative, Offensive, Defensive); complete a roll call PAR at 20 minutes, confirm mode and update

- e. Assume Command and announce over assigned Tac Channel
- f. Revise, adjust or continue the Incident Action Plan (IAP) based on CAN reports (updates) provided by other units
  - i. Strategic orientated: RECEO-VS
- g. Assign other arriving staff chiefs/officers to ICS positions
  - i. Safety Officer or Assistant Safety Officers
  - ii. Operations Section Chief
  - iii. Level II Staging Manager
- h. Account for all personnel
- i. Track and record resource movement & use (written)
- j. Establish division and groups to create a logical and manageable incident (expand command as incident dictates)
- k. Work with command staff officers, division/group supervisors and others to have complete & comprehensive Safety Plan
- l. Selects an assistant (recorder) from most logical source (on-duty, staff officers, call back members, etc.). All incidents require on-site written tracking of resources, assignments, personnel accountability, etc.
- m. Ensure notification of the Fire Chief and Duty Officer

#### **H. DUTY OFFICER**

The arriving Duty Officer at all structure fires shall perform the following duties:

1. Responds to all commercial, second alarm incidents or when both Battalion Chiefs are assigned to operational responses:
  - a) Must be notified by telephone after 9 p.m. and during weekends by the non-responding Battalion Chief or Communications (Battalion Chiefs must ensure a Duty Officer has been notified).
  - b) Communicates on Fire Dispatch until arrival on scene, then switches to assigned Tac Channel
2. Supports incident command:
  - a) Ensure **all** fire fighter safety issues are being addressed
  - b) Assists with documentation and accountability
  - c) Confirms proper policies are being enforced/used
  - d) Assists with developing strategies and tactics
  - e) Challenges and confirms any and all decisions to insure that the best decisions are made
  - f) Continuously conducts a Risk Assessment (risk/benefit analysis for L.I.P)
3. Coordinates with non-responding Battalion Chief that the City is appropriately covered
4. When the incident is declared under control, the Duty Officer shall support the Customer Service Group/Unit by:
  - a) Ensuring that Customer Service is being handled to the best of the DFD's ability
  - b) Assuming the role of Customer Service "Advocate"
5. Account for all personnel (PAR)

6. Keep Command and Division/Group Supervisors updated on status frequently using the CAN report format: Conditions, Actions, & Needs

**I. REHAB 2**

The arriving Rehab unit at all structure fires shall perform the following duties:

1. Parks at least 300' away and upwind from the hazard zone and/or Command Post
2. Advises Command of arrival on location (face to face).
3. Sets up unit to replace air cylinders.
4. Ensure that all air supply needs are met at each incident
5. Provides for the proper rehab based on environmental conditions (i.e. heating for winter, cooling for summer, etc.) See SOG 120.5 (Ops SOG # 31) for specifics for Rehab Group
6. Consider requesting HazMat 2 for on-scene use at long term incidents. If it is unavailable, consider requesting mobile cascade system from Houston County.

**J. Staff Officer (Fire Prevention, Training, Services Support, etc)**

1. Parks at least 500' away from the hazard zone and/or Command Post
2. Announces on Dispatch Channel that they have arrived on scene and are switching to the assigned Tac channel
3. Advises Command of arrival on location (face to face).
4. Receives assignment and supports as necessary
5. If a staff officer/chief arrives on scene of a commercial fire before other units they shall perform the following:
  - a. Ensure their vehicle is not blocking access to the incident location or hydrant
  - b. Identifies and communicates location of hydrant, if possible
  - c. Issues B.I.R.
  - d. Declares Mode (Investigating, Offensive, Defensive)
  - e. Declares "working fire" if necessary
  - f. Sizes up incident and relays info to communications

**7. Second Alarm Companies**

- a. Receive assignments for the incident from the Incident Commander
  - i. Level II Staging
  - ii. Direct Assignment {Interior Staging (bring equipment), water supply, ventilation, RIT, etc...}
  - iii. Logistics
- b. Announces on Dispatch Channel that they have arrived on scene and are switching to the assigned Tac channel—unless command requests through communications for them to switch to Tac.

**K. Structure Fire Benchmarks****SECTION 1**

The Incident Priority Benchmarks for a residential structure fire shall be as follows:

1. **"All Clear"**
2. **"Under Control"**
3. **"Loss Stopped"**
4. **"Water on the Fire"(Fire incidents only)**
5. **"Fire Knock-Down"(Fire incidents only)**

The Benchmarks "Water on the Fire" and "Fire Knock-Down" fall in any order during fire incidents. Example: "Water on Fire" can either precede or supersede "All Clear", it only matters which activity takes place first. "Fire Knock Down" is also benchmarked whenever it occurs.

**SECTION 2**

The Incident Commander will use these benchmarks for incident management and communicating the completion of the incident priorities. The benchmarks will be announced from the Incident Commander to Division or Group Supervisors and units operating on the assigned radio frequency. If the incident is operating on Tac 1, the Incident Commander will transmit the benchmark on Tac 1. Once a benchmark is achieved, the IC will notify Communications to page out the incident benchmarks. The "water on fire" and "fire knockdown" benchmarks do not have to be paged out, but must be announced to Communications for notation in the dispatch narrative.

**SECTION 3**

The "**All Clear**" benchmark indicates the primary search is complete. In situations where fire units are investigating a smell of smoke, excessive heat, or other conditions where it is safe for building occupants, the "**All Clear**" may be announced with people inside the building. When the building is fully involved and completion of the primary search is impossible, an "**All Clear will not be transmitted at this time.**"

**SECTION 4**

The "**Under Control**" benchmark will be announced at all incidents. It indicates that the incident is stable and will not extend to other properties, uninvolved areas, or require additional resources. This benchmark will be transmitted to the Communications Center by radio according to standard radio procedures.

**SECTION 5**

The "**Loss Stopped**" benchmark indicates that property damage due to heat, smoke, and water is stopped.

**SECTION 6**

The "**Water on the Fire**" benchmark shall be given as soon as water is applied to the burning object. This time shall be recorded so that it can be included in the NFIRS Report.



## **SECTION 7**

The “**Fire Knock-Down**” benchmark shall be given when a noticeable positive results on fire production has been established with the use of extinguishing agents.

## **SECTION 8**

Division/Group/Branch supervisors shall use the benchmarks to report on the accomplishment of tactical objectives in their functional areas.

**(Signature On File)**

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Fire Chief

DOTHAN FIRE DEPARTMENT