

SPORT RESORT

FIESCH · GOMS · ALETSCHE



Emergency organisation

Stand 1.06.2026

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1. Introduction

The Fiesch Holiday Village Cooperative was founded in 1962 and shortly afterwards work began on the military hospital buildings and the adjoining patient buildings, which later became the group accommodation.

Over the years, the complex was remodelled / converted into spacious group pavilions and expanded with the Fiesch Hostel, the Valais Chalets and modern sports facilities.

Today's Sport Resort Fiesch consists of:

- Pavilion 1 administration building with the reception and the Garni Aletsch with beds for 36 people
- Restaurant with 600 seats and conference hall with up to 1200 seats
- Fiescher Hostel beds for 92 ppl
- 3 Valais chalets Chalets beds for 20 ppl
- Pavilion 2 beds for 224 ppl
- Pavilion 5 beds for 184 ppl
- Pavilion 6 beds for 84 ppl
- Pavilion 7 beds for 132 ppl
- Pavilion 8 beds for 64 ppl
- Pavilion 9 beds for 64 ppl
- Pavilion 10 beds for 66 ppl
- Berghaus (Fiescheralp) beds for 67 ppl
- Indoor swimming pool with sauna
- Triple sports hall
- Tennis & fitness centre with sauna

This emergency organisation concept for the expected events was drawn up under the direction of Friedrich Nellen, fire protection specialist VKF, in collaboration with the management and the head of technical services and operational safety at the Sport Resort Fiesch.

The operational safety officer and the management of the Sport Resort Fiesch are responsible for adjustments.

2. Responsibilities

The tasks and responsibilities of Sport Resort Fiesch employees are listed in the organisation chart.

Coordination with external bodies is handled exclusively by the management.

Telephone contacts at the Sport Resort Fiesch:

Sport Resort Fiesch:		027 / 970 15 15	
Management	Moosmann Barbara	027 970 15 30	079 779 83 51
SiBe Sport Resort Fiesch	Stefan Volken		079 720 39 70
On-call duty		027 970 15 99	intern 199
Front Desk		027 970 15 15	
Restaurant		027 970 15 31	
Tennis and fitness center		027 970 15 60	
Indoorpool		027 970 15 40	
Berghaus		027 970 15 25	
President of the Board of Directors	Werner Augsburger		079 333 47 64

Partner organisations

Cantonal police station Fiesch:		027 / 606 6860
Cantonal police emergency number:		117
Cantonal police general:		027 / 606 68 10
Fire brigade alarm centre:		118
Fire brigade base B		
Commander Furrer Matthias		079 667 18 43
Sanitary Upper Valais (Zerzuben AG):		144
Hospital center Upper Valais:		027 / 604 33 33
Toxicology centre:		145

3. Protection target

The safety of everyone at the Sport Resort Fiesch must be guaranteed.

- Guests know how to behave correctly in the event of an incident.
- In the event of an incident, all persons are warned in good time.
- All persons can be informed in the event of an expected incident.
- Escape routes to a safe location are available for all persons.
- Employees act correctly in the event of an incident

4. Resources at the Sport Resort Fiesch

A fire alarm system is installed in all properties at the Sport Resort Fiesch.

Unhindered access for the fire brigade is ensured. A key box with a passe-partout is installed in a continuously accessible area (reception entrance).

Internal means of contacting responsible employees are ensured via internal numbers or mobile phone numbers.

An electro-acoustic emergency warning system (EVAK system) is provided for all accommodation facilities and the sports facilities. Texts for manual announcements are available at reception.

Escape routes are marked with safety-lit escape signs and are available in accordance with the fire safety plans. All emergency exit doors are equipped with panic locks

Safety lighting is installed in horizontal and vertical escape routes and in common rooms.

The safety power supply covers the EVAK system, the safety lighting, the safety-lit escape and rescue signs and the operation of the fire alarm system.

- One AED defibrillator is available for immediate life-saving measures:
- Tennis & Fitness Centre
- Indoor swimming pool
- Front Desk (always accessible)

Staff are trained in the use of the AED defibrillator.

First aid equipment is available in the restaurant, indoor pool, tennis & fitness centre and at reception.

Organisational measures

Für das Sport Resort Fiesch ist bereits erstellt:

- A continuously updated list of guests and group leaders
- A list with contact details of employees

Employees are instructed periodically on the correct behaviour in the event of an incident. A training record is kept.

The SiBe Sport Resort Fiesch is responsible for the instruction.

Communication after an incident

- a) Information for employees: Management
- b) Information for relatives : Management with the person responsible for the groups
- c) Information to the BoD: Management
- d) Informing the media: Management and Chairman of the Board of Directors

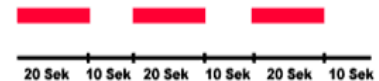
5. Exceptional situations and measures

5.1 Siren alarm: General alarm



- a) listen to SRF 1 radio or RRO , Follow the instructions of the authorities
- b) Management: inform employees about the means of communication available
means of communication
- c) Appeal:
 - Keep calm
 - Do not leave the building
 - People staying outside should return to the building
 - Follow the instructions of the authorities
 - Do not make unnecessary phone calls (network overload)
- d) Techn. service: Close outside doors and windows
Switch off fans and air conditioning systems

5.2 Siren alarm: Water alarm (dam event)



- e) Listen to Radio SRF 1 or RRO , Follow the instructions of the authorities
- f) Management: inform employees about the available means of communication
means of communication.
- g) Appeal: The Sport Resort Fiesch is not located in the flood zone.
Do not leave the Sport Resort Fiesch area

Behaviour in flood zones

Leave the flooded zone in the direction of the flood-free zone:

- Personnel control
- Report any missing persons to the Sport Resort Fiesch management
- Lead the group back to the Sport Resort

5.2.1 Flood event (no siren alarm)

Group leader:

- Do not stay near the river.
- Control of persons
- Report any missing persons to the Sport Resort Fiesch management
- Lead the group back to the Sport Resort

5.3 Fire incident

118

5.3.1 General

- Get an overview (display panel of the fire alarm system)
 - Alert the fire brigade Tel. 118
 - Where is there a fire?
 - What is burning?
- Are people at risk?
- Move endangered persons to safety
- Check the presence of guests and employees
- Fight the fire with a hand-held fire extinguisher / water extinguisher post, while ensuring your own safety.
Do not use the passenger lift

5.3.2 The fire is in its own room

- Leave the room with people present
- Close the room door
- Press the hand alarm button
- Go to the assembly point
- Fight the fire (while ensuring your own safety)

5.3.3 The fire is not in its own room (THERE IS A SAFE ESCAPE ROUTE)

- Get an overview
- Is the escape route safe to enter?
- Leave the room
- Close the room door
- Inform neighbouring rooms
- Go to the assembly point

5.3.4 The fire is not in its own room (THERE IS NO SAFE ESCAPE ROUTE)

- Get an overview
- Close the room door Nobody leaves the room
- Make yourself noticed at the window
- Fire brigade will bring you to safety in time

5.3.5 Shift to the assembly point

- Quiet and orderly
- Presence control
- Looking after guests
- Contact with the fire brigade operations centre
- Guide evacuees to a safe and secure room (e.g. restaurant, gymnasium, unoccupied accommodation, etc.)

5.3.6 Fire brigade intervention

The intervention of the fire brigade is event-related, in accordance with the fire brigade deployment plan.

A responsible person from the Sport Resort Fiesch informs the fire brigade incident command about the detected incident and is available to the fire brigade incident command for property-related information.

- Where is the fire?
- How is the fire?
- What have we done?
- Where are people still at risk?

The Sport Resort Fiesch provides a pilot service.

5.4 Medical emergencies

144

First aid equipment is available in the restaurant, the indoor pool, the tennis & fitness centre and at reception. An AED defibrillator is available

- Tennis&Fitnesscenter
- swimming pool
- Reception (always accessible)

a) In the event of an epidemic or pandemic, please refer to the internal concept

b) Depending on the assessment of the event, call the emergency services: Tel. 144.



Look

- Keep calm
 - Overview of the situation
 - What has happened?
 - Who is involved?
 - Who is affected?



Thinking

Assess / recognise hazards

- Danger for Accident Victims?
- Danger for helpers?
- Danger for other people?



Act

- Ensure safety (no second accident)
- Provide first aid
- Call emergency number 144,
 - Where exactly is the emergency location?
 - What exactly has happened?
 - What is your call-back number?
- Continue to provide first aid, do not leave the injured person alone
- Instruct the rescue service
- Pass on all important information to the rescue service
- Inform the management

5.5 Bomb threats

117

The basic principle is that every bomb threat must be taken seriously

5.5.1. Bomb threat by letter

- Direct and immediate forwarding to the management
- Liaise with the cantonal police (KAPO)
- Assessment of the threat by KAPO
- Decision by KAPO, follow instructions of KAPO
- Do not touch the letter unnecessarily, if possible place it immediately in a plastic folder to preserve evidence
- Implementation of measures, if evacuation, inform employees according to KAPO instructions

5.5.2. Telephone bomb threat

- Immediately inform the management
- Note down the text of the bomb threat verbatim if possible.
- Remain calm and make a note of background observations
- Pass on observations to the KAPO

5.6 Use of force

117

- Keep calm
- Overview / assessment of the situation
 - What has happened?
 - Who is involved?
 - Who is affected?

Do not intervene in cases of acute violence that jeopardise the health and lives of persons involved

Call 117 (for your own safety)

- Who is reporting?
 - What has happened?
 - When did this happen?
 - Where did it happen?
 - Who is involved?
 - How many patients? Type of injuries?
 - Follow instructions!
- Inform the management
 - Instruct (have instructed) the police
 - Pass on all important information to the rescue service

5.7 Panic and turmoil

- a) Inform the management
- b) Try to bring calm to the group involved
- c) If necessary, alert the KAPO
- d) Respond to distressed residents

5.8 Power and light failure

Fire protection equipment such as the fire alarm system, electronic information system, safety lighting, safety-lit escape and rescue signs, IT system, etc. are supplied with emergency power.

- a) Call out the technical service of Sport Resort Fiesch - on-call 199
- b) Inform guests and employees about the available means of connection

5.9 Earthquake

The buildings of the Sport Resort Fiesch are earthquake-proof in accordance with legal requirements.

Organisational measures in the event of an earthquake

Inform the management

Appeal to employees about the available liaison resources

- a) Organise guests into groups and look after them.
- b) Check the presence of guests and employees

Behaviour in the event of an earthquake

You are in the building

- Keep calm
- Immediately seek shelter under tables
- Protect your head and face
- Remain lying down as long as the shock lasts

You are outdoors

- Keep calm
- If possible, stay in an open space not near buildings, trees, electricity pylons, kandalaber, etc.
- Protect your head and face
- Remain lying down as long as the shock lasts

After the quake

- Keep calm
- Get an overview
- Keep groups together, check presence
- Provide first aid (if necessary)
- Follow instructions from the management

5.10 Storm and thunderstorm

Management

- Weigh meteorological warning based on region
- Pass on weather warning to group leader
- Instruction to rope park manager

Gruppenverantwortliche:

- Personal control
- Lead the group back to the Sport Resort
- Do not leave the buildings
- Report any missing persons to the Sport Resort Fiesch management

Rope park

- Cease operation
- Information for people in the rope park
- Guide people back to the ground (request assistance if necessary)
- Show people back to their accommodation

6. Special operations and events

For events that go beyond day-to-day operations, safety measures relating to the event must be planned, agreed with the person responsible for safety in the municipality of Fiesch and implemented.

Those responsible for events that are not part of the event must sign to confirm that they are aware of the emergency organisation and accept the requirements of the operating regulations.

All stand operators must inform and instruct their staff about particular fire hazards, installed fire protection equipment and behaviour in the event of an incident.

In particular, it must be ensured that Flucht- und Rettungswege jederzeit unbehindert begehbar sind

- a) escape and rescue routes are unobstructed at all times
- b) escape and rescue signs are not obscured
- c) intervention equipment is freely accessible
- d) unimpeded access for the emergency services is guaranteed
- e) the permitted number of persons according to the available and freely accessible escape routes is not exceeded.

If liquid gas is used for catering stands, please note that

- a) Gas systems and gas ovens are tested products,
- b) the liquid gas cylinders are secured against access by unauthorised persons,
- c) the minimum safety distance from flammable materials is maintained
- d) each stand operator has provided appropriate extinguishing agents for initial use.,
- e) the minimum safety distance from flammable materials is maintained
- f) each stand operator has provided appropriate extinguishing agents for initial use.

Open fires or use of pyrotechnics is NOT allowed

7. Organisational safety measures

The fire protection and safety measures are regularly reviewed and adapted if necessary.

In addition to the structural/technical safety measures, great attention is paid to organisational safety measures.

The competences and responsibilities of employees are set out in the operational documents.

7.1. Training and exercises

A practised safety culture is of central importance for safety. In addition to sensitising employees, this includes, in particular, appropriate internal and external training and the carrying out of periodic drills. This is the only way to create the basis for a targeted response in exceptional situations.

Instruction on behaviour in the event of an incident must be provided for new employees when they start work (induction folder) and periodically for permanent staff. A training record must be kept.

In particular, training must be provided:

- the general behaviour in the event of possible incidents
- knowledge of the building
- the purpose and operation of fire protection equipment
- cooperation with emergency services.

Owners and users are responsible for ensuring the safety of persons and property.

They pay particular attention to this,

- that the escape and rescue routes are freely accessible at all times;
- that the operational readiness of the fire alarm system, fire control systems and firefighting equipment is functional;
- that staff have been instructed and that instructions have been issued for alerting the fire brigade and for behaviour in the event of an incident.

The evacuation of affected persons by the company's own personnel must be planned, recorded in writing and trained.

The company's own health and safety officer is responsible for training staff.

8. Signatures

Client: Sport Resort Fiesch

Updated as at 1.06.2024

	Date	Signature
Moosmann Barbara, CEO	01.01.2023 ..	
Volken Stefan, Technical manager	01.01.2023	

Author of the emergency organisation concept:

	Date	Signature
Nellen Friedrich BS specialist VKF	22. Februar 2022	

Appendix:

- Organisational chart Sport Resort Fiesch
- Emergency concept epidemic / pandemic

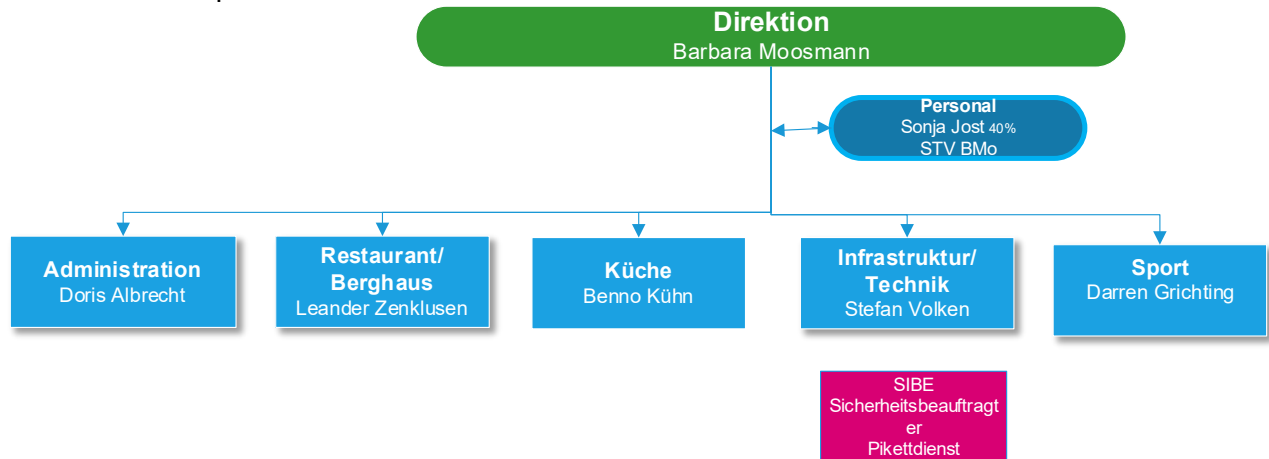
Distributor:

- Management Sport Resort Fiesch
- Operations-SiBe Sport Resort Fiesch
- Board of Directors

Appendices:

Organisation chart:

The safety officer and the emergency on-call service are attached to the Technology and Infrastructure department.



Pandemic and epidemic

Here we refer to the protection concepts for coping with the Covid pandemic.

Appendix Emergency messages

Fire outbreak

Deutsch

«Liebe Gäste, im Gebäude XY.... ist ein Brand ausgebrochen.

Die Feuerwehr ist aufgeboten.

An die Gäste im Brandobjekt: „Begeben sie sich auf den Sammelplatz“.

An die Gäste in allen anderen Objekten: „Bleiben sie bitte in ihren Gebäuden. Für sie besteht im Gebäude keine direkte Gefahr“.

Befolgen sie die Anweisungen der Feuerwehr.»

Französisch

"Chers hôtes, dans le bâtiment XY..... un feu s'est développé.

Les pompiers sont mobilisés.

Aux hôtes de l'immeuble en feu : "Rendez-vous au point de rassemblement".

Aux hôtes de tous les autres bâtiments : "Veuillez rester dans vos bâtiments. Il n'y a pas de danger direct pour vous dans le bâtiment.

Suivez les instructions des pompiers".

English

"Dear guests, in the building XY... a fire has been reported.

The fire department has been alerted. To the guests in the fire object: "Go to the assembly point".

To the guests in all other buildings: "Please stay in your buildings. There is no immediate danger for you in the building.

Follow the fire department's instructions."

Earthquake

Deutsch

«Liebe Gäste und Mitarbeitende, bitte verhalten sie sich ruhig.
Die Gebäude vom Sport Resort Fiesch sind erdbebensicher gebaut.
Für sie besteht im Gebäude keine direkte Gefahr.
Verlassen sie das Haus erst auf Anweisung»

Französisch

"Chers hôtes et collaborateurs, veuillez rester calmes.
Les bâtiments du Sport Resort Fiesch sont construits pour résister aux tremblements de terre.
Il n'y a pas de danger direct pour vous dans le bâtiment.
Ne quittez pas le bâtiment avant d'en avoir reçu l'ordre".

English

"Dear guests and employees, please keep calm.
The buildings of Sport Resort Fiesch are earthquake-proof.
There is no direct danger for you in the building.
Do not leave the building until instructed to do so".

Power failure

Deutsch

Liebe Gäste und Mitarbeitende, bitte verhalten sie sich ruhig.
Der Technische Dienst ist aufgeboten.
Für sie besteht im Gebäude keine direkte Gefahr.
Bleiben sie an ihren Standorten und verlassen sie das Haus nicht.

Französisch

Chers hôtes et collaborateurs, veuillez rester calmes.
Le service technique a été appelé.
Il n'y a pas de danger direct pour vous dans le bâtiment.
Restez à votre place et ne quittez pas le bâtiment.

English

Dear guests and employees, please keep calm.
The Technical Service has been called on to assist you.
There is no direct danger for you in the building.
Stay at your locations and do not leave the building.