



## EMERGENCY PROCEDURE & RESPONSE PLAN

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Membership 300139



Membership 00029854

**LB Barnet Offices,  
2 Bristol Avenue,  
Colindale,  
NW9 4EW**

**LB Barnet**

**C/o Capita  
Managing Agents  
65 Gresham Street  
London EC2V 7NQ**

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# 1

## Section 1 – Introduction

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## Section 1 – Introduction

**1.1)** The purpose of this emergency procedure plan is to provide information to assist in the co-ordination and response in the event of a major incident or fire.

This plan outlines the systems which should be adopted for the following situations.

- Fire
- Automatic Fire Alarm Actuation
- Gas Escape
- Bomb Threat
- Suspicious Packages
- Lift Entrapment
- Electrical Failure
- Flood Response
- Structural Failure

Positive management and response to these situations will alleviate the effects of a major incident and aid in the safeguard of people and the cost of damage.

For the emergency procedure plan to remain valid, any amendments should be reported to the Facilities Manager.

This plan should be reviewed periodically and revised when there is a change in personnel and changes in procedures are required.

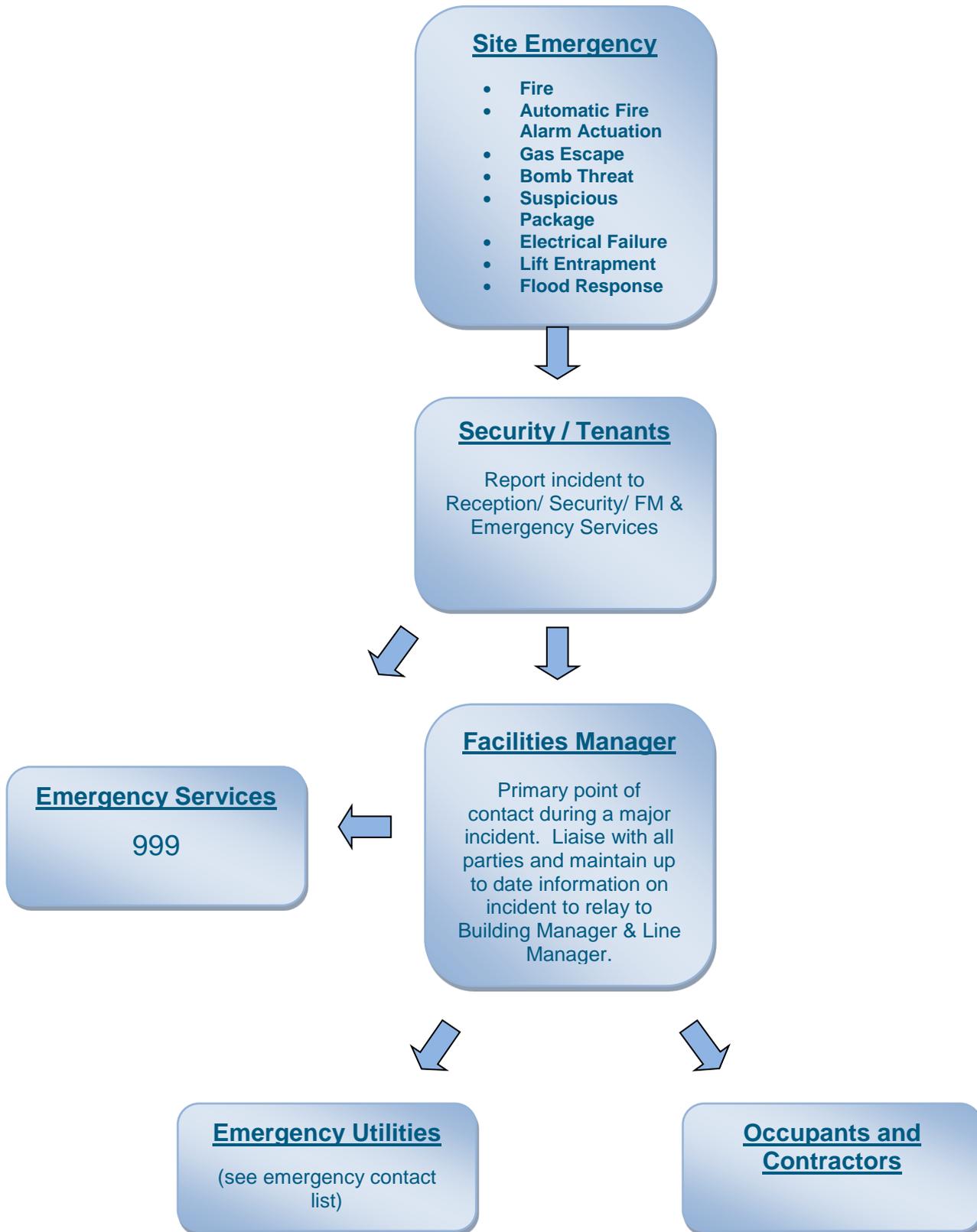
**1.2)** The emergency procedure plan must be distributed (email & hard copy) to the following personnel to ensure information is conveyed to occupying tenants and contractors working permanently on site.

Distribution List	
Building Manager	<b>Sean Patten</b>
Facilities Manager	<b>Jamie Bargginton</b>
Security	

## Section 1 – Introduction

### 1.3) Reporting Procedure Cascade

The following diagram illustrates the channels of communications to be followed in the event of a major incident.



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# 2

## Section 2 – Property Information

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<b>Property Description</b>	
Site Address:	LB Barnet Offices, 2 Bristol Avenue, Colindale, NW9 4EW
Description of Property:	<p>The new headquarter offices of the London Borough of Barnet is a new nine storey (excl. basement) building on Bristol Avenue, London. The development consist of Basement, Ground, and First to Eighth Floors, with the Eighth Floor located 30.15m high from the Fire Service access level.</p> <p>First to Third Floor are served by two stairs (one escape stair and one fire-fighting stair), whilst the Basement and the upper five floors are provided with a single fire-fighting stair only. The main 'tower' is fitted with a single stairway. To compensate for this the building has additional to fire engineering features;- sprinklers, phased fire evacuation, BS5839 pt1 L2 fire detection, firefighting shaft, dry riser, pressurised stairway. The design of this building does not follow AD-B2 or BS9999, but it relies on principles of fire engineering.</p>
<b>Plant Location &amp; Main Isolation Points</b>	
Gas boilers:	The gas boilers are located in a roof level plant room
Gas isolation point:	The gas meter room is on the ground floor (external access) located near the fire exit on Percival Avenue.
Electricity:	The main electrical switch room is located on the ground floor (externally) off Bristol Avenue
Water:	The water isolation point/ meter room is on the ground floor (external access) located inside the sprinkler control room near the fire exit on Percival Avenue.
Sprinkler Control Room:	The sprinkler control room isolation point room is on the ground floor (external access) located near the fire exit on Percival Avenue.

<b>Fire Emergency Plan Specifics</b>	
Sound of the Alarm:	Siren and voice alarm (giving instructions)
What day tested each week:	The fire alarm is due to be tested on Tuesdays at 1700
Assembly Point (Fire):	There are two Fire Assembly points, North- the car park on Hazel Close. South, the carpark at Platten Hall
Assembly Point (Bomb):	The assembly point in case of a Bomb Warning is the car park in the RAF Museum off Graham Park Way.
Co-ordination of Evacuation:	Security and Fire Wardens

## Fire Emergency Plan Specifics

### Means of Escape:

The means of escape from the upper floors is via a single escape stair to serve Fourth to Eighth Floor, all of which are over 11m high from Ground. This is recommended against in BS 9999; however the following measures are installed to reduce the impact of a single escape stair on the upper levels:

- Phased evacuation is provided to reduce the risk of queuing into the single stair.
- An Evacuation Lift is provided to assist in disabled evacuation from the main core.
- The elements of structure have been increased from the base requirement of 75 minutes up to 90 minutes, to provide further protection to the escaping occupants.
- An upgraded standard of fire alarm system is provided to an L2 category, which will provide early warning of a fire to the occupants, who are then afforded additional time to evacuate via the single escape route.
- The stair is protected by a pressurisation system to reduce the risk of smoke from flowing into the stair lobby during means of escape and fire-fighting operations
- The single stair serving the upper levels is the fire-fighting stair, which is located in a fully protected a fire-fighting shaft.
- The building is provided with sprinkler protection and extensive compartmentation (floors and to the fire-fighting shaft) and there the risk of a fire spreading from the room/area of origin and effecting other evacuating occupants is very low.
- The occupancy on the upper floors is restricted to 60 people (on each wing) where there is only a single direction of escape.

From the third floor there is a stairway protected by single fire doors, leading to a protected internal corridor on the ground floor and a final exit door.

Gas isolation point	Electricity isolation point
<p>The gas meter room is on the ground floor (external access) located near the fire exit on Percival Avenue.</p> 	<p>The main electrical switch room is located on the ground floor (externally) off Bristol Avenue</p> 
Water isolation point	Gas Boiler:
<p>The water isolation point/ meter room is on the ground floor (external access) located inside the sprinkler control room near the fire exit on Percival Avenue.</p> 	<p>The gas boilers are located in a roof level plant room</p> 

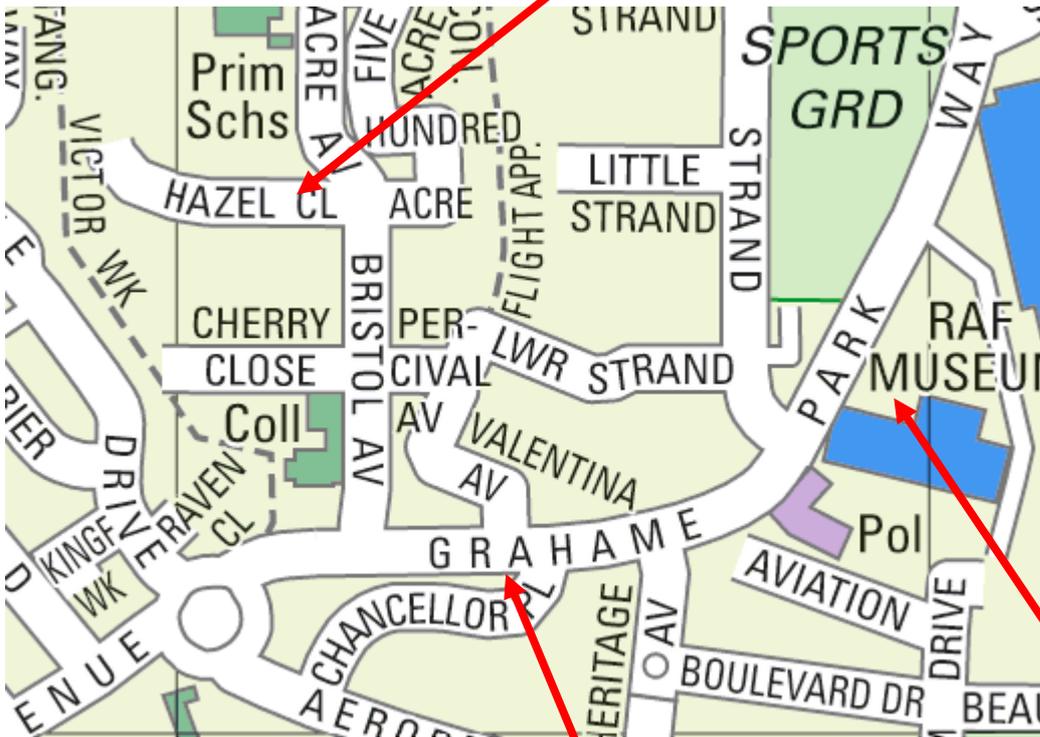
Evacuation Meeting Point	Evacuation Meeting Point
<p data-bbox="164 333 813 400">Fire Assembly point, North- the car park on Hazel Close.</p> 	<p data-bbox="865 333 1434 400">Fire Assembly point, South, the car park at Platten Hall</p> 
Evacuation Meeting Point (BOMB)	Smoke Control Panel and Controls
<p data-bbox="164 1084 817 1184">The assembly point in case of a Bomb Warning is the car park in the RAF Museum off Graham Park Way</p> 	<p data-bbox="865 1084 1469 1151">The smoke control panel is located in the Fire Control room, behind the main reception.</p> 

Sprinkler Control	Fire Alarm Panel
<p data-bbox="164 389 783 488">The sprinkler control room isolation point room is on the ground floor (external access) located near the fire exit on Percival Avenue.</p> 	<p data-bbox="818 389 1433 456">The main fire alarm panel is located in the Fire Control room, behind the main reception</p> 
Sprinkler Pump Room	Dry Riser
<p data-bbox="164 1442 727 1509">The Sprinkler Pump Room is located in the basement, off the main stairway/lobby</p> 	<p data-bbox="818 1442 1449 1576">The Dry riser inlet is located on the ground floor (external access) located near the sprinkler control room near the fire exit on Percival Avenue.</p> 

Air Conditioning/Handling controls	Refuge Areas
<p>In an emergency (Fire Alarm) the BMS shuts down the air handling system, and the main stairway/lobbies are pressurised to prevent smoke ingress.</p>	<p>The refuge areas are located in each stairway, on each floor. All have access to refuge telephones.</p>
Stand-by Generator.	Refuge Telephone control point
<p>The stand by generator is located in an external room on Bristol Avenue.</p> 	<p>The refuge telephone control point is in the fire control room (Behind main reception)</p> 

## Street Plan with evacuation points.

Fire Assembly point, North- the car park on Hazel Close.



Fire Assembly point, South, the car park at Platten Hall

The assembly point in case of a Bomb Warning is the car park in the RAF Museum off Graham Park Way

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# 3

## Section 3 – Emergency Contact List

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## Section 3 – Emergency Contacts

3.1) Points of Contact	Name	Company	Telephone	Times
Building Manager	CSC	Capita	0845 355 0095	24hr
Facilities Manager	Jamie Bargginton	LB Barnet	Contact Email: <a href="mailto:jamie.bargginton@barnet.gov.uk">jamie.bargginton@barnet.gov.uk</a>	9am-5pm Mon – Fri
Building Manager	Sean Patten	LB Barnet	020 8359 7269 Contact Email: <a href="mailto:Sean.Patten@Barnet.gov.uk">Sean.Patten@Barnet.gov.uk</a>	9am-5pm Mon – Fri
3.2) Emergency Services & Utilities	Name	Emergency	Telephone	Times
Police		999	101 (non emergency)	24hr
Fire & Rescue		999		24hr
Hospital		999		24hr
Gas	National Gas Emergency Service	0800 111 999	-	24hr
Electricity Board			-	24hr
Water Supply			-	24hr
Flood Line	Environment Agency Floodline	0345 988 1188	-	24hr
Environment Agency	General Enquires	0800 80 70 60	-	8am-6pm Mon – Fri
HSE	HSE Advisory Service	0300 003 1747	-	8.30am-5pm Mon – Fri
Local Authority				9am-5pm Mon – Fri

## Section 3 – Emergency Contacts

3.3) LB Barnet to complete;

<b>Fire Co-ordinator</b>	<b>Location</b>	<b>Fire Co-ordinator</b>	<b>Location</b>
<b>Fire Wardens</b>	<b>Location</b>	<b>Fire Wardens</b>	<b>Location</b>
<b><i>Add more names as required</i></b>			
<b>First Aider</b>	<b>Location</b>	<b>First Aider</b>	<b>Location</b>
<b><i>Add more names as required</i></b>			

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# 4

## Section 4 – Emergency Procedures

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## **Section 4 - Emergency Procedures**

### **4.1- Fire**

The purpose of this emergency plan is to ensure that the people in the premises know what to do if there is a fire and that the premises can be safely evacuated. This is also a specific requirement of the Regulatory Reform (Fire Safety) Order 2005.

The Fire Emergency Plan must be readily available to:

- All staff / employees (and their representatives where appointed).
- The enforcing authority.

#### **Fire Warning System**

- The fire alarm warning sound is a Siren and voice announced commands
- The fire alarm is tested weekly on Tuesdays at 1700
- If the alarm cannot be heard clearly, or it is not working correctly, report the fact to your Fire Warden who in turn should report defect to the Facilities Manager or Security.

#### **Fire Fighting Equipment**

- Portable fire extinguishers are installed within the building. Each piece of fire fighting equipment is accompanied by instructions as to the type of fire on which it can be used.
- You should make yourself familiar with the location of this equipment.
- You should only use the fire extinguishers if you're trained and feel confident to do so and providing that you do not put yourself or others at any risk.
- The building is fitted with an automatic sprinkler system.

#### **Evacuation Procedure – General**

- Tenant's fire wardens will take overall charge of the procedure.
- The escape routes are clearly sign posted. You should be familiar with the exit signage and also bear in mind that the route you have to take may not be the entrances / exits in normal everyday use.
- Key escape routes: The means of escape from the property is via

## Section 4 - Emergency Procedures

### 4.1- Fire

The means of escape from the upper floors is via a single escape stair to serve Fourth to Eighth Floor, all of which are over 11m high from Ground. This is recommended against in BS 9999; however the following measures are installed to reduce the impact of a single escape stair on the upper levels:

- Phased evacuation is provided to reduce the risk of queuing into the single stair.
- An Evacuation Lift is provided to assist in disabled evacuation from the main core.
- The elements of structure have been increased from the base requirement of 75 minutes up to 90 minutes, to provide further protection to the escaping occupants.
- An upgraded standard of fire alarm system is provided to an L2 category, which will provide early warning of a fire to the occupants, who are then afforded additional time to evacuate via the single escape route.
- The stair is protected by a pressurisation system to reduce the risk of smoke from flowing into the stair lobby during means of escape and fire-fighting operations
- The single stair serving the upper levels is the fire-fighting stair, which is located in a fully protected a fire-fighting shaft.
- The building is provided with sprinkler protection and extensive compartmentation (floors and to the fire-fighting shaft) and there the risk of a fire spreading from the room/area of origin and effecting other evacuating occupants is very low.
- The occupancy on the upper floors is restricted to 60 people (on each wing) where there is only a single direction of escape.

From the third floor there is a stairway protected by single fire doors, leading to a protected internal corridor on the ground floor and a final exit door.

- The Fire Wardens will be clearly identified by a hi-visibility jacket and it is essential that their instructions, during emergency evacuation procedures are followed.
- If the fire alarm sounds at any time – apart from the designated weekly test (and even if it continues for more than 30 seconds) you must follow the instruction given as this is a phased fire evacuation building. Leave the premises when instructed by the nearest available fire exit as per Fire Action / Routine notices.
- Leave the building calmly and proceed to the assembly point where a roll call will be carried out by the designated Fire Warden.
- The assembly point should be displayed on the fire action notice.
- Special arrangements will need to be made for the evacuation of any disabled or non-ambulant persons. The responsibility for the safe evacuation of disabled persons rests with the tenant. This includes the use of evac chairs and temporary disability such as limbs in plaster and similar short term difficulties. Fire Wardens in areas to which this applies must be aware of the presence in the building of any such persons and the procedures to be adopted.

#### **On Discovery of a Fire**

- Operate the nearest fire alarm call point.
- If you're trained, tackle the fire with the provided portable fire extinguishers only if you feel confident to do so and you do not put yourself or others at risk. Always ensure you remain between the fire and the nearest available escape route.

## Section 4 - Emergency Procedures

### 4.1- Fire

- Evacuate the building and proceed to the designated assembly point. Do not use the lift. Note there is an emergency evacuation lift, this must only be used by disabled occupants (with their 'buddies').
- Do not re-enter the building until authorised to do so (even if the alarm has stop sounding).

#### When the Fire Alarm Sounds

- Tenants / fire wardens will call the Fire Brigade via the 999 system (Even if there is an automatic direct dial facility from the fire alarm panel).
- Designated Fire Wardens will assist as necessary with the evacuation from their areas.
- Evacuate the building and proceed to report to the assembly point. Do not use the lift. Note there is an emergency evacuation lift, this must only be used by disabled occupants (with their 'buddies')

#### Fire Wardens Responsibilities

- Ensure the Fire Brigade are called.
- Evacuate disabled / non ambulant workers or visitors from their area and the building.
- Take charge of the evacuation of your area and ensure no-one is left behind (checking toilets, store rooms and other un-occupied areas).
- Proceed to assembly point and assist with roll call.
- Liaise with Fire Brigade and Senior Fire Warden.

#### Training

The following personnel should receive the specified level of training:

##### Fire Wardens / Marshalls

Fire Wardens should receive training relevant to the responsibilities undertaken in relation to fire safety, a minimum of once in every 12-month period. Records should be kept of all training.

##### All Staff

All staff should receive fire safety training by a competent person, on appointment or transfer and a minimum of once in every 12 month period. Records should be kept of all training.

#### Contingency Plans

- If the life safety systems are out of order the following arrangements should be made.
- Fire Alarm –Portable klaxons and whistles or similar should be placed at strategic points.

#### Visitors, Guests & Contractors etc.

- All visitors and guests will be "signed in" and made aware of the fire procedures by verbal or written instructions and be accompanied where possible / necessary.
- All contractors will be made aware of the fire procedures by verbal or written instructions and be accompanied where possible / necessary.

## Section 4 - Emergency Procedures

### 4.2- Automatic Fire Alarm Actuation Responsibilities with onsite security

#### Responsibilities when your fire alarm actuates

Due to changes in Local Fire Authority Policies in attending Automatic Fire Alarm calls it is possible that you will be challenged by your local fire service emergency call handling staff when ringing to report a fire alarm actuation at your building. At all times (during the day and night) unless you are able to confirm that the alarm has been generated by an actual fire or signs of fire, a fire engine will not necessarily be sent

An automatic fire alarm (AFA) system detects fire by monitoring environmental changes associated with fire e.g. smoke and heat. AFAs are there to notify the building occupants to evacuate should there be a fire or other emergency. Some systems also report the alarm to an alarm receiving centre (ARC) in order to summon the fire service. Some systems will also actuate equipment to control the spread of fire and smoke e.g. closing fire doors and opening roof vents.

Systems can be automatically actuated (e.g. where they automatically detect smoke or heat and sound the alarm), manually actuated (e.g. where you break the glass to sound the alarm in case of fire), or both. The type of alarm used will be dependent on the building and its use.

#### Managing automatic fire alarm systems and false alarms

If your building has an automatic fire alarm fitted, then it is likely that you will have had a false alarm at some point. You will know that this caused unnecessary disruption to the day to day running of your business and you may have lost income as a result.

Fire safety in buildings is controlled by the Regulatory Reform (Fire Safety) Order 2005.

If you are a:

- Building owner
- Employer
- Landlord
- Managing agent
- have control of a premises to any extent

**Then you have a responsibility to manage your fire alarm system.**

#### Action when alarm sounds

Managing the response to a fire alarm sounding is just as important as preventing a fire or false alarm in the first place.

- By law (Regulatory Reform (Fire Safety) Order 2005) the 'responsible person' of the premises must ensure there are suitable procedures in place for when the alarm goes off. This includes designated trained people who can safely investigate the cause of the fire alarm and escalate or downgrade the situation as required.

#### Fire Evacuation Strategy

- Due to the proposed single stair design for the upper levels of the building, the evacuation strategy will be phased evacuation with all occupants within a phase evacuating on the sound of the fire alarm and the remaining phases being evacuated thereafter. The Phased Evacuation Plan is as follows, which will need to be developed by the end-user, based on the following high level Plan:
  1. In the event of a fire being detected on a floor, the First Phase will be alerted to evacuate to the nearest available exit.
    - a. The First Phase will consist of the fire-affected floor and the floor above (e.g. if the fire is on the Fourth floor, the First Phase will consist of the Fourth and Fifth Floors).
    - b. The floors above the First Phase will be paired to form subsequent phases (following the example above, the Second Phase will consist of the Sixth and Seventh Floors).
  2. 2.5 minutes (the standard time for evacuation) after the beginning of the evacuation of the First Phase, the Second Phase will then be alerted and evacuated.

## Section 4 - Emergency Procedures

### 4.2- Automatic Fire Alarm Actuation Responsibilities with onsite security

3. The subsequent phases above the First Phase will be evacuated in 2.5 minute intervals thereafter.
  4. The phases below the First Phase will then be alerted/ evacuated 2.5 minutes after the last upper level Phase is completed.
  5. Allowance in the Plan will need to be made to cater for the scenarios below, under management and Fire Service control:
    - a. The evacuation of the remaining phases in a single event, in the case of a very severe incident.
    - b. The stopping of the evacuation sequence if the fire incident is resolved and deemed safe.
- First evacuate people to a safe place, unless your risk assessment and fire plan says otherwise.
  - Some fire alarm systems are easily separated into different 'zones' which decreases the size of area to be searched. Some systems will even specify the exact location of the device that has operated.
  - Designated staff members (or fire wardens) should be trained to safely find out the cause of the alarm. They need to be competent to ensure there is no fire present and declare the premises safe to re-enter.
  - Where a fire is confirmed or there is a genuine doubt, the emergency evacuation procedures for the premises should be followed. This would usually be calling the fire service.
  - When you have a false alarm the cause should be investigated by someone with the appropriate knowledge of the system and buildings fire safety measures. You then need to initiate procedures to prevent it happening again. These procedures should be documented and continually monitored to ensure the effectiveness of the changes.

**If in doubt ask a competent person such as a fire safety consultant.**

#### **Fire alarm actuation with visible signs of fire**

##### **Procedures**

- Evacuate all personnel from the building following the procedures contained in your Emergency Fire Evacuation Plan (4.1).
- Contact the Fire Service to inform them the fire alarm has actuated and there are visible signs of fire.
- If the fire authority confirm they will be attending then after ensuring everyone has safely evacuated from the building wait at the assembly point for the fire authority to attend. The fire authority on attendance will want confirmation that everyone has been evacuated from the building, they will investigate the cause of the alarm and advise when it is safe to re-enter the building.

##### **Fire alarm actuation with no visible signs of fire**

In circumstances where the building has a fire alarm actuation and you are aware that the fire authority will not be attending you should adopt the following procedures:

- You will have evacuated all personnel from the building following the procedures contained in your Emergency Fire Evacuation Plan.
- You will have contacted the Fire Service to inform them the fire alarm has actuated and there is no visible signs of fire. They will have informed you they will not be attending until there are visible signs of fire.
- During the evacuation process the designated trained fire wardens should have searched their areas to ensure all personnel have evacuated the building and looked for any visible signs of a fire.
- The fire wardens should report to the assembly point and inform the fire co-ordinator (Site Security Officer) that their area is fully evacuated and report any visible signs of a fire.
- The fire co-ordinator (Site Security Officer) should re-contact the fire service if visible signs of fire in the building have been reported and advise the fire service that subsequent to the fire call to them it has now been reported that there are visible signs of fire in the building. The fire service should then attend and advise when it is safe to return to the building.

## Section 4 - Emergency Procedures

### 4.2- Automatic Fire Alarm Actuation Responsibilities with onsite security

- If there are no visible signs of fire reported by the fire wardens the fire co-ordinator (Site Security Officer) should implement the following course of action:

#### Actions

- After everyone has safely evacuated from the building and reported to the assembly point a period of 5 minutes should be allowed to see if there is any visible signs of fire coming from the building.
- After 5 minutes the fire co-ordinator (Site Security Officer) should silence the fire alarm at the main control panel, return to the assembly point and wait another 5 minutes to see if the fire alarm actuates again.
- If the fire alarm sounds again during the 5 minute period the fire co-ordinator (Site Security Officer) should repeat the procedure above.
- If the fire alarm remains silent then the fire co-ordinator (Site Security Officer) should advise all personnel to return with caution to the building and be vigilant for any signs of fire.
- If on return to the building the fire alarm sounds again the fire co-ordinator (Site Security Officer) should implement the evacuation procedure and inform personnel not to return to the building until a fire alarm engineer has attended site to establish if there is a fault on the alarm system.

#### Training Implications

Due to the changes in Local Fire Authority Policies in attending Automatic Fire Alarm calls there is going to be a requirement under the Regulatory Reform (Fire Safety) Order 2005 for the person responsible for the daily management of the building to be trained to undertake additional responsibilities in the event of a fire alarm actuation and the fire service not attending. Security staff employed by Capita to undertake the daily management of their buildings will need to be able to confirm that they have had the necessary training to carry out these new responsibilities.

## Section 4 - Emergency Procedures

### 4.3 - Gas Escape

Gas is a dangerous substance if allowed to escape into the atmosphere. If you suspect a gas leak has occurred, either as a result of smelling gas or experience of nausea, drowsiness or headaches the following procedures need to be followed.

- 1) Do not smoke, light a match or any naked flame.
- 2) Do not operate electrical devices or switches – either on or off.
- 3) Via mobile phone outside the property, tenants to call the **National Gas Emergency Service (0800 111 999)** to report incident. Information that should be reported:
  - Where the smell of gas is most noticeable?
  - When the smell of gas was first noticed?
  - Is there a smell of gas outside?
- 4) If anyone has been affected by the gas leak call for medical assistance (999).
- 5) If safe to do so, isolate the main gas supply.
- 6) Try to ventilate the property by opening doors and windows.
- 7) Avoiding the contaminated area evacuate the building using the same procedures as a fire incident. Do not use lift.
- 8) Proceed to the assembly point – (as stated on assembly point notice)
- 9) After evacuation, access to the property will only be permitted when the building has been inspected by the gas company and declared safe to re-enter.
- 10) Via mobile phone outside the property, security / tenants to report incident to the Building Manager and Facilities Manager.

## Section 4 - Emergency Procedures

### 4.4 - Bomb Threat

In the event of receiving a telephone bomb threat the following procedure should be followed.

- 1) Attempt to keep the caller talking as long as possible to attain as much information on the threat. After the telephone call do not hang up the phone as a trace on the call may be possible.
- 2) Use the check list (below) to gather information and record vital details.
- 3) Call the Police and provide relevant information of threat and follow instruction.
- 4) Security and tenants to liaise with each other regarding information from the Police.
- 5) Access to the area must be restricted while the risk is assessed.
- 6) Security / tenants to report incident to Facilities Manager and Building Manager.

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<b>Date:</b>		
<b>Time of Call:</b>		
<b>Received by?</b>		
<b>Location of Bomb?</b>		
<b>Time set for detonation?</b>		
<b>Description of explosive?</b>		
<b>What will detonate Bomb?</b>		
<b>How many explosives?</b>		
<b>Reasons for placing Bomb?</b>		
<b>What is your name?</b>		
<b>Where are you?</b>		
<b>Additional Info:</b>	<b>Male / Female Voice Intoxicated Accent</b>	<b>Old / Young Sounding Speech Impediment Calm / Aggressive</b>
<b>Additional Notes</b>		

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## **Section 4 - Emergency Procedures**

### **4.5 - Bomb Threat**

On discovery or receiving a report of a suspicious bag or package the following procedure should be followed.

- 1) Do not attempt to move or investigate the unidentified item.
- 2) Clear the area and prohibit use of mobile telephones in the vicinity.
- 3) If item is not claimed, dial 999 and report to Police who will inform on evacuation decision.
- 4) Security and tenants to liaise with each other regarding information from the Police.
- 5) If evacuation is advised, avoiding the suspicious package evacuate the building using the same procedures as a fire incident and proceed to the assembly point – unless directed to a different location.
- 6) Security / tenants to report incident to Facilities Manager and Building Manager
- 7) Facilities Manager to liaise with Emergency Services and tenants.

#### **SUSPICIOUS PACKAGE ARRIVING BY POST**

- 1) If package has been opened and you are concerned with contents do not investigate further.
- 2) Switch off any air conditioning systems.
- 3) Ensure all windows and doors in the area are shut.
- 4) Any persons in contact with package remain isolated for examination.
- 5) Avoid touching parts of body (eyes, nose etc).
- 6) If isolated area permits, wash hands with ordinary soap.
- 7) Inform Police of situation.
- 8) Security and tenants to liaise with each other regarding information from the Police.
- 9) Security / tenants to report incident to Facilities Manager and Building Manager.

## Section 4 - Emergency Procedures

### 4.6 - Electrical Failure

In the event of power failure in the property the following procedure should be followed.

- 1) Check to see if any persons are trapped in lift (**further information - See 4.7 Lift Entrapment procedures**).
- 2) Advise personnel in the property to remain in a safe suitable location until the power is restored or further notice is given.
- 3) Via mobile phone security / tenants to report incident to Facilities Manager and Building Manager.
- 4) Facilities Manager / Building Manager to contact electricity supplier to obtain information on expected duration of power cut.
- 5) Facilities Manager / Building Manager to liaise between the M&E contractor and electricity board.
- 6) Where power supply is likely to be interrupted for a prolonged period of time, the Facilities Manager / Building Manager / M&E contractor to provide updates on electricity supply to all parties concerned.
- 7) Evacuation of the building may be required depending on the expected duration of electrical failure.
- 8) Security to restrict entry into property during power failure.
- 9) Personnel to ensure machinery equipment in use is switched to the off position to prevent unexpected or sudden start up when power is restored.
- 10) When power has been re-instated, confirm that all persons are accounted for.

## Section 4 - Emergency Procedures

### 4.7 - Lift Entrapment

In the event of lift entrapment the following procedure should be followed.

It is Company policy to avoid our staff getting involved in the hazardous activity of rescue from lift cars in the event of failure of the lift.

- 1) Initiate lift alarm.
- 2) Tenants to report incident to Building Manager with information of lift entrapment. Lift Rescue Company to attend site. If they're not available contact **Emergency Services (Fire & Rescue) by dialling 999**.
- 3) The lift maintenance company should always be contacted in the first instance in order for them to either attend site (if required) or to take any necessary remedial action to remedy the fault which has caused the breakdown.
- 4) Where possible initiate communication with the lift car to reassure and keep individuals posted with developments.

**Note:**

In case the lift alarm is not operational tenants should not use the lift out of business hours as to avoid long term lift entrapment incident.

## Section 4 - Emergency Procedures

### 4.8 - Flood Response

In the event of a storm, burst water main, blocked drain or any other incident which results in the flooding of the property the following procedures should be followed.

- 1) Security / tenants to report incident to Building Manager so this can be investigated and appropriate contractors are contacted.
- 2) Security to liaise with tenants to ensure all persons in the building are aware of situation.
- 3) Evacuate personnel from the affected area and inform tenants on floor beneath.
- 4) Prohibit the use of electrical equipment in and around the flood zone.
- 5) Building Manager to inform Facilities Manager so they can liaise with the contractors and tenants to ensure appropriate actions are taken.
- 6) Access to the affected area will only be permitted when the area has been declared safe to re-enter by the competent contractor.

**Note:**

In the event of there being no water supply available, contact your water provider to obtain information regarding duration of stoppage and alternative supply.

In the event of a storm, if you are at risk of flooding call **Floodline (0845 988 1188)** for further advice.

## **Section 4 - Emergency Procedures**

### **4.9 - Structural Failure**

In the event of any damage to the fabric of the property the following procedures should be followed.

- 1) Security / tenants to report incident to Facilities Manager and Building Manager so appropriate contractors are contacted.
- 2) Security to restrict access to any unsafe area.
- 3) Identify danger zone with appropriate hazard warning signage and use barricades around area if possible.
- 4) Security to liaise with tenants to ensure all persons in the building are aware of situation.
- 5) Avoiding affected areas evacuate personnel to safe zone in building or if necessary proceed to assembly point.
- 6) Ensure all persons are accounted for including visitors and contractors.
- 7) Security to secure entry of property prohibiting any unauthorised access.
- 8) Building Manager to inform Facilities Manager so they can liaise with the contractors and tenants to ensure appropriate actions are taken.
- 9) Access to the affected area will only be permitted when the area has been declared safe to re-enter by the competent contractor or emergency services.

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# 5

## Section 5 – Methodology

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## **Section 5 - Responsibilities**

### **5.1) Building Manager & Facilities Manager**

- On any high profile incident the Building Manager and Facilities Manager will take full control of proceedings and become the primary point of contact.
- Primary point of contact for tenants during emergency.
- Maintain up to date information on incident and liaise with tenants and Emergency services.
- Hold hard copy of Emergency Procedure Plan ensuring all contact numbers are up to date.
- To ensure arrangements are in place for tenants to complete basic fire evacuation drills.
- Ensure copies of plan have been distributed to tenants and contractors permanently on site.

### **5.2) Security / Tenants**

- Ensure the Fire Brigade are called in the event of a fire.
- Tenants to report incident to Facilities Manager and Building Manager

### **5.3) Fire Wardens**

- Ensure the Fire Brigade are called in the event of a fire.
- Evacuate disabled/non-ambulant workers or visitors from their area and the building.
- Take charge of the evacuation of your area and ensure no-one is left behind (checking toilets, storerooms and other un-occupied areas).
- Proceed to assembly point and assist with roll call.

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# 6

## Section 6 – Post Incident Management

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## Section 6 – Post Incident Management

In the event of a major incident or fire there are many issues which will need a proactive response and considerable attention as the emergency procedure is actioned. However, further consideration must also be given to Post Event Management. Identified below are some key issues which will need to be considered post incident.

### 6.1) Post incident Control

- Ensure Capita are fully briefed to take appropriate action. For high profile incidents this will include informing Marketing Department for media arrangements.
- The property must be secure and access controlled until instructed further.
- The property is safe and structurally sound before access is permitted to occupiers.
- Any known or suspected Asbestos Containing Materials (ACM's) that have been damaged or disturbed in the incident should be identified and have the appropriate risk controlled e.g. encapsulation or removal. This is likely to require contact with approved Asbestos Management Company. In such event the area should be controlled and made secure.
- Environmental issues are considered in the clean up process.