

NOMINATED EMERGENCY PERSONNEL:

	RESPONSIBLE PERSON	OFFICE NUMBER	MOBILE
1st	Ashley Thrower	0115 9112200	07496 992 690
2nd	Paul Brady	0115 9112200	07812 596 605

COMPANY EMERGENCY CONTACT:

	LOCATION	NUMBER
MEGACLOSE	OFFICE	0115 9112200
MEGACLOSE EMERGENCY HELPLINE	OFFICE	0115 9112200

EMERGENCY SERVICES PHONE NUMBERS

SERVICE	NUMBER
FIRE DEPARTMENT	999
AMBULANCE	999
POLICE	999

UTILITY COMPANY EMERGENCY CONTACTS

UTILITY	COMPANY	NUMBER
ELECTRICITY	NATIONAL GRID	0800 6783 105 or 105
GAS	NATIONAL GRID	0800 111 999
WATER	SEVERN TRENT WATER	0800 783 4444

EMERGENCY REPORTING AND EVACUATION PROCEDURES

All emergencies should be immediately reported to the nominated responsible person. Types of emergencies to be reported are:

- **MEDICAL**
- **FIRE**
- **SEVERE WEATHER**
- **BOMB THREAT**
- **EXTENDED POWER LOSS**

The emergency disaster plan is in place should any such disaster occur. The Emergency services and the nominated responsible person should be contacted in event of such occurrence.

In the event a property becomes uninhabitable; the nominated responsible person will be available to temporarily relocate/rehouse tenants.

MEDICAL EMERGENCY

If you discover a medical emergency or become aware of the death of a tenant, you should call the medical emergency phone number 999 and ask for the Ambulance Service and provide the following information:

- a. **Nature of medical emergency,**
- b. **Location of the emergency (address, building, room number),**
- c. **Your name and phone number from which you are calling.**

Do not move the person in need of attention unless necessary.

Notify your nominated responsible person immediately.

INFECTIOUS DISEASE / PANDEMIC (e.g. Coronavirus)

In the event of an infectious disease outbreak or pandemic (such as COVID-19), the following measures should be taken:

- Follow all current UK Government and NHS guidance.
- Encourage regular hand washing and use of sanitiser.
- Maintain social distancing where required.
- Isolate individuals showing symptoms and advise them to seek medical guidance.

FIRE EMERGENCY

When fire is discovered:

- **Activate the nearest fire alarm (if installed)**
- **Notify the Fire Service by calling 999 at the earliest safe opportunity**

Upon being notified about a fire emergency, occupants must:

- **Leave the building using the designated escape routes.**
- **Assemble in the designated area.**
- **Remain outside until the Fire Service announces that it is safe to re-enter.**

Designated Official, Emergency Coordinator or Nominated Responsible Person must

- **Disconnect utilities and equipment unless doing so jeopardizes his/her safety.**
- **Coordinate an orderly evacuation of personnel.**
- **Perform an accurate head count of personnel reported to the designated area.**
- **Provide the Fire Service personnel with information about the building.**
- **Ensure that all employees have evacuated the area/floor.**
- **Report any known problems to Fire Service personnel.**

BOMB THREAT

1.Introduction

Most bomb threats are hoaxes designed to cause alarm and disruption. As well as the rare instances of valid bomb threats, terrorists may also make hoax bomb threat calls to intimidate the public, businesses and communities, to draw attention to their cause and to mislead police. While many bomb threats involve a person-to-person phone call, an increasing number are sent electronically using email or social media applications. No matter how ridiculous or implausible the threat may seem, all such communications are a crime and should be reported to the police by dialling 999. It is important that potential recipients - either victims or third parties used to pass the message - have plans that include how the information is recorded, acted upon and passed to police.

1.1The bomb threat message

Bomb threats containing accurate and precise information, and received well in advance of an actual attack, are rare occurrences. Precise motives for hoaxing are difficult to determine but may include revenge, extortion, a desire to impress, or a combination of these and other less understandable motives. Most cases are hoaxes, and the intent is social engineering, to cause disruption, fear and/or inconvenience the victim.

1.2Communication of the threat

A bomb threat can be communicated in several different ways. The threat is likely to be made in person over the telephone; however, it may also be a recorded message, communicated in written form, delivered face-to-face or, increasingly, sent by email or social media (e.g. Twitter or Instagram, etc.). A threat may be communicated via a third-party, i.e. a person or organisation unrelated to the intended victim and identified only to pass the message.

1.3Immediate steps if you receive a bomb threat communication

Any member of staff with a direct telephone line, mobile phone, computer or tablet etc., could conceivably receive a bomb threat. Such staff should, therefore, understand the actions required of them as the potential first response to a threat message.

If you receive a telephone threat, you should:

- stay calm and listen carefully
- take notes about what is said, write down as much as possible
- if practical, keep the caller talking and alert a colleague to dial 999
- if displayed on your phone, note the number of the caller, otherwise, dial 1471 to obtain the number once the call has ended
- if the threat is a recorded message write down as much detail as possible
- If the threat is received via text message do not reply to, forward or delete the message. Note the number of the sender and follow police advice
- contact the Responsible Person. They will need to assess the threat

If the threat is delivered face-to-face:

- try to remember as many distinguishing characteristics of the threat-maker as possible

If discovered in a written note, letter or as graffiti:

- treat as police evidence and stop other people touching the item

If the threat is received via email or social media application:

- do not reply to, forward or delete the message
- note the sender's email address or username/user ID for social media applications
- preserve all web log files for your organisation to help the police investigation (as a guide, 7 days prior to the threat message and 48 hours after)
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REMEMBER Dial 999 and follow police advice. Seek advice from the Responsible Person as soon as possible.

2. Assessing the credibility of bomb threats

Evaluating the credibility of a threat is a critical task, particularly if the attack being threatened is imminent. This is a tactic used to place additional pressure on decision makers. Police will assess the threat at the earliest opportunity. When specific intelligence is known to police, advice will be issued; accordingly, however, in the absence of detailed information, it will be necessary to consider several factors:

- is the threat part of a series? If so, what has happened elsewhere or previously?
- can the location of the claimed bomb(s) be known with precision? If so, is a bomb visible at the location identified?
- considering the hoaxer's desire to influence behaviour, is there any reason to believe their words?
- if the threat is imprecise, could an external evacuation inadvertently move people closer to the hazard?
- is a suspicious device visible?

3. Actions to consider

Responsibility for the initial decision making remains with the management of the location being threatened. Do not delay your decision-making process waiting for the arrival of police. Police will assess the credibility of the threat at the earliest opportunity. All bomb threats should be reported to the police and their subsequent advice followed accordingly. It is essential that appropriate plans exist, they should be event and location specific. Venue options to manage the risk include:-

3.1 External evacuation

Leaving the venue will be appropriate when directed by police and/or it is reasonable to assume the threat is credible, and when evacuation will move people towards a safer location.

If it is determined that evacuation is necessary, all persons within the building should immediately leave the building following the escape route signage and using the final building exits. You should gather at the assembly point if it is safe to do so and await further instruction, do not re-enter the building until advised safe to do so by the police.

It is important to appoint people, familiar with evacuation points and assembly (rendezvous) points, to act as marshals and assist with this procedure. At least two assembly points should be identified in opposing directions, and at least 500 metres from the suspicious item, incident or location. Where possible the assembly point should not be a car park. You may wish to seek specialist advice, which can help to identify suitable assembly points and alternative options as part of your planning. It is essential that evacuation plans exist; they should be event and location specific. Evacuation procedures should also put adequate steps in place to ensure no one else enters the area once an evacuation has been initiated.

The police will establish cordons depending upon the size of an identified suspect device. Always follow police directions and avoid assembly close to a police cordon.

3.2 Internal or inwards evacuation ('invacuation')

There are occasions when it is safer to remain inside. Staying in your venue and moving people away from external windows/walls is relevant when it is known that a bomb is not within or immediately adjacent to your building.

If the suspect device is outside your venue, people may be exposed to greater danger if the evacuation route inadvertently takes them past the device. A safer alternative may be the use of internal protected spaces. This type of inwards evacuation needs significant pre-planning and may benefit from expert advice to help identify an internal safe area within your building. These locations should be in your plans.

If the location of the device threatened is unknown, evacuation represents a credible and justifiable course of action.

3.3 Decision not to evacuate or inwardly evacuate

This will be reasonable and proportionate if, after an evaluation by the relevant manager(s), the threat is deemed implausible (e.g. a deliberate hoax). In such circumstances police, may provide additional advice and guidance relating to other risk management options. It may be considered desirable to ask staff familiar with the venue to check their immediate surroundings to identify anything out of place, see search considerations below.

4. Media and Communication

Avoid revealing details about specific incidents to the media or through social media without prior consultation with police. Do not provide details of the threat, the decision-making process relating to evacuation (internal or external) or why a decision not to evacuate was taken.

Releasing details of the circumstances may:

- be an objective of the hoaxer and provide them with a perceived credibility

- cause unnecessary alarm to others
- be used by those planning to target other venues
- elicit copycat incidents
- adversely affect the subsequent police investigation

For further information visit www.nactso.gov.uk or www.cpni.gov.uk

SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the Emergency Coordinator or the designated official
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by the Emergency Coordinator and/or the designated official.

Flood:

If indoors:

- Be ready to evacuate as directed by the Emergency Coordinator and/or the designated official.
- Follow the recommended primary or secondary evacuation routes.

If outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If car stalls, abandon it immediately and climb to a higher ground.

Blizzard:

If indoors:

- Stay calm and await instructions from the Emergency Coordinator or the designated official.
- Stay indoors!
- If there is no heat:
 - Close off unneeded rooms or areas.

- Stuff towels or rags in cracks under doors. -
Cover windows at night.
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, lightweight, warm clothing, if available.

If outdoors:

- Find a dry shelter. Cover all exposed parts of the body.
- If shelter is not available:
 - Prepare a lean-to, wind break, or snow cave for protection from the wind.
 - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
 - Do not eat snow. It will lower your body temperature. Melt it first.

If stranded in a vehicle:

- Stay in the vehicle!
- Run the motor about ten minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers.
- Turn on the headlights at night when running the engine.
- Exercise to keep blood circulating and to keep warm.

EXTENDED POWER LOSS

In the event of extended power loss to a building certain precautionary measures should be taken depending on the geographical location and environment of the building:

- Unnecessary electrical equipment and appliances should be turned off if power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Buildings with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.

- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.

Notify your nominated responsible person immediately.
