

## EMERGENCY PROCEDURES FOR NON-FIRE RELATED INCIDENTS

A distinction needs to be made between appropriate actions to take due to **fire** and **non-fire** related threats. They can be very different.

This document, complementary guidance and associated checklists is a guide for staff and managers on what to do in the case of a bomb threat, the discovery of a suspicious package or a CBR (Chemical, Biological, Radiological) incident.

Guidance kept at reception desks, call centre and on the intranet:

- Bomb threat telephone call checklist
- Possible indicators that a delivered item may be of concern
- Action upon discovery of a suspicious delivered item

Checklists are available for fire and non-fire related emergency procedures for the following personnel: Evacuation Co-ordinators & Supervisors, Door Supervisors, First Aiders, Contact Centre staff, Responsible Officer for a building, and for persons responsible for meetings outside normal working hours. Ensure you have the correct checklist for your role. Checklists for a Fire evacuation are found in the Emergency Procedures for a Fire.

If a bomb threat is received or a bomb or suspected package is discovered then sounding the fire alarm may **not** be the best action to take. An evacuation route that takes people past a suspect device outside a building, or through an area believed to be contaminated, may **not** be the best course of action. You might have to consider moving to an internal safe area.

The senior manager or deputy in their absence, identified as having responsibility for the building will need to make a decision in this case.

Procedure and options:

- Clarify information and assess situation
- Have the Emergency Services been alerted?
- Is the device external or internal to the premises?
- If threat within the building options include:
  - Everyone evacuates the building – but not past the threat
  - Selective evacuation of those in close proximity to the threat (e.g. the post room only)
  - Selective evacuation of rooms or floors within the building
  - Move staff to an internal safe area away from the threat.
- If outside the building options include:
  - If an obvious safe evacuation route clearly away from the threat is not available it may be safer to stay inside
  - Move staff away from the external threat. (E.g. move staff away from windows that may shatter due to a blast)
  - Move staff to a “protected space” if identified within the building.

Once the emergency services arrive on site they will assess and take action. They may insist on evacuation if this is judged to be the best course of action.

If it is decided to evacuate go to the designated assembly area for a non-fire related threat. Car parks should not be used for assembly.

In the following cases:

➤ **Letter or parcel bombs**

Evacuate the room and the floor concerned and the adjacent rooms along with the two floors immediately above and below.

➤ **CBR (Chemical, Biological, Radiological) incidents**

Responses to CBR incidents will vary depending on the circumstances. Assistance from specialist services may be required. The following actions need to be considered:

- Shutdown systems that may contribute to the movement of airborne hazards (e.g. air conditioning; computer equipment containing fans)
- Close doors & windows to prevent movement of airborne hazards
- Where a hazard can be isolated by leaving the immediate area, do so as quickly as possible, closing doors and windows as you go
- Move those directly affected by an incident to a safe location as close as possible to the scene of the incident, so as to minimise spread of contamination
- Separate those directly affected by an incident from those not involved so as to minimise the risk of cross-contamination
- Ask people not to wander off – though you cannot contain them against their will
- The emergency services will take responsibility for the treatment of casualties.

### **Protected spaces**

Protected spaces may offer the best protection against blast, flying glass and other fragments. They may also offer the best protection when the location of the possible bomb is unknown, when it may be near your external evacuation route or when there is an external CBR (Chemical, Biological, Radiation) attack.

Since glass and other fragments may kill or maim at a considerable distance from the centre of a large explosion, moving staff into protected spaces is often safer than evacuating onto the streets. Ideally, protected spaces should be located:

- In areas surrounded by full-height masonry or concrete walls, e.g. internal corridors, toilet areas or conference rooms with doors opening inwards
- Away from windows, external doors and walls
- Away from the area in between the building's perimeter and the first line of supporting columns (known as the 'perimeter structural bay')
- Away from stairwells or areas with access to lift shafts where these open at ground level onto the street, because the blast can travel up them. If, however, the stair and lift cores are entirely enclosed, they could make good protected spaces
- Avoiding ground or first floor if possible
- In an area with enough space to contain the occupants.

### **GYBC Protected Spaces**

Where feasible, protected spaces will be identified for each of the main GYBC buildings. If protected spaces are not an option then any response will need to take into account the nature and location of the threat to avoid the further endangering of staff. Assigned "Responsible Officers" will be informed of identified protected spaces where they exist.

### **Raising the alarm and communications**

The use of the fire alarm is not appropriate where a mass evacuation might further endanger staff. Messages may be broadcast to staff via e-mail and also SMS text to indicate what they should do – evacuate or not:

- if evacuation then the route and assembly point;
- if "stay put" then "be aware" and whether to move to a protected space.

### **Coordinators and Supervisors**

Coordinators and Supervisors who have been designated for fire evacuation will follow appropriate procedures to complement a non-fire emergency response. In particular:

#### **Coordinators:**

- Upon receiving an alert message put on orange jacket and locate emergency documentation. If it is decided to evacuate then proceed to the non-fire threat assembly point identified on the evacuation procedure sheet displayed in each room.
- Check to see whether the Emergency Services are aware, if not ring 999.
- If a full or partial evacuation has been undertaken, collect the Evacuation Supervisors Checklists from the supervisors and mark the Clear Yes/No box appropriately and enter the time in the time box when checklist was handed in.
- Refer to the checklist to ensure everyone has been accounted for.
- Notify the Emergency Services of the location and type of emergency and if any area has not been checked or if there are any persons unaccounted for.
- Liaise with the Responsible Officer and be the main contact person for all staff.
- Issue instructions to people with regards to re-entry.

If there have been any issues with the response, inform Sam Clark on mobile phone number 07760166330 or in her absence Tricia Guin, ext 705, so that a debriefing session can be arranged.

Copy of the Coordinators checklist to be sent, after the emergency, to Tricia Guin. Legislation requires the retention of these checklist for H&S external bodies.

#### **Supervisors:**

- Upon receiving an alert message, put on yellow jacket and proceed to check your area of the relevant building. If it is decided to evacuate report to your Evacuation Coordinator at your assembly point together with any emergency documentation required for an evacuation e.g. if on reception the emergency file and visitors book.. Otherwise, communicate verbally, by phone or e-mail – which ever is the most appropriate.
- To remind colleagues of **their** responsibilities to look out for suspicious packages and behaviour.
- To assist in raising awareness of the difference between an evacuation due to fire and a response to a non-fire related threat.
- To be familiar with safe means of escape in the event of a complete or partial evacuation via alternative routes.

- To ensure emergency exit routes are clear and exit doors unlocked and available in an emergency.
- To ensure adequate cover is available when taking annual leave. Inform the other Supervisor for your area when you will not be at work.

**Door Supervisors:**

Upon receiving an alert message, put on yellow jacket and, only if it is decided to evacuate, proceed to your designated exit door. Once everyone has safely evacuated place a prepared sign in a prominent position on the closed door to indicate the building is unsafe to enter and then report to the non-fire related threat assembly point. Ensure staff are aware they should not re-enter the building until instructions received from the Coordinator or Responsible Officer that it is safe to do so.

**Gate Supervisors:**

Upon receiving an alert message, put on yellow jacket and, if directed to do so, supervise the movement of vehicles in and out of entry points to building car parks. Do not allow members of the public and staff to enter the premises but explain there has been an incident and they should not enter the premises until the situation has been brought under control and the all clear given. This may mean turning away vehicles as they try to enter building car parks or allowing them to turn around and leave.

**First Aiders:**

Upon receiving an alert message, put on green jacket, pick up first aid kit and report to the Coordinator either in person, if safe to do so, or by phone or e-mail. If an evacuation has been called then meet at the assembly point for non-fire related threats.

For further information or clarification contact:

Sheila Warnes, Health & Safety Advisor, Ext 893

or

Jan Davis, Emergency Planning Manager, Ext 612

## Appendix 1 Non-Fire Evacuation Checklists for evacuation roles

### Responsible Officer for Building

#### For any incident

1. Ensure there are sufficient First Aiders, Door Supervisors, Evacuation Supervisors and Coordinators to manage the various types of incidents.
2. Have arrangements in place for cover for those above and yourself when out of office.
3. Provide support to Evacuation Coordinators and take the lead in any decisions regarding evacuating building(s) or decisions regarding whether or not staff can re-enter the building(s).
  - When there is a **fire** there is a need to sound the alarm and to support the Emergency Coordinators and Supervisors in their duties
  - When there is a **non-fire emergency** - bomb threat, gas leak, suspect package - there is a need to take appropriate action to ensure the least number of people are put at risk. **Do not automatically sound the fire alarm** unless it is clear this is the most appropriate response. A place of safety may initially be difficult to determine and sounding the fire alarm may result in staff moving towards the threat. If there is time an appropriate response should be determined in consultation with the emergency services. The Evacuation team and appropriate staff will need to be notified of the required response and what to take with them without sounding the fire alarm.
4. Keep Directors informed of the situation  
Keep Communications Officer updated if there is media interest
5. Organise any remedial or safety work to the building(s).

**Note: Always keep a Director up to date of events**

## Evacuation Coordinator Checklist

### For Bomb Threat, Suspect Package, Gas, etc emergency

1.	<p>The type of threat will determine the response: stay where you are, go to another part of the building or evacuate to a safe location. <b>Do not sound the fire alarm</b> unless instructed to do so. "A place of safety" may initially be difficult to determine and sounding the fire alarm may result in staff moving towards the threat. Appropriate action will be communicated by the Responsible Officer for the building or the Emergency Services. This may include a shut down of equipment such as fans or air conditioning to minimise circulation of contamination.</p> <ul style="list-style-type: none"> <li>• <b>Ensure all evacuation personnel are informed of what is happening and to be ready in case there is a change of action required.</b></li> <li>• <b>If you are asked to move to another part of the building follow the directions below but be ready to evacuate if necessary.</b></li> <li>• <b>Following an evacuation ensure you have updates from the evacuation and door supervisors according to the agreed procedures.</b></li> <li>• <b>If you are asked to move to an alternative place of safety outside the danger area staff may need to take personal and work items.</b></li> </ul>
2.	<p><b>Take Orange coloured tabard, mobile phone and Site Area Check List with clipboard and pen/pencil to Assembly Point.</b></p>
3.	<p><b>Check the emergency services are aware – if not ring 999</b></p>
3.	<p><b>Receive details from:</b></p> <ul style="list-style-type: none"> <li>• <b>Evacuation Supervisors - areas cleared including any problems.</b></li> <li>• <b>Door Supervisors - that they have evacuated and have left information to ensure nobody except the emergency services enter the building. Ensure the following information:</b> <ul style="list-style-type: none"> <li>○ <b>visitors in the visitor book/list are accounted for</b></li> <li>○ <b>details from the emergency book to give to the emergency services.</b></li> </ul> </li> </ul>
4.	<p><b>Meet Emergency Services – this will need to be at an agreed point outside the zone and probably at the agreed Assembly Point. Give emergency details, update of situation and any missing persons, etc. Assist as required.</b></p>
5.	<p><b>Agree with the Responsible Officer or Head of Department/Director if safe to re-enter following clearance by the Emergency Services.</b></p>
<p><b><u>At All Times – Emergency or Not</u></b></p>	
<p><b>Inform your deputy or your manager when not in office. If no cover available, then inform the Responsible Officer for the building so that they can take the appropriate action.</b></p>	

**Note: Always keep a director up-to-date of events**

## **Evacuation Supervisors Checklist**

**For Bomb Threat, Suspect Package, Gas, etc emergency**

- 1. On receiving an alert message put on yellow jacket. Take Area Check List with clipboard and pen/pencil and proceed to check your area and inform staff of the threat. Take no further action until directed to do so apart from maintaining contact with the Evacuation Coordinator.**
- 2. If it is decided to evacuate, direct everyone to the designated assembly point taking only items as per instruction given to you, including, if on reception:**
  - Emergency Book containing building details etc. and**
  - Visitor Book/Sheet to pass to Evacuation Coordinator.****If a bomb threat, ask staff to look out for any suspicious packages as they leave. Do not touch unfamiliar items.**
- 3. Sweep your allotted area and report to the Evacuation Coordinator at the appointed evacuation point that it is clear or otherwise. If any problems or people at risk immediately indicate where this is on your plan or check list so the emergency services can be informed.**
- 3. Use trained evacuation chair staff and other staff as required to assist in the evacuation of those needing assistance.**
- 4. Stay with the Evacuation Coordinator in case you are required to assist with the emergency. You may be asked to help with a return to the building or a move to an alternative building, when advised by the Evacuation Coordinator.**
- 5. Attend de-brief after the emergency at a place agreed with the Emergency Coordinator.**

### **At all times, Emergency or not**

**Inform your deputy when not in the office and, if no cover available, the Responsible Officer for the building.**

**Note: If no Evacuation Coordinator available, then the Responsible Officer for the building should take control and check with other Evacuation Supervisors that all areas have been cleared. If necessary obtain help from the most senior member of staff on site.**

## **Door Supervisor Checklist**

**For Bomb Threat, Suspect Package, Gas, etc emergency**

- 1. On receiving an alert message be ready to move if necessary. Put on Yellow Jacket. If advised to evacuate, proceed to your designated exit door taking personal and work belongings as required. Check for staff and look out for suspicious items as you go. Do not touch unfamiliar items.**
- 2. When it is clear everyone has safely evacuated ensure the door is closed. Place tape and/or a prepared sign / note over the door indicating “Do not enter” and an appropriate warning to stop people, other than the emergency services, from entering.**
- 4. Report to the Evacuation Coordinator at the assembly point.**
- 5. Ensure staff are aware they should not re-enter the building until informed it is safe to do so.**
- 6. Await instructions from the Evacuation Coordinator in case further assistance is required. Be prepared to attend the de-brief.**

## **Contact Centre Checklist**

**For Bomb Threat, Suspect Package, Gas etc emergency**

- 1. Bomb threat received or notification of a suspect package phoned in:**
  - **Keep calm**
  - **Record as much detail as possible about the threat: Where and What it is.**
  - **If a phoned-in bomb threat then use the Bomb Threat Form as a checklist guide. (Hard copy form found on the desk and electronically on the intranet under Departments/Health & Safety tab). As far as possible keep the person on the phone talking, or the line open.**
  - **Advise your line manager who will contact the Emergency Services and the Responsible Officer for the building to agree an appropriate response. Options: stay where you are, go to another part of the building, evacuate, etc.**
  - **Carry out the action as required and be available for the emergency services to speak to you about the incident.**
  
- 2. Chemical, Gas or other Danger telephoned in either by a customer or the emergency services:**
  - **Keep calm**
  - **Record as much detail as possible about where and what the problem is and keep the person on the phone while passing the information to your line manager.**
  - **Your line manager may wish to speak to the caller before contacting the Emergency Services (if message received from a person other than the emergency services). Line manager will then contact the Responsible Officer for the building to agree, with the emergency services, an appropriate response. Options include: stay where you are, go to another part of the building, evacuate, etc.**
  - **Carry out the action as required and be available for the emergency services to speak to you about the incident.**

## **First Aider Checklist**

### **For Bomb Threat, Suspect Package, Gas etc emergency**

1. On receiving notification of an incident:
  - put on Green First Aid Jacket and pick up first aid kit in case required to evacuate – if not asked to evacuate inform Coordinator by phone or email that you are available
  - Only if asked to evacuate go to appointed area in building taking your First Aid Kit with you and whatever else you have been asked to take e.g. personal and work belongings
  
2. Report to the appointed Assembly Point and inform the Evacuation Coordinator at the site of your presence, and be ready to help if necessary.

**Remember:** if it is a incident involving a substance of a gas do not add to the incident by becoming another casualty.
  
3. Stay with the Coordinator unless otherwise asked to undertake another task and attend any debrief as required