

SECTION 2(3)

EMERGENCY PROCEDURES

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Introduction

The guidance in this section should be used by managers and building staff to produce procedures specific to their locations. The appendices contain examples of procedures, which should be modified to suit individual locations and circumstances.

It is Council policy that all practicable steps are taken to prevent the occurrence of fire and, having carried out the emergency procedure that applies, if it is safe to do so for personnel that have been trained, to try to put it out. Detailed guidance on fire prevention can be found in Section 2(4).

Fire is not inevitable; it is normally the result of poor management practices or carelessness by occupants. The prevention of fire is therefore the responsibility of all employees. Any defects or failure in procedures that may affect fire safety must be reported.

Unlike the above, a suspect package is not predictable and therefore actions cannot be taken to reduce the risk. However all staff should be aware of how to identify a suspect package and what actions to take if the occurrence arises.

Building Security

Proper arrangements for building security are important to minimise the possibility of arson or a bomb threat. A major issue for consideration is how easy it is for intruders to access the premises. Staff should wear their passes at all times. A visitor's registration system should be in place and wherever possible all visitors should be escorted and must wear clearly marked visitors' badges. All staff should be aware of the need to report anything suspicious and challenge unfamiliar persons who may tailgate them when entering buildings.

Emergency Procedures

Producing an emergency procedure for a particular location is not a simple undertaking. It is easy to include contradictions in the actions to be taken in case of fire and a bomb threat. One of the fundamental requirements is to ensure that persons can evacuate safely so each workplace must have an emergency plan which all employees must be made aware of. In its simplest form the plan can be contained in a notice posted at appropriate locations where staff can easily read it.

For example, the fire procedure might rightly require persons to raise the alarm to initiate an evacuation. This might explain that all persons are expected to gather immediately at a designated place. The bomb warning procedure might not initially require an evacuation but, for example, for building occupants to be put on standby whilst any suspect packages are located. Also, in order to deal with different circumstances, the evacuation routes may need to be flexible.

Another example is that the procedure might also include a statement to the effect that 'if it's safe to do so, you may attack the fire'. This is where possible problems could arise if there has not been adequate preparation. Evidently it is not safe to tackle a fire if doing so involves ignoring the requirement to evacuate.

Secondly, what training will employees have had in determining whether it is safe to approach the fire let alone attack it?

Thirdly, if employees are going to attack the fire, what liability and consequences will attach to the employer for not providing suitable personal protective equipment / respiratory protective equipment (PPE/RPE), control and supervision, or a means of information to ensure that those outside know exactly what these people are doing and where?

Fourthly, extinguishers and other initial fire-fighting equipment are not provided to enable an aggressive attack to be made on large workplace fires, since legislation requires it only to address the objective of saving lives.

Action to Take

The actions to take in the event of a fire or upon receipt of a bomb threat are similar but will be slightly different:

1. The type of alarm may be different. Where there is a dual alarm system, it is appropriate for a continuous alarm to indicate that there is a fire, and an intermittent alarm indicates a bomb threat.
2. When there is a fire, if possible windows and doors should be closed but in the event of evacuation for a bomb threat, windows and doors should be left as they are.
3. When there is a bomb threat and the decision is to evacuate, personal belongings close by should be taken out of the building in case there is a search for a suspect package. Staff may be asked to help identify suspicious packages.

Evacuation procedures

Information about evacuation procedures and more is available on DORIS via the follow the link: <https://doris.bracknell-forest.gov.uk/manual/evacuation-procedures>

Monitoring Buildings for Hazards

The extent of and need for monitoring buildings for fire, suspect packages and other hazards depends on the local risks. Fire Wardens/Floor Marshals should play a lead part in this. The area to be covered by an individual should be clearly defined. The role may be fulfilled not only by the Fire Warden/Floor Marshal, but also by using other staff on a formal or informal basis. An informal role might be to ask certain staff to be vigilant as they come and go each day. A more formal role might include specified times when the monitoring should be carried out. The action to be taken during periods of leave, sickness, meal breaks, etc. needs to be fully taken into consideration.

The monitoring role may be shared with their agreement, for example, with the First-Aiders and/or any other staff who are normally based and working in the building. In some locations, if the monitoring role is a formal one and included in the fire risk assessment, it may be similar to that of Fire Wardens/Floor Marshals. In this case an individual should have "ownership" of a particular part of a building so that between them a whole building is routinely monitored each day. Any staff given a monitoring role but who have not received information as part of a formal training session will need to be briefed by the building manager on the type of hazards they need to look out for. Appendix 1

Evacuation Route and Assembly Point

In order to simplify evacuation procedures, in the event of any evacuation the route to the assembly point should take persons as far away from Council buildings as possible. For bombs the assembly point should be at least 500 metres away and in the case of a large vehicle bomb 1 kilometre away from any Council building. Ideally it should be under cover. Building Managers should practise evacuation procedures for a bomb in the same way they practise fire drills.

The Police and the Emergency Services can comment on suitable routes and assembly points for individual buildings. Risk assessments should be undertaken for determining the best action to take in respect of each building.

Exiting the Building

A system, either via Fire Wardens/Floor Marshals or through a loudspeaker system, should be in place to enable building occupiers to be directed to evacuate via specific exit routes in the event of a particular route or routes being threatened. Routes may be colour coded e.g: by coloured stickers along the route or coloured carpets and/or walls where there are multiple exits in order to assist in this. **DO NOT USE LIFTS WHILST EVACUATING THE BUILDING.**

Fire Fighting

A suitable number of staff should be trained in the use of fire extinguishers. Evacuation Officers and Fire Wardens/Floor Marshals should know what equipment is available and ideally be trained in when it might be appropriate and how to use it. It may also be considered that additional persons should be trained. Fire-fighting must only be carried out secondary to personal safety. If any fire has taken hold there is likely little effect that would result from the use of an extinguisher and the fire should be left. Persons who have not been trained in the use of extinguishers should not attempt to extinguish a fire as they may make the situation worse. If there is any doubt at all about being able to tackle a small fire safely, it should be left to the Emergency Services to deal with.

Lifts

Appendix 2 is the release procedure for a lift breakdown in Time Square. A similar procedure should be written for any Council building with lifts. It is essential that the procedures are tested by Facilities or Building Managers on a regular basis. Any incident where people are trapped in a lift should be reported as a Dangerous Occurrence using the Online Incident Report Form available on BORIS.

Training

All staff should receive information/training appropriate to their role in respect of what to do in the event of an emergency. This is communicated on day one induction by your manager. Staff with specific duties or responsibilities such as Evacuation Officers and Fire Wardens/Floor Marshals, as well as post room staff, reception staff and customer service staff must be properly trained.

Fire Drills

A minimum of two practice evacuations should take place annually and conditions should be varied, incorporating varying routes and occasionally disabled persons. Only key people should be made aware in advance as is necessary to prevent any danger or damage that might otherwise arise. The time taken for all occupants to be clear of the premises is a good indication of the level of efficiency. The record should include the date, the duration and the nature of the drill.

Insurers

An insurer will require emergency procedures to be of a standard comparable to that set by any relevant legislation. Failure to comply with an insurer's own specifications should become apparent since insurers normally visit regularly.

Summary of Legislation

A legal requirement to identify and manage potential and actual emergencies is contained in The Health and Safety at Work etc. Act 1974 (Sections 2, 3 and 4). The Management of Health and Safety at Work Regulations 1999 explain employers' obligations in more detail.

The Regulatory Reform (Fire Safety) Order 2005 requires the same formal risk assessment process coupled with suitable measures for fire-fighting in the workplace and the provision of emergency routes and exits. The Regulations also make it clear that any persons nominated to respond aggressively to a fire must be suitably trained and equipped for such a task. The provision of first-aiders, as required under The Health and Safety (First-Aid) Regulations 1981, must be an explicit and intrinsic aspect of any emergency procedure and based upon any foreseeable emergency.

The basic requirement of the legislation is to identify and install suitable measures to control the threat rather than to remove the threatened. A great many businesses wrongly consider that because they have a 'fire evacuation procedure' based upon a fire certificate they need do no more. In fact they need a risk assessment to confirm that position.

Measures Relating to Building Control

The Building Regulations apply where a building is being constructed, extended, significantly altered or undergoing a "material change of use. The Building Regulations are administered and enforced by local authorities, who must consult the fire authority before approving plans for premises.

Compliance and Enforcement

Local Fire Brigades, or appointed inspectors, again have the responsibility of enforcing the Regulations. They are given the right of access to premises and the power to issue either prohibition notices or an enforcement notice, depending on the seriousness of the risk. Where contraventions are found, they may issue a written opinion on the contravention(s), or for more serious breaches an enforcement notice, to the "relevant person" — this is usually the employer, although employees with designated fire safety responsibilities may also be included.

Help and Advice

Fire risk assessment advice can be found in Section 2(4) or from the Corporate Health & Safety team.

Legislation Relating to Care Homes

The safety of patients and staff in residential care homes is controlled by the Residential Care Homes Regulations and the Nursing Homes and Mental Nursing Homes Regulations. Both of these sets of Regulations contain identical fire safety requirements.

The person registered, i.e.: the manager or owner is required to take adequate precautions in case of fire, including:

- provision of adequate means of escape
- arrangements for detecting, containing and extinguishing fires
- arrangements for giving warnings
- provision for evacuation of all persons in the home
- maintenance of fire-fighting equipment
- training the staff and, if possible, the patients on the procedure to be followed in the event of fire.

The two sets of Regulations also contain record-keeping requirements. Records must include:

- records of fire practices and fire drills
- records of fire alarm tests, any defects found and necessary remedial action
- the procedures to be followed in the event of fire.

The person registered is required to consult the fire authority on fire precautions in the home.

Legislation Covering the Storage and Use of Flammable Substances

A number of statutes have been passed with the aim of minimising the fire risk from stored flammable substances. Where such substances are stored there are specific additional requirements that must be met. The most relevant being the Dangerous Substances and Explosive Atmospheres Regulations.

General Safety Legislation Applicable to Fire: Health and Safety at Work etc. Act 1974

Sections 2 and 3 of this Act impose a duty on every employer to provide a safe place of work and safe means of access to, and egress from, the premises for employees and non-employees respectively. The employer must also provide as much information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of the employees. In the context of fire prevention, this implies the provision of suitable instruction and training before employees are set to work, the conduct of regular practice fire drills, and the posting of Fire Instruction Notices (including floor plans where necessary) showing the location of fire alarm points, fire extinguishers and fire exits.

Staff Responsibilities

Duties of All Staff

It is the duty of all staff to:

1. Know what to do in the event of a fire / bomb threat.
2. Know where the nearest alarm point is.
3. Make certain that they are familiar with the fire / bomb alarm sounds and all the means of escape from the building.
4. In the event of a fire, to close all windows and doors on the way out if it is safe to do so. In the event off a bomb warning, to leave doors and windows that are open in an open position and take their belongings that are close by with them. If any personal belongings are left behind the Fire Warden/Floor Marshal should be informed to eliminate them in the event of a search.
5. Not obstruct any staircase landing or other escape route and report any obstructions that they find to the Fire Warden/Floor Marshal or Evacuation Officer.
6. Know where to assemble outside of the building.
7. Know whom to report to after leaving the building.
8. Assist in the evacuation where they have a disabled visitor and to have given prior warning of such a visit to the Fire Warden/Floor Marshal.

In addition:

9. Report anything suspicious to their line manager.
10. Prevent where possible any cause of fire.
11. Ensure when leaving the offices at night all appropriate portable electric appliances are turned off and if appropriate disconnected from the source of supply.
12. Report to their line manager any worn electrical leads or faulty electrical connections.
13. Know the name and location of their area/floor Fire Warden/Floor Marshal and the Evacuation Officer for the building.

Duties of Evacuation Officers

Where there is a continual presence of staff on site the Facilities Supervisor or Building Manager should ensure a responsible member of staff has been designated as an Evacuation Officer. A deputy Evacuation Officer should also be appointed to cover during periods of leave, sickness, meal breaks, etc. At all times the Evacuation Officer should liaise with the most senior manager available, to ensure coordinated decision making.

On sites where there is no continual presence, the responsibility of the Council is to ensure that arrangements are in place so that in an emergency situation all persons evacuate the building as quickly and as safely as possible.

Ensuring that Fire Warden/Floor Marshals and First-Aiders have responsibilities they carry out as routine on a daily basis will assist in minimising the risk of an emergency situation arising.

It should be noted that arrangements will be needed to ensure that there is safe evacuation of the building out of normal working hours.

Evacuation officers should:

1. Act as the focal point during an evacuation and ensure that the building for which they are responsible is evacuated safely at all times that the building is occupied.
2. Liaise with Emergency Services, Senior Management and Facilities Supervisor or Buildings Manager giving details and location of the fire or suspect package.
3. Receive reports from the Fire Warden/Floor Marshals, and any other key personnel on a daily basis, when there are matters needing attention and during an evacuation.
4. Ensure that during an evacuation any employees/visitors/contractors that cannot be accounted for by the Fire Warden/Floor Marshal at the assembly points are reported to the Emergency Services on their arrival.
5. In advance of a visit by a disabled member of the public or the arrival of a disabled employee (when additional information may be provided by the relevant HR Officer), in liaison with local management and the building manager, co-ordinate and establish a personal emergency evacuation plan (PEEP).
6. Provide guidance to any staff that are willing to assist in the evacuation of disabled persons, e.g.: a local manager, a Fire Warden/Floor Marshal, where they work with disabled staff or where they have an individual visitor.

7. Working with senior management, ensure that there are an appropriate number of Fire Wardens/Floor Marshals and First-Aiders who are fully aware of their duties and are carrying them out. This is to ensure, amongst other requirements, that:
 - the evacuation routes, stair-wells and other protected areas are kept free from combustible substances;
 - the building is free from suspect packages;
 - access to the fire alarm points are kept clear for use in an emergency;
 - fire procedures and equipment are up to date and well-maintained
 - arrangements are in place for the evacuation of any disabled staff or visitors
 - any person injured during an evacuation receives first-aid.
 - any person is prevented from entering a building until it is safe to do so.
8. Ensure notes of actions taken and decisions made are recorded for the debrief process.

In the event of a bomb threat:

- Inform senior management and liaise with the Emergency Services to assess whether or not to alert staff, look for suspect packages, implement the evacuation procedure, etc.

If the threat is considered to be real, the Evacuation Officer or equivalent person should set up an incident control point immediately, if it is safe to do so.

Reciprocal arrangements

It may be possible to make an arrangement to decant to another building, either inside or outside of the Council, in the event of an evacuation. It is preferential in the event of a bomb threat not to initially send staff home in case there is a need to identify certain items within a building or vehicle and eliminate them from being considered as a suspect package.

Duties of Fire Warden/Floor Marshals

Facilities Supervisor or Building Manager should ensure adequate numbers of staff have been appointed and trained as Fire Wardens/Floor Marshals. Following their training newly appointed Fire Warden/Floor Marshals should report to the Facilities Supervisor or Building Manager to be issued with a Hi-vis jacket, a completed copy of Appendix 12 and be briefed on their duties and the area within the building they will be covering.

Depending on the location and building use, it may be possible at the end of a working day for rooms to be routinely checked and then locked so that in the event of a bomb threat it is already known that the room is secure. Cupboards should be similarly secured and closed with access only by authorised key-holders. Self-closing doors with Yale-type locks can assist in this (may not be feasible in open plan offices).

Duties of First-Aiders

In the event of an emergency situation the responsibilities of First-Aiders includes the following:

1. All First-Aiders should, if it is safe to do so, collect their first aid boxes and proceed with them to the assembly point.
2. In collecting their first aid boxes and undertaking their duties, no First-Aider should place themselves in unreasonable danger.
3. Report to the Evacuation Officer to receive instructions.

Although it is not their primary role, First-Aiders should recognise the value of not only treating but also preventing injuries. They may therefore, with their agreement, be given a routine daily role in monitoring for hazards (see duties of Fire Warden/Floor Marshal).

Duties of Facilities Supervisor or Building Manager

Ensure newly appointed Fire Warden/Floor Marshals are issued with a completed copy of Appendix 12.

Ensure relevant Evacuation Officer is notified of newly appointed Fire Wardens/Floor Marshals

Ensure a supply of High Visibility reflective (Hi-vis) Jackets is maintained and issued to appointed Fire Wardens/Floor Marshals and evacuation officers.

Ensure an up to date list of Fire Wardens/Floor Marshals, evacuation officers and First Aiders is maintained and displayed. An example of a pro forma which may be placed on notice boards is included as Appendix 4.

Ensure routine fire alarm testing is carried out weekly for each building.

During an emergency incident they should ensure a member of staff is available to:

1. Monitor the fire panel indication system and inform the Evacuation Officer or equivalent person of the status in the event of an alarm sounding.
2. Ensure the security of the building.
3. Ensure that the keys that are required for access to areas involved in an incident are available.
4. Assist the Evacuation Officer, or equivalent person as instructed. This may include:
 - i) Assisting customer service staff in the clearing of the public areas.
 - ii) If applicable, opening gates, entrances, etc. for the Emergency Services and assisting as required.
5. Ensure that visitors/staff do not re-enter the building until the Evacuation Officer has said that it is safe to do so.

Duties of Line Managers

The responsibilities of line managers include:

1. To ensure that staff know and understand their fire / suspicious packages procedures.
2. To encourage staff to report anything suspicious or out of character.
3. To ensure that new staff are made aware of fire, suspect package & evacuation procedures during their 1st day induction.
4. To ensure arrangements for the evacuation of disabled persons are in place.

In addition when an evacuation takes place line managers should:

5. If applicable take attendance register/records with them.

6. Proceed to the assembly point to assist the Fire Warden/Floor Marshal in accounting for staff.

Duties of Reception Staff

During an emergency situation the reception staff should explain to all visitors about the alert and evacuation, ask them to leave the building, and to move away to a safe distance. The same advice should be passed on to members of the public in the waiting areas and those in interview rooms. Ensure that the visitors register is taken to the main assembly point to account for visitors.

Contractors

Employers have a general duty to ensure the health and safety of people who may be affected by work activities but who are not employees. Contractors must be fully and properly integrated into the main site emergency procedures.

Disabled Staff

Any person, who believes they may be unable to respond to an evacuation of the building either due to a mobility or sensory disability, must make known to his/her line manager or host so that they can organise assistance.

Assisting Disabled Persons

General guidance in Appendix 5 has regard to the safe use and evacuation of Council buildings for staff, the public and visitors with disabilities. Specific local arrangements must be established to suit the needs of individual staff, by carrying out an appropriate risk assessment in the form of a personal emergency evacuation plan (PEEP), see Appendix 6. It will also be necessary to have regard to visitors to the building.

To ensure that personal emergency evacuation plans are implemented appropriately Evacuation Officers must work in conjunction with the Facilities Supervisor or Buildings Manager, the Human Resources / Personnel Section, the individuals concerned & their line manager. In addition, visit organisers should plan in advance taking advice as appropriate from the above to ensure that visitors with disabilities are safely accommodated.

The initial phase of all evacuations may first be confined to the movement of a disabled person who cannot move quickly with others to a suitable protected temporary refuge (defined as protected stairways, lobbies and corridors) whilst able-bodied persons evacuate. Care must be taken to ensure that the first phase of evacuating a person in a wheelchair to a temporary refuge does not obstruct stairwells and exits.

Evacuation Chairs

Although unlikely, where provided the Emergency Services may use these. They can also be used by trained staff to assist disabled or injured people down stairs if it is considered that it would be easier than walking unaided or using a wheelchair. If provided these chairs must be maintained and any staff who are willing to use them, properly trained in their use. A list of trained staff should be maintained at appropriate locations.

Procedures Specific to Discovering a Fire

Fire Action Notices must be used, where necessary, to provide the actions to be taken in the event of fire. All staff should be made familiar with the instruction.

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Position the notices on escape routes adjacent to fire break-glass call points, put them where staff frequently assemble in the premises, e.g. meeting rooms, staff rest rooms etc.

It is expected that every employee should know what to do if they discover a fire.

Managers must ensure that the first day induction programme to new staff contains information on fire and emergency evacuation procedures, so that new employees are given the basic information. However, staff need to become familiar with the fire safety arrangements for the building / area in which they normally work.

The information on the action to be taken will vary from building to building. However an example of what a Fire Action Notice looks like is available from the Corporate Health and Safety Advisers.

Appendix 3 contains an example of an Evacuation Procedure.

NB: Only if you are trained to do so, and it is safe, attempt to extinguish a fire, using the provided appliances. **DO NOT TAKE PERSONAL RISKS.**

Procedures Specific to Suspicious Packages and Bomb Threats

Introduction

Terrorists frequently (but not always) give telephone warnings of bomb explosions. Unfortunately, so do hoaxers whose threats are empty. As long as there exists, a threat of bomb attacks by extremist organisations or individuals, it is essential that a high level of security be maintained to reduce risks to all members of staff. It is therefore necessary that everyone is aware of the risks, the information that can identify items, and the action to be taken in the event of an alarm.

It is essential that all Council staff exercise vigilance in the workplace. The guidance in this Section is to enable staff to take the appropriate action in the event of an incident. No one should feel that they are being an alarmist, in calling attention to anything that they regard as suspicious.

Department and Section Managers are to ensure the necessary arrangements are in place to inform staff of their role in relation to bomb threats and where staff have a key role to ensure they have received adequate information and training.

In order to avoid confusion, and to simplify procedures in the event of receiving a warning, staff assembly points are recommended to be as for fire evacuation.

It should be remembered that receiving a bomb threat call - particularly if it proves to have been genuine and people are subsequently killed or injured – is likely to have a significant psychological impact on the individual. Managers should recognise the need for appropriate care and counselling in such cases, and should be prepared to deal with any long-term effects.

Whether or not a threat is considered to be real, the Evacuation Officer will need to have been properly trained to evaluate a situation and ensure that any decisions are made in conjunction with appropriate senior management representation.

Suspect packages

There are two main types of hazards:-

- explosive/incendiary devices
- chemical / biological / radiological / nuclear (CBRN) substances.

Staff should therefore be vigilant when examining and before opening any envelopes or parcels that are received through the post or delivered by hand. In addition, no visitor may be authorised to leave unattended bags or parcels throughout any of the Council's premises.

General guidance and details of the standard features to be looked for in determining a suspect letter or parcel are contained in Appendix 9 This guide must be readily available at all Council reception areas, call centres, post rooms, and administrative offices etc. It is good practice to hold an emergency box containing contact details, procedures to follow and any items required for an emergency situation; for example:

- Emergency contact list – to contact relevant staff
- Suspicious Package Flow Chart – for actions to take
- Brightly coloured warning card – to identify suspicious item
- Clear plastic bag – to confine items which contain unknown substances

All relevant staff must receive instruction accordingly and be trained in the relevant procedures. A flow-chart for use as a guide for the action to take when dealing with suspect letters and parcels is in Appendix 1

General Action to take when a Bomb Threat is received by Telephone

If a switchboard operator, customer services officer, receptionist or anyone else takes a call:

1. Try to keep calm and listen
2. Notify your management immediately (hold your hand in the air).
3. Record the call – either by mechanical recording which, if received via 352000 is automatic. If you do not have a recording facility, write down details and information during the call using the Bomb Threat or Threatening Telephone Call Information sheet in Appendix 8
4. If possible keep the caller talking and obtain as much detailed information as possible from the caller.
5. Keep the line open, even after the caller has hung up to enable the origin of the call to be traced.
6. Report the call immediately to the Evacuation Officer, who must consult with a senior manager and liaise with the Police to determine whether an evacuation is required.
7. Do not leave your work station unless ordered to evacuate.

Search Procedure

Regular searches are an important part of everyday good housekeeping and may, for example, be included as part of the close of business routine each day. If a Fire Warden/Floor Marshal or other building staff are requested to assist in a search, they may be asked to look for suspect packages within or around buildings. The object of the search will be to find something that looks out of place within its surroundings. Normally, the Police will not themselves search a building following receipt of a bomb threat as they will not know the layout or what should be there.

Priority should be given to public areas and staff should be allocated specific search areas. Staff should look for any unidentified object that should not be there, cannot be accounted for and is

out of place. If a suspicious object is found, then it should **NOT** be touched or moved. If possible, leave a distinctive marker (e.g. use glow sticks, arrows) and inform the Evacuation Officer. It is often helpful to take a photograph and have floor plans available in order to direct emergency services.

General precautions for those who handle large volumes of mail

1. Wash your hands with warm soap and water before and after handling the mail.
2. Do not eat or drink around mail. Disposable gloves will particularly be appropriate if you have open cuts or skin lesions on your hands.
3. Open post with letter openers, open packages with minimum movement, do not blow into envelopes or shake packages.
4. Keep in a central location an emergency box, with key information and actions to follow in an emergency situation.

Suspect Packages - Improvised Explosive Devices (IED's / Bomb's)

Packages that are suspicious, such as those that rattle, feel springy or emit any noise should be treated with extreme caution. If you think you have found or received a suspect bomb package:

1. Ask any other people present to leave the room.
2. Do not touch the package.

If you are holding the package, gently place it down on the nearest firm horizontal surface.

1. Make **NO** attempt to open it.
2. Place an identification marker on top of the item.
3. Leave the room, initially closing the door behind you.
4. Inform the Evacuation Officer who will liaise with senior management, take charge of the situation and inform the Emergency Services. The Police may wish to look at it and/or examine it. So ideally it should be in a room with an outside window so that it is unnecessary for them to initially enter the building. Therefore, from this viewpoint, post rooms are best located on the ground floor.

Suspect Packages – Chemical / Biological / Radiological / Nuclear (CBRN) Substances

The risk of contracting any disease from the outside of an envelope is extremely low, however it is possible. If there has been a general warning, i.e.: not specific to the Council, disposable gloves should be available for staff to wear at the decision of the manager. If a specific warning were to be received to the Council no mail should be handled until the Evacuation Officer / senior manager has contacted the Police and a decision made that it is safe to do so.

If anyone thinks they have found or received a suspect package that may contain a CBRN hazard and have not opened it the above procedure for IEDs will apply.

If a letter or parcel has been opened **that contains powder or contains a written threat** and it is suspected that a CBRN substance is contained within then:

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1. Double bag and identity tag if possible and place the package as gently as possible onto the nearest firm horizontal surface.
 - Do not shake or empty the envelope.
 - Do not walk around with it.
 - Do not merely discard the package.
 - Do not cover in sand or place in water.
2. Leave the immediate area but isolate the staff and the specific area of the workplace so that no one disturbs the item. No one except the Emergency Services should be allowed to enter the area. In particular, do not allow anyone to leave the immediate area that might have touched the package at any time.
3. Notify the Evacuation Officer or deputy by telephone. Evacuation of the entire workplace is NOT necessary at this point.
4. The Evacuation Officer should liaise with the most senior manager and call the Emergency Services, tell them what has been received, and what has been done with it, indicating whether the envelope contains any visible powder or if powder was released.
5. All doors and windows should be closed and arrangements should be made with Facilities /Energy Manager for any ventilation system to be closed down.
6. If possible within their isolated areas, anyone who may have touched the package should thoroughly wash his or her hands with warm water and soap for one minute.

When the Emergency Services arrive, the Evacuation Officer / senior manager should liaise with them and impart all available information. Follow guidance provided by the Emergency Services.

Vehicle Bomb

Although it would be extremely unlikely, it is possible for the Council to receive a vehicle bomb warning so staff assembly points should also be well away from Council vehicle parking. The assembly point in respect of a suspect vehicle bomb should be at least 1 kilometre away. It might be possible to have a contingency to move to a further second point once having arrived at the normal assembly point depending on the location of the suspect vehicle. On no account should a car be touched, but the Evacuation Officer should be contacted. The Police will take command in such a situation.

Evacuation procedures during a bomb threat

The evacuation procedure during a telephone bomb threat/suspect package/vehicle bomb incident differs than when dealing with a fire evacuation.

Once a threat has been received via a phone call then it will be necessary to collate the information and decide the level of threat. Generally three main options can be considered.

- no real threat exists and therefore do nothing but monitor the situation
- undertake a partial controlled search and evacuation
- a complete evacuation.

Once a threat has been received the Evacuation Officer should be informed immediately, they should then contact a senior manager who is familiar with the building, eg: Director/Assistant Director. Once all the information has been collated an initial assessment should be made based on the type of call and information given, and the Emergency Services consulted. The Emergency Services will be able to advise on whether there are any specific threats, it would not

be appropriate to make any decisions regarding evacuation and reoccupation without consultation. The call may also come through a second party, eg: the Police or press, and if a specific time were stated for a bomb to detonate, the decision could be to evacuate depending on the situation.

In the meantime, appropriate action must be taken to prevent further entry into the premises by staff, visitors or members of the public.

Where possible staff should be made aware of a bomb evacuation via a different alarm tone from the fire alarm. They should also be advised to leave the building taking any belongings with them, leaving any doors and windows open and undertake a brief visual check of their section for any suspicious packages.

Distances for Muster points will differ from that of a fire evacuation. Muster points should be at least 500 metres away and in the case of a large vehicle bomb 1 kilometre away. The further away the better.

A flow chart for use as a guide on deciding if and how to evacuate is attached as Appendix 7

Shelter/Containment Plans

Dependent upon the scenario, taking shelter within a building is often a critical element during a number of emergencies, eg: chemical spill, release of radioactive material or biological agent.

Taking shelter means that it is necessary to remain within the building until it is safe to go outside again. The key theme is:

“Go In, Stay In, Tune In”

In such scenarios, the following guidelines should be considered:

- Remain inside the building, close all windows and doors, and switch off any fans or air conditioning that draws air in from outside.
- Remain in a room as far away from the hazard as possible.
- Stay indoors until you know more about the situation and appropriate action to take. The action you should take will be different depending on the nature of the incident so you could put yourself at more risk by not waiting for further instructions. If evacuation becomes necessary, then the Emergency Services will advise accordingly.
- Tune into the local media for updates.

Other relevant issues that managers would need to consider as part of their shelter plan include the following:

- Do not leave the building to collect your children if they are at school; they will be properly cared for.
- If possible, consider whether you would have supplies of water, snacks available.
- If you cannot enter or return to your building for whatever reason, consider whether a reciprocal arrangement could be established with a neighbour.

Lockdown Procedures

This is a procedure for keeping staff and visitors safe by keeping them indoors in their place of work or in the building being visited.

Building Managers will need to ensure a signal is in place to indicate lockdown; this signal should be different from those used for fire and bomb evacuations. They should ensure the procedure is practised in the same way they practise fire drills.

Appendix 13 contains guidance on lockdown procedure

Threat Levels

Information about the national threat level is available on the Security Service, Home Office and UK Intelligence Community Websites.

Terrorism threat levels are designed to give a broad indication of the likelihood of a terrorist attack. They are based on the assessment of a range of factors including current intelligence, recent events and what is known about terrorist intentions and capabilities. This information may well be incomplete and decisions about the appropriate security response should be made with this in mind.

The national threat level is currently at Severe and has been since August 2014. This means that an attack is highly likely. Further details of threat levels are included in Appendix 15.

Firearms and Weapons Attacks

'Stay Safe' principles (Run Hide Tell) give some simple actions to consider at an incident and the information that armed officers may need in the event of a firearms and weapons attack. Full guidance is contained on the National Counter Terrorism Security Office (NaCTO) website. Appendix 14 contains the key principles of the Stay Safe – run, hide, tell strategy.

Before carrying out an attack terrorist will often undertake some form of reconnaissance so ensure that staff stay vigilant to suspicious behaviour, trust instincts and report to the Police. Don't rely on others to report it. Examples of suspicious behaviour include stationary vehicles watching a building or people loitering for long periods of time.

Appendix 1

Briefing Notes for Monitoring Of Buildings

The following notes are an aide-memoire for trained managers to use in conjunction with the other information in this Section and other relevant parts of the Manual to use when briefing otherwise untrained staff who will be assisting in monitoring buildings for fire, suspect packages and other hazards.

1. Make it part of your daily routine to be vigilant for hazards both inside and outside of the building.
2. If you have been asked to carry out monitoring at a particular time or time intervals then ensure you do it or report the fact that you will not be or have not been able to the building manager.
3. Take action to remove a hazard if this presents no risk to yourself or other persons. In the event of finding a suspect package the correct procedure must be followed. See Appendix 1
4. The following are the type of hazards and problems to be looking out for:
 - Safety notices and signs altered, removed or obstructed
 - Clear access and egress to the workplace – fire safety
 - Obstructions - trip hazards
 - Spillages – slips
 - Accumulations of rubbish - fire hazard
 - Trailing cables - trip hazards
 - Damaged electrical equipment and cables - fire or electric shock hazard
 - Multi adapter plugs or coiled extension leads - fire hazard
 - Defective flooring – trip hazard
 - Non-essential electrical equipment switched on at the socket outlet or plugged in when not in use, when the office is vacated for long periods or at the end of the working day – fire hazard

Appendix 2
Lift Release Procedure for Time Square

Occupants of a lift that has failed would press and hold the alarm button on the panel which is represented by a bell and is illuminated.

Once the button is pressed, there will be a pause while the dialler calls Forestcare.

Forestcare will then ask the occupant which direction the car was travelling and what level the lift car has stopped.

Primary Action.

Between the hours of 8:00am - 5pm Forestcare will contact the duty Facilities officer and inform them of the situation.

The Facilities officer will collect the lift car door release key from reception.

If the lift car is level with the floor, the occupants can be released. If the car is between floors the lift maintenance company must be called on to move the lift to a position where the occupants can be safely released. The Lift maintenance contractor should attend within 1 hour of receiving the call.

Do **Not** switch off the power to the lift car at this time as the internal lights will also be switched off. Occupants will become more distressed if left in the dark.

The Maintenance contractor will take the appropriate action upon arrival on site.

Facilities will communicate with the occupants to explain what's happening.

Do not attempt to move the lift car by winching up or down .A lift engineer is the only person allowed to carry out this procedure.

If any trapped person(s) is at risk due to heat exhaustion, a fire, smoke or a medical condition (heart attack, claustrophobia, asthma etc.) the Emergency services can be called to assist with the release.

The emergency services will not attend to release a person trapped if there is no threat to their health or safety.

Outside the hours of 8:00am - 5pm Forestcare will contact the lift contractor and talk to the occupants they will also contact the facilities if they are onsite.

If the officer is not on site then Forestcare will attend site to meet with the contractor.

Facilities will test and record the procedure weekly.

**Appendix 3
Evacuation Procedure**

1. If the workplace is on fire or has received a bomb threat or suspicious package that is felt to constitute an immediate danger, the alarm will be sounded.

2. **ON HEARING THE ALARM:**

(The fire alarm is a sound.)

(The bomb alarm is a sound.)

- **LEAVE THE BUILDING IMMEDIATELY**
- **USE THE NEAREST AVAILABLE SAFE EXIT**
- **DO NOT USE THE LIFTS**
- **GO TO YOUR DESIGNATED ASSEMBLY POINT AND REPORT TO YOUR FIRE WARDEN/FLOOR MARSHAL**

3. If there are any additional instructions to ensure a safe evacuation, these will be communicated via:

.....

4. The assembly point for this building is at:

.....

Stay at the assembly point until the Evacuation Officer or the Fire Warden/Floor Marshal for your area announces that it is safe to return.

- **DO NOT RE-ENTER THE BUILDING UNTIL YOU ARE TOLD THAT IT IS SAFE TO DO SO**

5. The public will be readmitted as and when appropriate.

SUMMARY OF STAFF ACTION

FIND OUT who your Fire Warden/Floor Marshal and Evacuation Officer are.
FIND OUT where the Emergency Procedures Notices are and read them.
FIND OUT where the exits are.
FIND OUT where fire equipment is.

Fire Alarm (Continuous)

Do not wait to collect belongings.
Do not use lifts.
Leave building immediately by nearest exit unless instructed to use an alternative.
Close doors behind you.
Go to designated assembly point by designated route.

Bomb Alarm (Intermittent if system allows)

Collect personal belongings that are close by.
Leave building by nearest exit unless instructed to use an alternative.
Leave doors open behind you.
Go to designated assembly point by designated route.

Guidance on Means of Escape for Disabled People**Implementing the Policy in Specific Locations****The Protocols to Follow and Training Required**

The main objective of this guidance is to ensure that in an emergency, arrangements are in place to assist a disabled person to fully evacuate a building as quickly as possible.

This Appendix must be read in conjunction with the responsibilities for disabled persons of the persons themselves, their line managers, Fire Wardens/Floor Marshals, Evacuation Officers and Facilities Officers as outlined in the main text.

1. In the case of new employees, information will be supplied by the Personnel Officer to the line manager where the disabled person is employed. It is the responsibility of the line manager to ensure that arrangements are in place to evacuate the person in the event of an emergency. Such decisions are for local management and as a result of an individual risk assessment.
2. The local manager will advise the Evacuation Officer and Facilities Supervisor or Buildings Manager in advance of a visiting disabled member of the public or disabled employee arriving. They should all co-ordinate locally the establishment of an evacuation procedure within the building. The disabled person must be fully consulted and agree the arrangements that are put in place.
3. All members of the public with disabilities affecting mobility or safety will be provided with health, safety and fire information by the host. Specific local guidance can be developed in conjunction with the Facilities Supervisor or Buildings Manager, the Health & Safety Adviser and the Evacuation Officer who will make it available to any staff who need it. It may be determined that the disabled visitor should only enter the ground floor. This must be a local decision.
4. Any staff that have agreed to and are expected to assist in the evacuation of a disabled person, e.g.: where they work with disabled staff or where they have an individual visitor, must be informed that they are to seek guidance from the Evacuation Officer.
5. During an emergency the disabled person should attempt to fully evacuate the building and every possible assistance should be given to achieve this. If for any reason full evacuation of a person with a disability is initially impossible e.g. because they cannot move quickly, or it is unsafe for themselves or others, he/she should at the very least be moved to a safe temporary refuge such as a protected stairway, lobby or corridor, whilst able-bodied persons evacuate in front of them. The carer or another nominated person should remain with them with the knowledge of the Fire Warden/Floor Marshal. They should then be given every assistance to follow immediately after, unless they consider it is not safe to do so. The Emergency Services must be advised immediately upon arrival.
6. If, having left the building, reaching as far as the normal assembly point is not initially practicable, e.g.: because the disabled person is being carried or there are other persons requiring similar assistance, disabled persons should be helped to reach a previously identified temporary place of safety. Ideally it should be under cover and in the case of a fire well away from the building. It may not be possible at first but in the case of a bomb threat the distance should be at least 200 metres away and in the case of a vehicle bomb 400 metres. They should then proceed to or be assisted to reach the normal assembly point as soon as possible.

7. All staff, as part of their day one induction to the Council, should be made aware of the likely needs in an emergency of persons with disabilities. These may be encountered in any Council buildings, whether they be members of staff, the public or visitors. All forms of disabilities should be covered including sight and hearing impairment, partial immobility and total wheelchair dependency. Each type of disablement requires specific action to be undertaken, these should all be highlighted, along with the general procedures to be adopted for the safety of disabled persons in emergency situations.
8. Wheelchair bound persons, as distinct from wheelchair users, may have to be physically carried from buildings, other than in those buildings where no steps are required to be negotiated. Although there are requirements under the Disability Discrimination Act 1995, in certain cases, and only as a last resort, this may mean restricting movement to the ground floor on a permanent basis, or at certain times. The reason for this is that the lifting of people needs specialist training and a minimum of 2 trained able-bodied persons will always be required to perform the evacuation. Sufficient cover arrangements should be in place to allow for holidays, sickness, flexible working etc. Even if specially designed equipment is provided and available it is likely that 2 persons will be needed. This may not cause too many problems during normal office hours when disabled persons are within buildings, as arrangements should be such that sufficient numbers of staff should be available to assist. However, problems may be envisaged in buildings and areas outside normal hours. The staff who have prior knowledge of an impending visit must take the precaution of ensuring the availability of a colleague, who can be relied upon to provide assistance should the need arise in an emergency. There may be times when prior knowledge of visits by disabled persons is not known, nevertheless when they occur, every endeavour should be made to make contingency arrangements on arrival.
9. A practice fire-drill involving at least one person in a wheelchair, or who has impaired mobility, should be carried out at least once a year.

1 Introduction

The Council takes its responsibility for the health, safety and welfare of all its employees and visitors to our premises very safely.

In recognition of the fact that people have different abilities and needs, it has been agreed to ensure that those employees and visitors who may require additional consideration in an emergency evacuation of a building, are involved in planning what assistance should be provided.

The questions are designed to find out what the employee involved requires in order to be able to leave a building safely in an emergency.

The assessment of needs will be carried out by the employee and their manager, so that any actions agreed can be put into place.

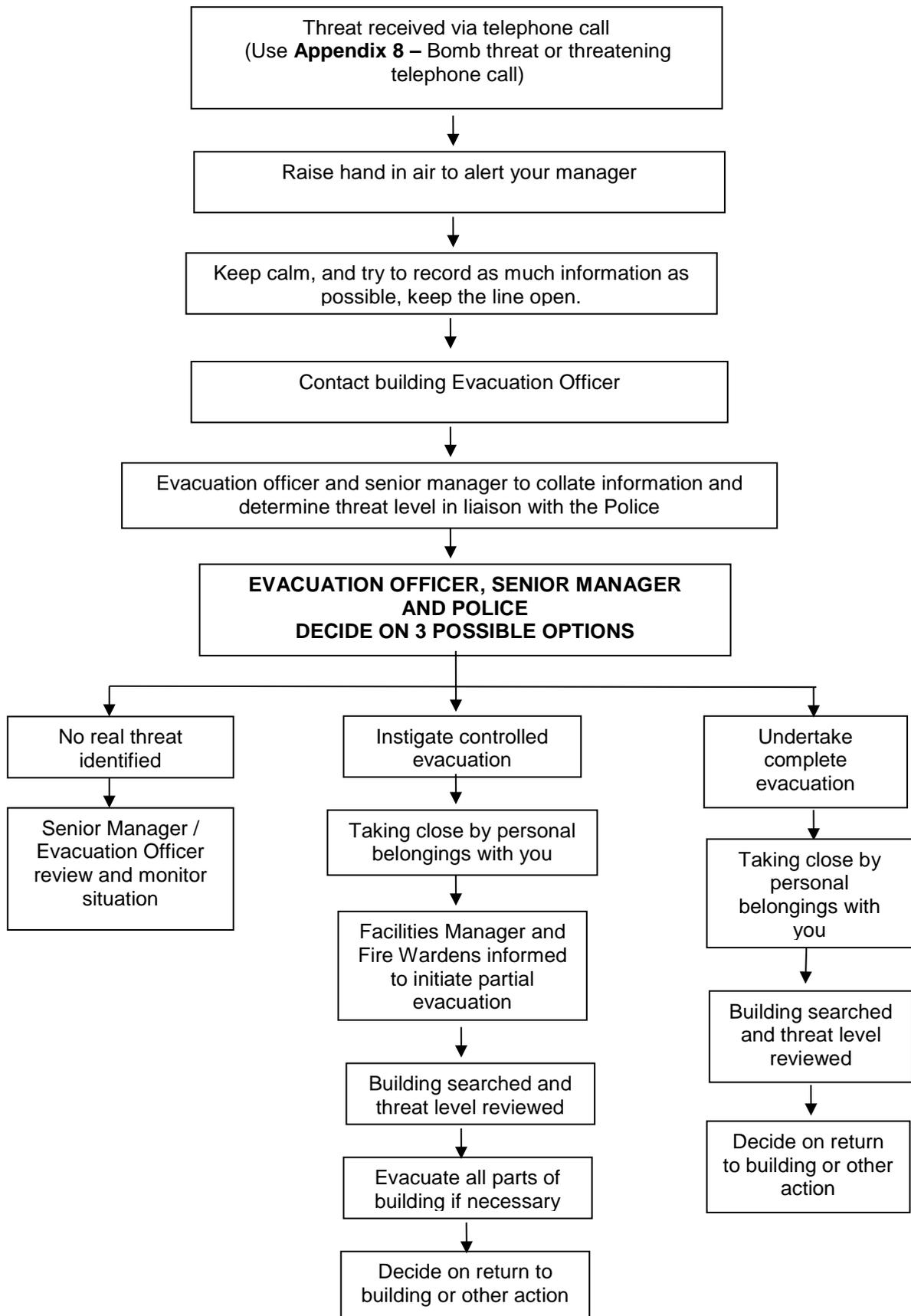
A copy of this assessment will be sent to the employee.

For those staff based in Time Square a copy will also be sent to Facilities Management.

Manager should ensure a further copy is sent to the employees HR Team for retention on the employee's personal file. Manager must also notify the relevant Building Evacuation Officer and Floor Marshals and provide names and locations of any staff who have a PEEP in place.

[Complete the Personal Emergency Evacuation- Assessment](#)

Appendix 7
Actions on Receipt of Bomb Threat via Telephone Call



**Appendix 8
Bomb Threat or Threatening Telephone Call**

(To be kept visible and readily available on all reception and switchboard areas – use extra sheets as needed)

Date: **Your name:** **Ext:**

Record number of caller if shown:

Time received: **Time caller hung up:**

Switch on tape recorder if connected.

Raise your arm in the air to alert your manager.

If possible try to keep the caller talking and obtain as much detailed information as possible.

Try to sound sympathetic and unconvinced - so they say more to convince you.

Apologise for not hearing what they said, e.g. get them to repeat it.

Try to query what they say, eg: "We've got more than one reception area - sure you have the right one?" "Have you got the right building?"

The more you can get them to talk, the more clues they may give.

When finished, leave the line open and inform the Evacuation Officer.

Record the exact words of person placing the call - include any password:

.....
.....
.....

Questions to ask:

What is your name?

What is your address?

When is it going to explode?

Where is the bomb right now?

What kind of bomb is it?

What will cause it to explode?

What does it look like?

Did you place the bomb?

Why did you place it here?

What is your telephone number?

ABOUT THE CALLER – tick as appropriate

Male Female Young Old Middle aged

Nationality:

Caller's voice

Well spoken Irrational Taped Foul Incoherent
Message read by threat maker

Calm Crying Clearing throat Angry Nasal Slurred
Excited Stutter Disguised Slow Lisp Accent
Rapid Deep Familiar Laughter Horse Intoxicated

Background noise

Street House Animal Crockery Motor Clear
Voice Static PA system Music Factory Children

Did the voice sound familiar? If yes, who did it sound like?

.....

Did caller seem to be familiar with the area - why do you think this?

.....

Try to summarise anything you may have sensed or thought during the call, even the smallest thing which may not seem very important:

.....

.....

.....

When finished, leave the line open and call the Evacuation Officer.

Appendix 9
Suspect Packages - What To Look For

Although there may be no specific reason, a parcel/letter should initially be treated as suspect in all cases if the recipient is unhappy with it or suspicious, in which case it should not be opened.

There is a need for vigilance before opening envelopes and parcels sent through the post or delivered by hand. Explosive devices and hazardous biological substances may be included with goods and postal deliveries handed in at a reception area.

The degree of caution to be observed in handling suspect packages can be determined by the cumulative effect of the points giving rise to suspicion. These include those points outlined below.

Damaged envelopes or packaging

- If these expose wires, batteries etc... they should not be handled further. Follow Appendix 1.
- Visibility of powder or fluid-filled plastic sachets enclosed, do not handle any further. Follow Appendix 1

Points that may give rise to suspicion:

1. **Stamp** - Excessive use of stamps disproportionate to the size of the item. A common sign is numerous foreign stamps and no return address. A style of writing which is not usually received. It may have an unusual appearance, lack literacy, or be crudely printed. The name and address of the sender's geographical area may differ from the area of the postmark. 'Personal' or 'Private' letters may be addressed to senior management under the job title rather than by name.
2. **Shape** – Explosive or incendiary items will contain irregular shapes such as batteries, switches etc... Items could have uneven weight / lopsided. Feel carefully, but no robust handling.
3. **Size** – Explosive or incendiary devices will have some thickness, possibly disguised in a jiffy bag or postal tube. Standard letters are unlikely to house these items. But the item does not have to be large, modern devices can be as small as a cigarette packet.
4. **Smell** – Some explosives have a distinct smell (nitro-glycerine / nitro-toluenes can smell of marzipan or almonds) but this may be masked by perfume or aftershave, so any smell should be taken as suspicious. However modern explosives do not usually have a smell.
5. **Stain** – Explosives can sweat or ooze small amounts of liquid that may produce an oily stain or grease mark on the item.
6. **Seal** – The sender does not want their package to come apart in transit, they want it to reach its recipient, so these packages are often well sealed. Also highly secured at one end of the package ensures that the item is opened the correct way to trigger the device.

By themselves most of these signs may be perfectly innocent, but 2 or 3 of them together may arouse suspicion, in which case check with the sender if there is a return address. If no return address, check with the recipient that they are expecting a package.

These points are guidelines only and need to be adapted to particular locations and circumstances. It does not mean that every lumpy packet, package or letter is a potential bomb or biological hazard. Neither does it mean that every foreigner writing to the Council is a

Section 2(3): Emergency Procedures

potential terrorist. It does mean that anything suspicious should be dealt with sensibly and with great caution. When in doubt call the Evacuation Officer

7. **Sound** – Any noise emitted from the item.
8. **Sickness** - Sudden onset of illness or irritation of skin, eyes or nose.

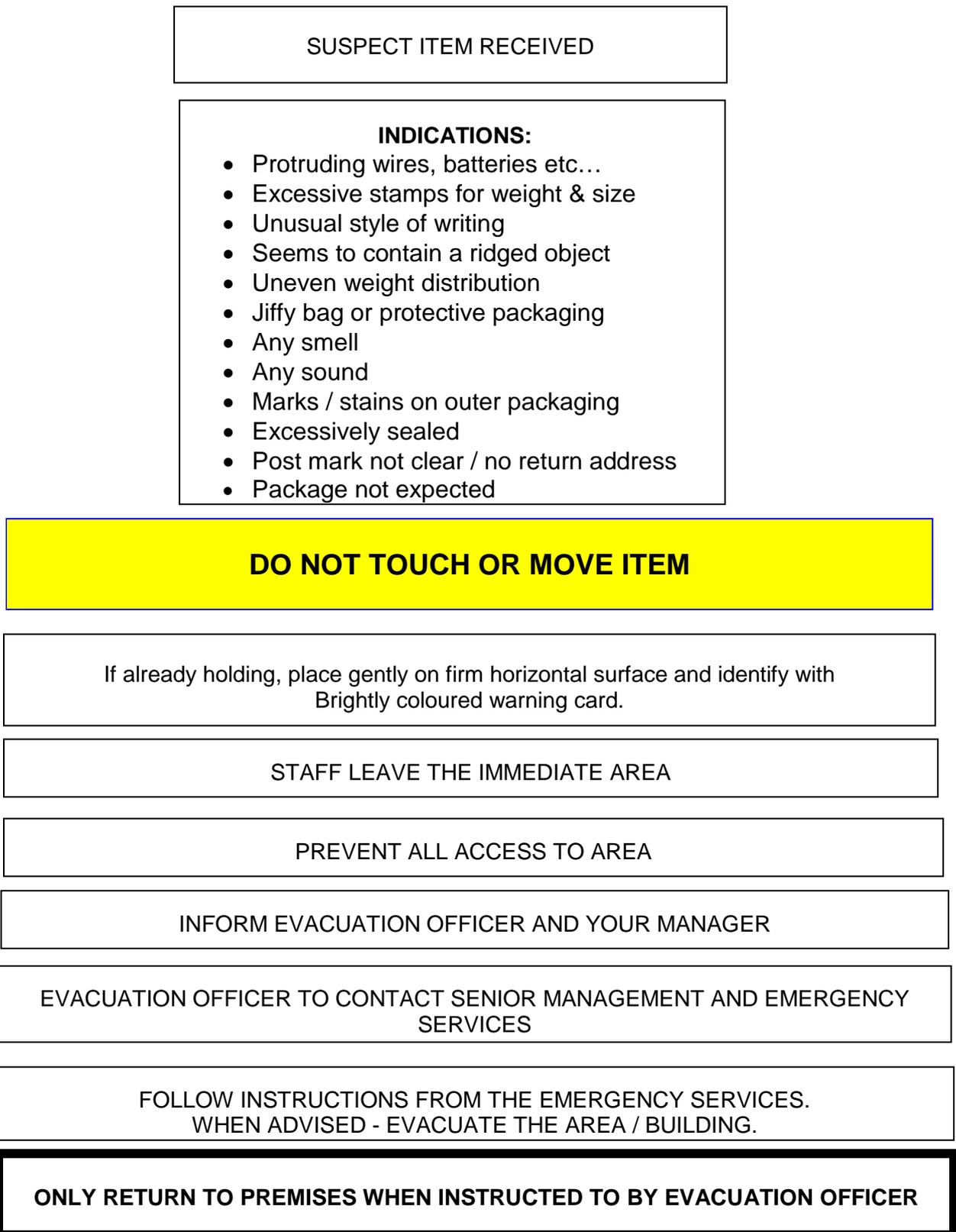
In cases of point 7 above, follow Appendix 1 for improvised explosive devices (IED's). In cases of point 8 above, follow Appendix 1 for chemical / biological / radiological / nuclear (CBRN) substances

If on opening an envelope there is an additional envelope addressed personally to someone, it should be felt again for signs of the pointers given above.

The effects of chemical agents may be immediate or apparent within a few hours whilst most biological agents will not be apparent for several days.

Appendix 10
Suspect Packages (IEDs) / Explosive Devices Flow Chart

The following are a guide to staff for dealing with suspicious letters/parcels that may contain improvised explosive devices (IEDs) or incendiary devices.



Appendix 11
Suspect Packages (CBRN) / Substances Flow Chart

The following are a guide to staff for dealing with suspicious letters/parcels that may contain chemical, biological, radiological or nuclear substances.

SUSPECT ITEM RECEIVED

INDICATIONS:

- Visibility of powder, fluid etc...
- Any irritation to skin, eyes, nose, throat
- Threatening message
- Unusual style of writing
- Uneven weight distribution
- Jiffy bag or protective packaging
- Any smell
- Marks / stains on outer packaging
- Post mark not clear / no return address
- Package not expected

DO NOT TOUCH OR MOVE ITEM

If already holding, place gently on firm horizontal surface and identify with
Brightly coloured warning card

STAFF LEAVE THE IMMEDIATE AREA, CLOSING WINDOWS AND DOORS BEHIND YOU.

STAFF WHO HAVE COME IN CONTACT REMAIN ISOLATED AND
WASH HANDS WITH SOAP AND WATER FOR 1 MINUTE.

PREVENT ALL ACCESS TO AREA, INFORM EVACUATION OFFICER
AND YOUR MANAGER

EVACUATION OFFICER TO CONTACT SENIOR MANAGEMENT AND EMERGENCY
SERVICES

EVACUATION OFFICER TO ARRANGE VENTILATION SYSTEM SHUT DOWN

FOLLOW INSTRUCTIONS FROM THE EMERGENCY SERVICES.
WHEN ADVISED - EVACUATE THE AREA / BUILDING.

ONLY RETURN TO PREMISES WHEN INSTRUCTED TO BY EVACUATION OFFICER

Appendix 12
Fire Warden/Floor Marshal Appointment and Duties

Fire Warden/Floor Marshal Name:

Building Name:

Building Evacuation Officers:

Part of the building you cover:

Fire Assembly Point:

If for any reason you are unable to carry out the duties (leave, sick etc.) please let your Evacuation Officer ASAP so she/he can ensure cover is in place.

Your main duty is to ensure that all persons are evacuated in an emergency situation. The more routine daily responsibilities of the Fire Warden/Floor Marshal are to:

1. Ensure you are familiar with your part of the building
2. Know which employees work in their area.
3. Be aware of and monitor good housekeeping in respect of potential fire hazards or suspect packages, particularly when first coming into the workplace or going home.
4. Undertake informal inspections of fire escape routes and fire doors (eg: escape routes unobstructed, fire doors not wedged open or locked shut).
5. Ensure there are evacuation arrangements in place for any disabled staff and to be aware of others, including visitors, who may require assistance during an evacuation.
6. Ensure the location and presence of fire extinguishers.
7. Monitor alarm bells tests.

Report any problems raised in 1-7 above to the Evacuation Officer, own line manager and when relevant the Facilities Supervisor or Buildings Manager.

In the event of an actual emergency situation arising, carrying out these routine duties will make the situation much easier to deal with. .

Main Responsibilities in relation to an actual emergency situation:

8. Follow instructions passed on to you by your Evacuation Officer.
9. In the event of a bomb threat, if requested by the Evacuation Officer, initiate a quick visual inspection of their area, including any corridor or stairwell in their immediate proximity. You **MUST NOT** touch a suspicious object but inform the Evacuation Officer who will liaise with senior management to evaluate the situation.
10. On hearing an evacuation alarm, instruct all staff in your area of control to make their way to the nearest available safe exit.

Section 2(3): Emergency Procedures

11. Check that the area under your control is cleared of all people (i.e.: checked offices, toilets, store rooms, etc.). Where possible, if it is safe to do so, make sure that during a fire all doors and windows are closed during the evacuation process. Once the area has been checked, report to the Evacuation Officer at the main exit point stating whether their area is clear, or not.
12. Assist in preventing persons entering the building until it is safe to do so.
13. Go to the designated assembly point and in association with senior manager's check that all persons who should be present are there and inform the Evacuation Officer accordingly.
14. It is essential that all staff are kept together and do not wander away from the assembly point. Await instructions from the Evacuation Officer to return to the workplace.

Note: If people refuse to leave their work area you must be positive in your attempt to move them. However, if their actions endanger you or others, then they must be left to their own devices and the Evacuation Officer informed.

Whilst there is no specific threat to Bracknell or the Council at this moment in time it is wise to develop a lockdown or shelter plan which can be used as a countermeasure against a disruption in the building, a hostile threat outside, or a hazard such as a toxic smoke cloud from an industrial fire which would necessitate staff remaining inside.

Typical incidents that could require this guidance to be followed are

- a. A reported incident / civil disturbance in the offices with the potential to pose a risk to staff and public, such as a Marauding Terrorist Firearms Attack (MTFA)
- b. An intruder in or on the offices site with the potential to pose a risk to staff/public
- c. A warning being received regarding a local risk of air pollution (smoke plume, gas cloud etc.)

LOCKDOWN/SHELTER ADVICE

Facilities/Building Management will be responsible for the lockdown/shelter arrangements. Depending on the situation a dynamic risk assessment will be required and where possible and it is safe to do so consideration should be given to:

1. Lock the offices main doors preventing entry/exit. Secure other doors,
2. Turn off plant equipment/air conditioning and emergency generator,
3. Advise the public in the building at the time that the safest option is to stay in the building, but let them leave by an alternative exit if they wish to do or to urge the public into a back office area out of sight of glass, this is likely to be a time sensitive incident and must be undertaken swiftly,
4. Use the Fire Warden/Floor Marshal and send a floor runner on each level to inform staff that the building is being locked down, it may be necessary to urge staff to gather out of sight of the windows and hide behind a solid object/wall.
5. If power available consider using the alert email system to advise of the initial threat.
6. A decision on follow up staff communication will need to be undertaken by senior management. For example, asking service managers to contact all staff that are out of the office and ask them to remain away from the building.
7. Locking car park barriers and locking the car park roller shutter,
8. Closing window blinds.
9. As a manager ensure you are able to contact staff out on site and advise remaining away from the building.

ADVICE TO STAFF TO PREPARE FOR AN MTFA INCIDENT

RUN

- Escape if you can
- Consider the safest options
- Is there a safe route? RUN if not HIDE
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you?
- Leave belongings behind Taking mobile phone would be useful but keep it on silent?

HIDE

- If you can't RUN, HIDE
- Find cover from gunfire (the most substantial internal walls are surrounding the stair cores/lifts)
- If you can see the attacker, they may be able to see you
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
- Be aware of your exits
- Try not to get trapped
- Be quiet, silence your phone
- Lock / barricade yourself in
- Move away from the door

TELL

Call 999 - What do the police need to know?

- Location - Where are the suspects?
- Direction - Where did you last see the suspects?
- Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
- Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.

Arrangements for the move to Critical threat level

The current level is at severe (an attack is highly likely) and both **SUBSTANTIAL** and **SEVERE** indicate a high level of threat and that an attack might well come without warning.

A 'menu of options' is detailed below, these can be considered by the organisation for any move to Critical whereby an attack has taken place or is expected imminently. It is anticipated that any move to Critical will be limited to short periods only (2 weeks) as actions for any length of time longer than this will be difficult to resource and sustain. Any decision to change and escalate organisational procedures will need to be made by senior management and will be to a large extent subject to dynamic risk assessment.

Threat Level Definitions

CRITICAL	AN ATTACK IS EXPECTED IMMINENTLY
SEVERE	AN ATTACK IS HIGHLY LIKELY
SUBSTANTIAL	AN ATTACK IS A STRONG POSSIBILITY
MODERATE	AN ATTACK IS POSSIBLE BUT NOT LIKELY
LOW	AN ATTACK IS UNLIKELY

Response Levels

Response levels provide a broad indication of the protective security measures that should be applied at any particular time. They are informed by the threat level but also take into account specific assessments of vulnerability and risk.

Response levels tend to relate to sites, whereas threat levels usually relate to broad areas of activity.

There are a variety of site specific security measures that can be applied within response levels, although the same measures will not be found at every location.

The security measures deployed at different response levels should not be made public, to avoid informing terrorists about what we know and what we are doing about it.

There are three levels of response which broadly equate to threat levels as shown below:

Threat Level	Response	
Critical	Exceptional	Maximum security measures to meet specific threats and minimise vulnerability and risk
Severe Substantial	Heightened	Additional and sustainable security measures reflecting the broad nature of the threat
Moderate Low	Normal	Routine baselines protective measures

Information relating to the national threat level can be found on the MI5 website.

Menu of options for consideration can be focused in 3 areas: Communications, Staff and Estate
Communications

- Notification and briefing staff to generally be more vigilant, notification of a change to critical and expected actions
- Reinforcing national guidance on what to do if caught up in a terrorist incident, Run, Hide, Tell guidance
- Reminder of challenge culture and tailgating
- Reporting suspicious behaviour
- Raise awareness of building lockdown procedures

Staff

- Wearing of ID in Council buildings
- Consider arrangements for staff who work out and about, suspend lone working and wearing of clothing/ID that can identify them as Council staff or contractors
- Routine welfare checks on staff to ensure they are accounted for
- Minimise requirements for visitors

Estate

- More rigorous checks on incoming post
- Daily searches of buildings and looking out for unattended packages
- Querying suspect vehicles
- Restricting / supervising parking near to main buildings
- Marked council / contractor vehicles to be parked within secure sites
- Restriction of public access to buildings
- Consider security checking of vehicles in underground carpark or restricting underground car parking
- Where possible increased use of CCTV monitoring and checking security alarms
- The arrangements where premises are shared with other tenants and coordination is required with tenants / landlord
- Tighter control of contractor management