

# UNIVERSITY OF ST ANDREWS STUDENTS ASSOCIATION: EMERGENCY PROCEDURES

## **EMERGENCY EVACUATION PLAN**

In the event of an emergency employees are alerted by the sounding of an alarm (oscillating tone & flashing red strobe) or if using an alarm is inappropriate HoD's will be informed by the evacuation coordinator.

### **The procedure on the sounding of the fire alarm will be: EVACUATE THE PREMISES THROUGH NEAREST EMERGENCY EXIT**

- In the event of fire or other emergency ALL employees & customers shall evacuate on the sounding of the fire alarm. **Employees shall instruct customers in their immediate area to evacuate and ensure they comply, as far as is reasonably practicable.**
- In the event of fire or other emergency, employees & customers shall evacuate by means of the nearest available marked exit.
- **The main stairwell is not classed as a fire escape. Persons evacuating from the 1<sup>st</sup> & 2<sup>nd</sup> floors should use the stairs at the North & South end of the building.**
- **DO NOT** use any lifts or stop to collect personal belongings.
- **DO NOT** lock doors on your way out.
- Portable fire extinguishers are provided in the workplace for employee use.
  - In the event of fire only those employees who have been appropriately trained may attempt to extinguish the fire before evacuating.
- Heads of Department should make specific plans for certain named employees to remain in the workplace to shutdown equipment, monitor critical operations or secure monies before they evacuate.
- The following employees are to perform fire marshal duties during an emergency
  - Day: I Cupples, J Cowan,
  - Night: Security & FOH staff
- The following employees are to coordinate the emergency evacuation, including calling the emergency services.
  - Building Supervisor, Deputy Building Supervisor, Porters
- After an evacuation employees are to gather at their designated location:
  - Pavement at council car park, by stone arch (unless otherwise directed by deployment instructions).
- After an emergency evacuation the procedure for accounting employees is:
  - Each head of department (or appointed person) has the responsibility for carrying out a departmental roll call.
  - Each department should line up behind their head of department (or appointed person).
- On completion of the roll call, the following information is to be passed to the Fire Marshal/s who can pass it to the person in charge or the senior fire officer present.
  - Areas checked.
  - All personnel accounted for OR names of missing persons.
- Personnel are not permitted to re-enter the building until told to do so by the Senior Fire Officer present.
- For further assistance with evacuation the following individuals may be contacted:
  - Building Supervisor
  - Deputy Building Supervisor

### **DISABLED PERSONS & PERSONS WHO REQUIRE ASSISTANCE**

- Disabled members of staff who may need help to evacuate the premises in an emergency should contact the safety coordinator to prepare a personal evacuation plan (PEEP).
- Disabled students who use the union will have a PEEP prepared by the university EHSS
- Disabled visitors should contact a member of staff on entry to the premises should they require help to evacuate the premises in an emergency. (signs to this effect shall be displayed at the entrance to the premises) They will evacuate under the Building evacuation policy (BEEP)

### **EVACUATION ROUTES FOR DISABLED PERSONS**

- Disabled persons should evacuate the first & second floor of the premises via the north or south stair well.
- Refuges with communication with evacuation coordinator are located in these stairwells.

### **BUILDING EVACUATION POLICY (BEEP)**

Refuges with Intercoms to communicate with evacuation coordinator are provided in the North & South stairwells.

- Wheelchair users & people cannot use the stairs;  
Evac chairs provided & descend after the main flow of people with trained staff assistance.
- People with partial mobility who can otherwise use the stairs;  
Descend the stairs after the main flow of people.
- People with vision or hearing impairment who can otherwise use the stairs;  
Descend the stairs after the main flow of people.

**Should anyone be unable to evacuate the premises their refuge location must be reported to the fire service on their arrival.**

### **POWER FAILURE**

- In the event of a total power failure in the building customers will be evacuated immediately.
- Should staff require to be evacuated the evacuation will be initiated by the most senior member of building services present.
- The order to evacuate will be communicated to heads of department either by telephone or in person.
- On evacuation of the premises staff are to proceed to the assembly point.
- Evacuation in the event of power failure should be via the front & side doors to the building

### **FIRE ACTION ORDERS**

Any employee discovering a fire should:

- Raise the alarm by operating the nearest call point – if none shout “FIRE”
- Call the fire brigade – Dial 9-999 (university telephone system) OR 999
- State the precise location of the fire and wait for confirmation of message.
- If safe to do so and you have appropriate training– attempt to put out the fire using a suitable appliance.
- Vacate the building by the safest route, closing all doors behind them, and proceed to the designated assembly point.

### **INFORMATION FOR ALL EMPLOYEES**

The building is covered by a Fire Alarm System with:

Smoke/Heat Detectors Throughout the building.

Break Glass Alarm Call points by every fire exit and in other areas of the building.

Electrical relays which, on alarm activation, should cut all disco, PA, Jukeboxes and games machines. This allows the alarms and fire strobes to be heard/seen.

#### Fire Fighting Equipment:

Should only be used (if it doesn't jeopardise your safety) to swiftly control a small fire (e.g. vandalised notice boards/accidental bin fire etc.) or where growth of fire might threaten the function of a fire route/exit.

#### Emergency Lighting System:

It has limited battery back up long enough for evacuation.

**REMEMBER:** Prime Point of All Procedures **PROTECTION OF PEOPLE NOT PROPERTY**

## **BASIC PROCEDURES FOR ALL STAFF**

- Apart from introductory familiarisation tours of the building, duty staff/etc. should check their allocated area at the beginning of their shift as follows:-
- Direction of escape routes.
- Check slip bolts etc. are undone on fire routes (Radio Front Desk for action if locked)
- Keep routes/doors clear of furniture/bodies/clothing.
- Remove dangers like piles of glasses.
- Control the area!

**No effort should be made to stop glasses leaving the building in the event of an alarm related evacuation.**

### **MUSTER POINTS (Day time)**

1. **FRONT DOOR/FOYER**  
PORTERS  
EVACUATION COORDINATOR  
(To correlate staff roll call, prevent re-access)
2. **PAVEMENT AT COUNCIL CAR PARK, BY STONE ARCH**  
ALL OTHER STAFF
3. **COUNCIL CARPARK**  
CUSTOMERS

### **Night time (after 1900)**

1. **FRONT DOOR/FOYER**  
PORTERS  
EVACUATION COORDINATOR  
(To correlate staff roll call, prevent re-access)
2. **PAVEMENT AT COUNCIL CAR PARK, BY STONE ARCH**  
BAR STAFF  
ALL OTHER STAFF
3. **CAR PARK ENTRANCE**  
ANY SECURITY STAFF - DISPERSING CUSTOMERS TO COUNCIL CAR PARK/MAINTAINING ACCESS
4. **VENUE & CONSERVATORY DOORS**  
ANY SECURITY EXITED VIA CONSERVATORY, SANDYS, VENUE DOORS
5. **COUNCIL CARPARK**  
CUSTOMERS

## **BOMB THREATS AND SUSPICIOUS PACKAGES**

### **The risk**

Actual or threatened attacks by bombs, incendiary, biological or chemical devices pose a risk to all public institutions and more especially those engaged in political or sensitive activities. Attacks or threats may also be made by persons with a real or imagined grievance against the institution or those who for various reasons wish simply to disrupt normal activities.

The incidence of terrorist attacks on non-political and non-military targets in the United Kingdom is relatively low although the threat level can change quickly depending on national international events. In general, the government will issue heightened threat warnings if a terrorist campaign is suspected. Lone threats by disaffected or disturbed individuals remain a constant and unpredictable possibility.

While safety is of paramount importance, a sense of perspective must be retained and threats assessed on the basis of likelihood.

The following guidance provided in conjunction with the police is intended to help members of staff deal with potential threats. It replaces previous instruction and should be accessible to staff.

### **Suspicious packages and letters**

Experience confirms that some devices are sent by post or courier and are designed to detonate or ignite when opened. The effects may be localised but could result in the death or serious injury of persons in the immediate vicinity of the device, including anyone attempting to open the package.

More recently, there have been instances of envelopes or parcels containing harmful biological or chemical substances intended to contaminate recipients through inhalation or contact with skin or hoax substances intended to cause fear. As these substances cannot be identified until analysed they must be treated as potentially dangerous and should not be touched under any circumstances.

**Envelopes, parcels and padded jiffy bags have all been used to contain devices.**

### **What to look for**

Some things can help to identify a suspicious package and members of staff whose duties include opening mail should know these signs especially if the unit or department is engaged in sensitive work

- The item may have been delivered by hand or posted from an unusual place
- It may display poor or strange handwriting
- There may be an unusual smell such as marzipan or machine oil
- Wiring or tinfoil may have been exposed by bad packaging
- It may be unusually heavy or its weight may be badly distributed
- There may be excessive wrapping or the contents may feel rigid
- It may be wrongly addressed or come from an unexpected source
- There may be too many postage stamps for the size of the package
- There may be traces of powder, or the envelope may feel as though it contains such a substance

**These are only some of the indicators, in all cases if there is any doubt the item should be left alone and the following action taken.**

**What to do** If a package or letter has passed through a postal or courier service it will have been subjected to fairly rough handling and should not therefore pose a threat unless opened or damaged. If it is intact:

### **Leave it alone**

- Leave the room immediately ensuring that everyone else does so and clear the immediate vicinity such as an adjoining room.
- Lock the door(s) to prevent access by others and retain the keys
- Contact
  - Building Supervisor
  - Deputy Building Supervisor

- University Security & response on 01334 468999
- Whether or not the above have been contacted telephone the police (9-999) and give precise details of the location remembering that you will be connected to a call centre and the operator may be unfamiliar with the University layout
- Notify the Deputy Principal as soon as possible (if not already contacted)
- If present, the **building supervisor or deputy** should take control of the situation until the arrival of the security manager or the police to ensure that no one is permitted to re-enter the closed area.

### **Evacuating the building if the letter or package has been damaged and there is concern as to its contents**

For example there are exposed wires or some seepage of powder, safety is the chief consideration;

#### **Standard fire evacuation procedures should be implemented:**

- Sound the fire alarm
- Ensure persons assemble at the designated fire assembly points
- Prevent further access to the building
- At the assembly point the fire marshals can further assist by looking out for anyone acting suspiciously or observing the proceedings, it could be the person responsible for the suspect package.

**Telephone warnings** Telephone callers may make claims that a bomb or other device has been planted in a particular building. As a pre-emptive measure, good housekeeping routines should be in place to minimise the accumulation of rubbish and to make sure that boxes are stored away. This makes it much easier to identify suspicious objects if a search has to be made, and more difficult for the perpetrator to leave such objects.

While many telephone warnings are made maliciously, the possibility of the call being genuine cannot be discounted and it must be regarded as real. In addition, it is a criminal offence to make a call of this nature so the police will investigate whatever the eventual outcome.

**On receiving a call** The receipt of a bomb call or similar threat is stressful and difficult, particularly if the caller is abusive or agitated but the police will require as much information as possible about the call and the caller to determine the likely authenticity and to gather evidence for the subsequent criminal investigation.

Stay calm and in control and treat the call as genuine. As best you can, note everything that is said using the check list attached to your phone (If you do not have one contact Phil Hulse for spares).

#### **Action: If the call relates to your building take the following action:**

- Telephone the police (9-999) and give precise details of the location remembering that you will be connected to a call centre and the operator may be unfamiliar with the University layout.
- Contact
  - Building Supervisor
  - Deputy Building Supervisor
  - University Security & response on 01334 468999
  -

#### **Thereafter, within the building, staff should implement standard fire evacuation procedures:**

- Sound the fire alarm.
- Ensure persons assemble at the fire assembly points.
- Prevent further access to the building.

Again, the security co-ordinator can assist by remaining observant at the assembly point for anyone acting suspicious.

#### **If the call relates to another University building:**

Contact the relevant head of unit or secretary without delay and advise them of the call and the foregoing action

- Telephone the police (9-999) and give precise details of the location remembering that you will be connected to a call centre and the operator may be unfamiliar with the University layout.
- Contact the University Security & response on 01334 468999

**Thereafter, within the building, staff should implement standard fire evacuation procedures:**

- Sound the fire alarm
- Ensure persons assemble at the fire assembly points
- Prevent further access to the building
- The fire marshals can assist by remaining observant at the assembly point for anyone acting suspiciously.

**INFORMATION FOR EVACUATION COORDINATORS**

**EMERGENCY PROCEDURES: Fire alarm panel**

**FIRE ALARM ACTIVATION**

During any event a porter or responsible person with access (and working knowledge!) of the keys and operation of the alarm control panels must and will stay near the Reception desk Desk/Security room. In the event of an alarm activation the building will be evacuated without delay.

**POWER FAILURE**

In the case of POWER FAILURE ONLY customer evacuation will take place at a more relaxed pace. It is preferable to direct all people out of Side or Front Door/Foyer into Car Park and along streets to disperse. If practical all glasses should be taken. (The reason for not using all exits is that if there is no risk of fire to evacuate people into unfamiliar unlit gardens/shrubbery could result in injuries!)

**IN ALL CASES**

- Check that all occupied areas have been vacated, if safe to do so.
- Call the emergency services (9 999 internal phone) if required.
- Once the building is evacuated you should wait by the front door (if safe to do so) to prevent re-access, correlate staff roll call & assist emergency services.
- No effort should be made to stop glasses leaving the building in the event of an alarm related evacuation.
- Check in fire wardens/ hod's/ supervisors & note responses
- Assign fire wardens/ hod's/ supervisors to tasks as required
- Note names of any persons located in refuges & take appropriate action

**Check source of activation on fire panel**

- **If safe to do so** go to location of activation & verify reason (go in a pair)
- **Any indication of fire, leave building immediately & call fire service**
- If satisfied cause is false return to fire panel silence alarm reset system coordinate staff re-entry to building & ensure premises ready for customers coordinate re-admittance of customers

On arrival of fire service provide the following information

- Persons accounted for/missing
- Areas checked
- Areas unchecked