



Emergency Evacuation Procedures

Staffordshire University Students' Union
Last Reviewed: January 2017

Fire Emergency Procedures

If you discover a fire, YOU must:

- If safe to do so, close the door of the room as you exit;
- Raise the alarm using the nearest fire alarm call point;
- Phone the emergency services using the nearest telephone (9-999 on an internal University phone, or 999 by mobile phone);
- Contact Campus Control on Extension 4444 (01782 294444 on a mobile);
- Evacuate the building using the nearest fire exit and report to the assembly point.

If you encounter smoke, keep low, crawl on hands and knees, and keep your face close to the floor where the air is clearer. If your escape is cut off, go into a room with a window, close the door behind you. Stand by the window, call for help and wave a handkerchief or flash a light to attract attention and await rescue.

When you hear the fire alarm, YOU and everyone else in the building must:

- Evacuate the building as quickly as possible, using the nearest safe exit. Lifts must not be used;
- Alert others to the danger as you leave the building;
- Ensure that disabled staff/visitors are escorted to a Refuge Area, out of the building, or otherwise in the care of a nominated assistant (as outlined in their Personal Emergency Evacuation Plan) or a nominated Fire Marshal.
- Close all doors and windows in the area before leaving and any that you pass but not if this will place you in at risk;
- Report to the Fire Marshal at your designated assembly point.
- **Do not re-enter the building or leave the assembly point** until advised by the Emergency Services, Campus Control or Evacuation Officer that you can do so.

In YOUR normal place of work or study, YOU must make yourself aware of:

- The location of the nearest fire alarm call point
- YOUR possible evacuation routes
- The sound of the fire alarm or any other alerting mechanism
- The location of YOUR fire assembly point for the building
- The location and type of YOUR nearest fire extinguisher(s)
- The location of fire refuges
- The name of YOUR Fire Warden
- The telephone number for the Emergency Services (999)
- The telephone number for the University Security Services (01782 294444)

1. Introduction

This Safety Guide applies to all Staffordshire University Students' Union buildings, excluding residential properties managed by the Students' Union. It sets out generic emergency evacuation procedures with which staff, volunteers, students and visitors must comply to ensure their own safety. It covers the main types of incident that might affect our premises and require evacuation; namely fire, bomb threats, suspicious packages, chemical spillages and gas leaks.

These procedures relate to three types of evacuation:

1.1 Alarm Evacuations

Alarm evacuations are situations where the built-in fire safety system alarm sounds in response to smoke, heat or other sensor activation. These alarms detect potential building fires but can also be activated manually at a building control panel or at various break points throughout system-controlled buildings.

Alarm evacuations are drilled on a schedule outlined by Staffordshire University.

1.2 Vocal Evacuations

Vocal evacuations are situations where an evacuation officer, detailed in section 3, triggers an evacuation by alerting staff to a need to evacuate the building. Vocal evacuations might be used where a threat requires an evacuation to avoid a certain area of the building, where an adjacent building's alarm has sounded or in the event of a suspicious package being located.

Vocal evacuations are drilled on a schedule outlined by Staffordshire University Students' Union.

1.3 Invacuations

Invacuations are where an incident requires the occupants of a building to remain within the confines of the building, for their own protection or for the protection of persons outside the building. An evacuation officer triggers invacuations vocally and most often relate to acts of terrorism.

Given the nature of invacuations, the consequent potential for panic and the low terrorist threat risk, it is the policy of the Students' Union to not regularly drill invacuation procedures. However, the Health and Safety Group may identify opportunities for announced invacuation drills should the need arise. These opportunities will minimise the risk of panic by being well promoted to the public and staff and will focus on low times of low footfall.

More detail on the Students' Union procedure for Evacuation and Invacuation Drills can be found in section 5 of this document.

2. Responsibilities

The Students' Union has a duty to ensure that procedures are in place to be followed in the event of serious and imminent danger. This includes ensuring that all persons (staff, volunteers, students, visitors, member of the public and contractors) can be evacuated from any premises where there is a potentially dangerous situation. All persons must be able to proceed immediately a place of safety.

2.1 Duties of Department Managers

Department and Venue Managers must ensure that:

- Staff are appointed to manage emergency situations that might affect their buildings/areas or their occupants;
- Staff receive training appropriate to their role in the emergency procedures for example, Fire Marshals or Nominated Assistants, supported by the Health and Safety Coordinator and Human Resources where appropriate;
- All staff are trained in the action to take in the event of foreseeable emergencies;
- Information is available to building occupants and visitors (including students) about the emergency procedures;
- All building occupants comply with the emergency evacuation procedures;
- If anyone fails to comply, this is regarded as a breach of Students' Union acceptable conduct rules and is dealt with accordingly;
- Personal Emergency Evacuation Planning is completed for Students' Union personnel or regular visitors;
- Local risk assessments are used to identify any other emergencies, which could require a building to be evacuated, and to develop local procedures to take account of this.

2.3 Duties of the Human Resources Department

The Students' Union HR team will:

- Initiate and facilitate the process of Personal Emergency Evacuation Planning and distributing completed PEEPs to relevant Students' Union personnel and the University Health and Safety Unit;
- Coordinate the process of referring personnel to a nominated Occupational Health service for expert recommendations on mobility needs, where relevant;
- Work with the Health and Safety Coordinator to ensure that Students' Union induction training covers evacuation procedures in sufficient detail to enable a prompt and safe evacuation;
- Support managers to prepare and adapt working environments to meet individual evacuation needs where reasonable and practical.

2.4 Duties of the Health and Safety Group

The Union Health and Safety Group, supported by the Health and Safety Coordinator, will:

- Regularly review the suitability and effectiveness of these Fire Evacuation Procedures in line with organisational developments and structure changes;
- Schedule and manage regular vocal evacuation drills, emulating situations where sounding an alarm may not be suitable;
- Review the success of evacuation drills, recommending procedural changes to the Senior Management Team;
- Maintain up to date records on the training and availability of First Aiders, Fire Marshalls, Nominated Assistants and Evacuation Officers;
- Manage and schedule the maintenance of emergency equipment, including monitoring the servicing of Fire Extinguishers;
- Appoint Fire Marshalls to areas to ensure suitable cover at all times during Students' Union operations;
- Oversee the maintenance of clear evacuation routes, taking action to clear spaces where necessary;
- Liaise with the University Head of Health and Safety and the Health and Safety Unit.

2.5 Duties of all Building Occupants

All staff, students and other building occupants must comply with the building emergency procedures, both during a 'real' incident and during practice drills. Any staff member or student who fails to do so may be subject to disciplinary action. Contractors who fail to do so may be excluded from University premises.

Any person who intentionally and wilfully misuses or interferes with equipment provided for alerting building occupants to serious and imminent danger (e.g. fire alarms) may be subject to disciplinary action.

3. Evacuation Personnel

The most significant risk to life in the majority of Students' Union buildings is fire. This section describes the Students' Union and University facilities and services available in support of the emergency evacuation procedures.

3.1 Evacuation Officers

The role of the Evacuation Officer is to take charge during an emergency evacuation and to act as the nominated representative for the Students' Union when working with the support and emergency services attending the incident.

Regardless of circumstance, Evacuation Officers have the authority to trigger an evacuation of a Students' Union venue. When an Evacuation Officer triggers an evacuation, all Union personnel, students and visitors are required to leave the premises immediately, failure to do so will managed under the Students' Union disciplinary regulations.

The Students' Union evacuation officers are:

Name	Role	Contact Number
Ken Sankson	General Manager	01782 294377
Lisa Hough	Central Services Manager	01782 294844
Margaret Mulholland	Membership Services Manager	01782 295779
Kate Hackett	HR Administrator	01782 294728
Scott Allcock	Health and Safety Coordinator	01782 294687

During core working hours, at least one appointed Evacuation Officer should be available.

In the circumstance where no appointed Evacuation Officer is available, the responsibility for coordinating an evacuation will fall to the first senior staff member to leave the building. This person does not necessarily have to be a Students' Union manager, though this is favourable.

The responsibilities of the Evacuation Officer are outlined in appendix 1. In summary, they are to:

- Prioritise their personal health and safety at all times;
- Ensure an alarm has been raised;
- Where an alarm cannot be sounded, begin the communication of the need to evacuate, ensuring Fire Marshalls are informed as a priority;
- Where an evacuation is not suitable
- In the event of a vocal alarm, ensure that any adjacent Union facilities begin to evacuate;
- Ensure that the Assembly Point Officer has contacted the Emergency Services, or to nominate a temporary Assembly Point Officer should the appointed person be unavailable;
- To liaise with Fire Marshalls as they arrive at the Assembly Point to ensure that all areas have been checked to ensure evacuation;
- To assemble a first post if required;
- Ensure that building entry points are staffed by appropriate Fire Marshalls to prevent anybody re-entering the building;
- Where relevant and practicable, make an initial damage assessment, based on information shared at the Assembly Point;
- To provide a brief to the Fire Service Incident Commander on the success of the evacuation and, with the support of the Assembly Point Officer, provide detail of the number of individuals who may still be in the building.

4. Evacuation of Disabled People

The health and safety of our employees, students and visitors is of the upmost priority to the Students' Union. To support those staff members with disabilities or with mobility issues that may affect their ability to evacuate in an emergency, the Students' Union will identify all reasonable adjustments to their working environment and establish additional measures to ensure that individual's safety during an emergency evacuation.

These measures will be agreed with the HR Department, Health and Safety Group and the individual's line manager and recorded in a Personal Emergency Evacuation Plan.

4.1 Basic Principles of Evacuating Disabled People

- Elevators are not to be used in the event of an evacuation, unless explicitly marked as an otherwise safe 'evacuation lift';
- Disabled persons should always be accompanied to a marked refuge area or an otherwise safe area near to a window and building exit point;
- The Evacuation Officer must be made aware of the presence of a disabled person occupying a refuge point to promote a prompt and safe evacuation of that individual;
- The Students' Union does not encourage personnel to carry a disabled person from a building without appropriate lifting aids or equipment. This is to avoid potentially fatal injury caused by accidents during evacuations;
- Personnel are not encouraged to use lifting equipment without sufficient prior briefing or training as relevant;
- Nominated persons should remain with a disabled person only where it is safe for them to do so. In the event of an area becoming unsafe, nominated persons are encouraged to evacuate.

4.2 Personal Emergency Evacuation Plans (PEEPs)

A Personal Emergency Evacuation Plan is individual to a staff member, student or other frequent building user and may be relevant to the layout and conditions of a single building. Individuals may therefore hold multiple PEEPs, should they work over multiple buildings on a regular basis.

The PEEP will document:

- The nature of an individual's disability, pertinent to their safety in an evacuation;
- The contact details of nominated 'buddies' or support staff, who will be aware of the individual's needs and who will provide support to the individual during an emergency;
- The mechanisms and equipment supplied or held in readiness to support the individual during an evacuation;
- Any additional needs the individual might have following an evacuation.

As Personal Emergency Evacuation Plans contain personal and often sensitive information, PEEPs are to be held in confidence by the Human Resources team. Therefore, PEEPs must only be distributed to essential personnel, who are expected to respect the privacy of the PEEP holder.

Essential personnel might include, though this list is not definitive:

- The Health and Safety Coordinator
- Nominated Buddies
- The individual's Line Manager
- The University Campus Control Team
- The Students' Union Evacuation Officers

Where suitable, a copy of the PEEP will also be stored in the Fire Information Box of the relevant building, to ensure that the Staffordshire Fire and Rescue Service are able to access the file should no informed Students' Union contact be available to brief them.

5. Evacuation and Invacuation Drills

Evacuation and Invacuation Drills are an essential opportunity to test the efficiency and effectiveness of existing evacuation measures. Union personnel, students, guests and contractors are required to evacuate fully in the event of an alarm sounding. Failure to evacuate during an evacuation drill will be managed individually in accordance with the Students' Union disciplinary policy.

5.1 Standard Principles of Evacuation and Invacuation Drills

- Drills are to be treated as 'real' scenarios requiring evacuation by staff, students, visitors and contractors. Failure to evacuate will be managed in accordance with the Students' Union disciplinary regulations;
- The risks associated with the measures outlined in Personal Emergency Evacuation Plans are to be assessed against the need to rehearse emergency procedures fully, and where suitable evacuation plans should be followed.

5.2 Announced and Unannounced Alarm Evacuation Drills

An alarm evacuation drill is a situation where a member of the Staffordshire University Campus Control team purposefully triggers the building fire safety system.

The responsibility for scheduling and managing alarm evacuation drills remains that of the Staffordshire University Campus Control team. A schedule of announced alarm evacuations is available from the Students' Union Health and Safety Coordinator or the University Health and Safety Committee.

Alarm tests are situations where the University Campus Control team activates the fire alarm system for a short period (up to a few minutes) on a weekly basis. These tests are designed to familiarise building occupants with the alarm sound and evacuation is not necessary. A schedule of alarm tests is available from the Students' Union Health and Safety Coordinator or the University Health and Safety Committee.

5.3 Announced and Unannounced Vocal Evacuation Drills

The Health and Safety Group will identify suitable dates for announced evacuation drills to take place and issue a calendar of announced evacuation drills on a termly basis. The dates and times of drills will be agreed to test the abilities of our safety processes and so may take place during peak times of trading operation or enquiries. A nominated evacuation officer and the Fire Marshall team trigger these drills.

The Senior Management Team will select dates and times for unannounced vocal evacuation drills and an Evacuation Officer will be selected to manage the drill.

Where it is considered appropriate, the Evacuation Officer may be required to inform certain disabled personnel of plans for an unannounced vocal evacuation, to prevent panic and undue concern. The need for a disabled person to be informed of an unannounced drill will be detailed in their Personal Emergency Evacuation Plan. In such cases, the disabled person should receive verbal notification of the planned evacuation with at least 24 hours notice.

5.4 Announced Invacuations

From time to time, the Health and Safety Group may identify the need to drill the Students' Union invacuation procedures. To prevent undue concern and panic, invacuation drills will be announced and well communicated to staff, students, visitors and contractors.

The attached guidance sheet should be distributed digitally at least 5 working days before an announced invacuation drill.

A full invacuation of any building should take no more than 5 minutes and requires that all exterior doors be locked and all internal doors closed. All personnel should remain in their locations at the time of being alerted to the need to invacuate. A successful invacuation drill will secure a building and all occupants within 5 minutes.

Given the localised nature of invacuations, adjacent Union buildings will not need to invacuate at the same time. Individual areas (such as the offices above Ember Lounge, the LRV, or the Greenpad Office) should be drilled separately and only where necessary.

6. Fire Procedure: During Normal Hours

Normal working hours are defined by the nature and regularity of the work undertaken in a particular facility of the Students' Union and are influenced by the Normal Hours defined by the University.

For the purposes of these procedures, normal working hours are defined as follows:

SISULU Building: (Union Offices, Greenpad, Squeezebox and College Road Shop)	Monday to Friday, 09:00 to 17:00
Ember Lounge:	Monday to Sunday, 06:00 to 02:00
Leek Road Shop and Verve:	Monday to Friday, 09:00 to 17:00
LRV:	Wednesday and Friday, 17:00 to 02:00

6.1 Evacuation following a Fire Alarm signal

On hearing the fire alarm all building occupants – including the person discovering the fire – must follow the building fire procedures. These procedures will normally be to:

- Prioritise your personal safety at all times;
- Ensure that electrical equipment is made safe, if practical;
- Alert building occupants to the need to evacuate;
- Proceed to the nearest fire exit, closing doors and windows as you pass;
- Meet at the designated fire safety assembly point for the building using the nearest safe evacuation route.

6.2 Duties of Fire Marshalls during an Alarm Evacuation

When the fire alarm sounds, Fire Marshalls must:

- Prioritise their personal safety at all times;
- Wear a high-visibility garment, as provided;
- Check their designated area and their evacuation route from the building for person unable to or not responding to the alarm signal;
- Marshal people out of the building using the nearest escape route;
- Report to the Assembly Point Officer at the Assembly Point:
 - a. The fact that their area has been checked, or where a check could not be completed, inform the Assembly Point Officer of the reason;
 - b. The result of any roll call;
 - c. Details of any persons reported as missing in the premises;
 - d. Details and location of any person refusing to evacuate;
- Undertake reasonably duties as requested by the Evacuation Officer, which may include:
 - a. Contacting the emergency services;
 - b. Contacting on site first aiders;
 - c. Contacting the Campus Control Room;
 - d. Staffing a building entrance to prevent re-entry;
 - e. Guiding the Emergency Services from a campus emergency access point;
 - f. Moving a group of evacuated persons away from the building or to an alternative assembly point.

6.3 Duties of the Evacuation Officer during an Alarm Evacuation

Evacuation Officers or nominated officials must report to the assembly point in the first instance. The Evacuation Officer or nominated official will then take control of the situation as follows:

- Prioritise their personal safety at all times;
- Wear a high-visibility garment, as provided;
- Establish which areas of the building have not been checked by Fire Marshalls;
- Attempt to determine the likely location of any person reported as missing, using mobile phone numbers to attempt to contact the individual where appropriate;
- Allocate Fire Marshals and other responsible persons specific duties as required, including:
 - a. Staffing doors to prevent re-entry to the building;
 - b. Passing messages between assembly points;
 - c. Maintaining communication with persons in fire refuges;
 - d. Coordinating supported evacuations of disabled persons;
 - e. Communicating with the emergency services;
 - f. Giving/coordinating first aid.
- Establish whether the emergency services have been called. If there is uncertainty delegate this immediately to a responsible person;
- Ensure that all building entrances are staffed to prevent anyone, apart from emergency service personnel, entering the building until further instructions are received from the officer in charge of the emergency services;
- Establish communications with any disabled person located in a refuge area;

- Instruct a fire marshal to walk round the perimeter of the building and report back upon any fire situation, including the locations of anyone in the building who is attempting to attract attention from a rooftop or window. This procedure should be repeated regularly throughout the emergency, until the emergency services hand control of the building back to the Evacuation Officer. **Searches of the inside of a building during an evacuation must only be completed by Emergency Service personnel;**
- Instruct a fire marshal or other responsible person to head to the nearest road access point to direct the Emergency Services through the campus to the building;
- Ensure that evacuees do not leave the assembly point until the 'all clear' is given. This decision may involve the emergency services depending upon the severity of the situation;
- If necessary, establish a first aid area using first aiders if available. In the initial stages of the evacuation, this should be sited alongside the assembly point. In the longer term, a location inside an adjacent building should be provided. The Evacuation Officer must ensure that they are aware of this location, should it change, to brief the ambulance service appropriately;
- Provide a briefing to the emergency services upon their arrival, including:
 - a. Persons reported missing with last known locations;
 - b. Location of the refuge areas and any disabled occupants awaiting evacuation;
 - c. Access to building and relevant hazards (inc. locations of flammable or explosive materials);
 - d. Location of the fire incident if known.
- If the situation becomes prolonged, consider arrangements for evacuees to be accommodated and protected from the weather. Key individuals and sufficient fire marshalling staff must remain available to give information and assistance to the emergency services as required;
- A major incident where persons are seriously injured may require the involvement of the Health and Safety Executive. Ensure that the General Manager and University Head of Health and Safety are informed;
- When the incident is under control, the officer in charge of the emergency services will report to the Evacuation Officer. The Evacuation Officer should relay the 'all clear' – dependent upon damage – to evacuation personnel and evacuees;
- If there are areas of the building considered unsafe, the decision should be made with the University Campus Control Team, University Head of Health and Safety and the Students' Union Senior Management Team whether it is appropriate for work to recommence. If necessary, staff should be sent home whilst temporary arrangements are planned and repairs undertaken.

7. Fire Procedure: LRV during Evening Entertainments

For the purposes of this procedure, evening entertainments hosted by the LRV are included as an aspect of 'normal operating hours'. However, given the specialist nature of the facility and the considerable number of building occupants, several differences apply to the evacuation procedures.

7.1 General Principles for Evacuations of the LRV

- House lighting does not automatically activate in the event of a fire and must be manually turned on in the event of an alarm sounding;
- All music, sound effects and special effects should be immediately halted by the technical team in the event of an alarm sounding;
- In order to prevent panic a request to evacuate should generally not be broadcast over the LRV sound system and should instead be made to smaller groups simultaneously by staff members as the alarm sounds;
- Where possible the evacuation should utilise all evacuation routes and doors, reducing the number of individuals attempting to leave through single exits. Staff members should encourage evacuation through the nearest safe exit at all times;
- First Aid equipment and, if provided, a defibrillator should be taken from the building by staff as they evacuate. This is to ensure that this equipment is accessible throughout the emergency. This is especially important as alternative sources of emergency equipment are limited during the early hours of the morning;
- Though a single storey building, disabled persons may find it difficult to evacuate during busy times and staff should take every safe measure to facilitate their evacuation from the building;
- All fire escape route doors should be opened as the alarm sounds and closed as the last persons leave the building. This is to distribute the evacuation across all available exits and then to help contain fire and smoke.

7.2 LRV Evacuation Personnel and Procedure in the event of an Alarm Sounding

Should a fire alarm sound during evening entertainments, the following actions are to be taken:

Venue Manager (Evacuation Officer)

- Prioritise their personal safety at all times;
- Collect and wear a high-visibility garment, as provided;
- Establish which areas of the building have not been checked;
- Attempt to determine the likely location of any person reported as missing;
- Allocate Fire Marshals and other responsible persons specific duties as required, including:
 - a. Staffing doors to prevent re-entry to the building;
 - b. Passing messages between assembly points;
 - c. Maintaining communication with persons in fire refuges;
 - d. Coordinating supported evacuations of disabled persons;
 - e. Communicating with the emergency services;
 - f. Giving/coordinating first aid.
- Establish whether the emergency services have been called. If there is uncertainty delegate this immediately to a responsible person;

- Ensure that all building entrances are staffed to prevent anyone, apart from emergency service personnel, entering the building until further instructions are received from the officer in charge of the emergency services;
- Instruct a fire marshal to walk round the perimeter of the building and report back upon any fire situation, including the locations of anyone in the building who is attempting to attract attention from a rooftop or window. This procedure should be repeated regularly throughout the emergency, until the emergency services hand control of the building back to the Evacuation Officer. **Searches of the inside of a building during an evacuation must only be completed by Emergency Service personnel;**
- Instruct a fire marshal or other responsible person to head to the nearest road access point to direct the Emergency Services through the campus to the building;
- Ensure that evacuees do not leave the assembly point until the 'all clear' is given. This decision may involve the emergency services depending upon the severity of the situation;
- If necessary, establish a first aid area using first aiders if available. In the initial stages of the evacuation, this should be sited alongside the assembly point. In the longer term a location inside an adjacent building should be provided. The Evacuation Officer must ensure that they are aware of this location, should it change, to brief the ambulance service appropriately;
- Provide a briefing to the emergency services upon their arrival, including:
 - a. Persons reported missing with last known locations;
 - b. Location of the refuge areas and any disabled occupants awaiting evacuation;
 - c. Access to building and relevant hazards (inc. locations of flammable or explosive materials);
 - d. Location of the fire incident if known.
- If the situation becomes prolonged, consider arrangements for evacuees to be accommodated and protected from the weather. Key individuals and sufficient fire marshalling staff must remain available to give information and assistance to the emergency services as required;
- A major incident where persons are seriously injured may require the involvement of the Health and Safety Executive. Ensure that the General Manager is informed immediately;
- When the incident is under control, the officer in charge of the emergency services will report to the Evacuation Officer. The Evacuation Officer should relay the 'all clear' – dependent upon damage – to evacuation personnel and evacuees;
- If there are areas of the building considered unsafe, the decision should be made with the University Campus Control Team, University Head of Health and Safety and the Students' Union Senior Management Team whether it is appropriate for venue operations to recommence. If necessary, the venue should be closed and staff should be sent home whilst temporary arrangements are planned and repairs undertaken.

Student Staff (Bars)

- a. Prioritise their personal safety at all times;
- b. Remain calm;
- c. Secure cash drawers;
- d. Proceed towards the nearest assembly point, via the nearest safe evacuation route;
- e. To check toilet facilities to ensure users have evacuated,
- f. Marshal all customers towards the exits, without unduly delaying their own evacuation;
- g. Report to the assembly point.

Student Staff (Cloakroom)

- a. Prioritise their personal safety at all times;
- b. Remain calm;
- c. Secure cash drawers;
- d. Turn on all of the house lights;
- e. Grab the First Aid response bag;
- f. Proceed towards the nearest assembly point, via the nearest safe evacuation route;
- g. Marshal all customers towards the exits, without unduly delaying their own evacuation;
- h. Work with security personnel, to evacuate any outside queue line to an assembly point to ensure safe egress for building occupants and to enforce a safe exclusion zone.

Student Staff/Performers/Technical Support

- a. Prioritise their personal safety at all times;
- b. Remain calm;
- c. Turn off all music/sounds/special effects immediately;
- d. Proceed towards the nearest assembly point, via the nearest safe evacuation route;
- e. Marshal all customers towards the exits, without unduly delaying their own evacuation.

Security Personnel

- a. Prioritise their personal safety at all times;
- b. Remain calm;
- c. Proceed towards the nearest assembly point, via the nearest safe evacuation route;
- d. Ensure that all fire escape route doors are opened to encourage customers to use all exits;
- e. Marshal all customers towards the exits, without unduly delaying their own evacuation;
- f. Work with student staff, to evacuate any outside queue line to an assembly point to ensure safe egress for building occupants and to enforce a safe exclusion zone;
- g. Report to the Evacuation Officer at the Assembly Point, before returning to staff building entrances preventing anybody – other than emergency service personnel – access to the building.

8. Fire Procedure: Outside Normal Hours

The following procedures apply to any hours not outlined as 'normal' in section 6, above. These processes are different as the availability of support staff and on campus; facilities will be different to the availability during normal operating hours.

It is highlighted that these procedures for fire evacuation outside of normal hours are not definitive and must be adapted to suit the nature of the emergency and resource availability.

8.1 Action upon discovering a fire

If a fire is identified:

- Close the door of the room, providing it is safe to do so;
- Operate the nearest Fire Alarm call point;
- Contact the Emergency Services, from a safe location;
- Inform Campus Control by calling 4444 or 01782 294444;
- Ensure that no-one remains in the immediate area or escape route, without endangering yourself, and proceed immediately to the assembly point.

8.2 Action upon hearing a fire alarm

Persons within a building outside of normal hours should, on hearing a Fire Alarm:

- Prioritise your personal safety at all times;
- Ensure that electrical equipment is made safe, if practical;
- Alert building occupants to the need to evacuate;
- Proceed to the nearest fire exit, closing doors and windows as you pass;
- Meet at the designated fire safety assembly point for the building using the nearest safe evacuation route.
- At the assembly point, confirm who is the senior member of staff who will undertake the role of Evacuation Officer. Remember, this may be yourself;
- If practical, carry out a roll call using any information available about the presence of people in the building;
- Campus Control will normally attend and will check that the Emergency Services have been called, and where safe to do so, will investigate the cause of the alarm;
- Provide information to the emergency services as detailed above;
- Evacuees must remain at the assembly point until the emergency services confirm that it is safe to re-enter the building.

9. General Principles of Fire Safety

9.1 Assessing when to use fire extinguishers

Whether or not an individual should tackle a fire, is dependent upon a number of basic factors:

- The size and nature of the fire;
- Difficulties of access (to get to the situation) and available means of escape;
- Available fire extinguishers/fire blankets;
- Confidence and competence of the individual in being able to operate the appropriate extinguisher(s) correctly.

Anyone in doubt should not tackle the fire but should follow the instructions for raising the alarm and evacuating the building.

As a rule attempts to fight a fire should be limited to the following situations:

- A small localised fire, eg in a waste paper bin;
- A small fire contained in a laboratory beaker or test tube;
- A chip fryer, frying pan or small kitchen fire (ie burning food under a grill or in a toaster), where an appropriate extinguisher or fire blanket is immediately available;
- A small fire in a fume cupboard (when turning off the fan and closing the cupboard may extinguish the fire).

A fire situation involving the soft furnishings of a room must only be tackled if detected in the early stages providing:

- There is fire fighting equipment immediately available; and
- The support of another person is readily available; and
- Routes of escape are readily available.

9.2 Means of escape and door security

Doors must be available as a means of escape at all times when persons are in the premises. It is essential that persons responsible for unlocking and securing building doors are aware of this, and are aware when the building may be occupied. When unlocking buildings both leaves of the door should be fully unlocked so that the maximum door width possible is available to reduce the evacuation time to the minimum possible. When locking the premises it must not be possible to lock people into the building.

Security of premises for the benefit of persons and property must not override the need for maintaining means of escape routes.

9.3 Identification of Evacuation Officer and Fire Marshals

The Health and Safety Group will provide a high visibility garment to clearly identify Evacuation Officers and Fire Marshals as evacuation personnel.

10. Bomb Threats and Suspect Packages

For full Emergency Procedures on Terrorist Threats and Activity, please see the relevant Students' Union policy or procedure.

Staff, students, visitors and contractors need to be aware of what to do in the event of a suspect bomb or package that may contain biological or chemical material.

It is important to highlight that Staffordshire University and Staffordshire University Students' Union are not considered high-risk targets for terrorist activity.

However, as the population density on campus is high, there is a risk factor and these processes are to ensure that, in any such event, the Students' Union can respond appropriately to maximise the safety of its staff, students and visitors.

10.1 General Principles

- Evacuation from a building is not necessarily the safest nor most effective response to a Bomb Threat or Suspect Package;
- The priority in any event of terrorism or suspected terrorism, must always be to inform the emergency services at the earliest safe opportunity;
- Sounding a fire safety system alarm is not necessarily the most safe nor most effective method of initiating an evacuation;
- Effective communication between Union staff, building occupants, the emergency services and the campus control team is essential in managing a terrorist incident;
- Any threat or suspicious package must be dealt with as a genuine threat to life and property until proven to be otherwise;
- Fire Assembly points are not necessarily the safest location for evacuees to gather in the event of a Bomb Threat or Suspect Package;
- Personal safety is the upmost priority at all times.

10.2 Vocal Evacuations

Vocal Evacuations are only to be used in instances where is deemed unsuitable to sound the alarm of the Fire Safety System. In general, the following basic procedures apply:

- Evacuation Officers, as identified in Section 3.1 are the only persons with absolute authority to initiate a vocal evacuation of a Students' Union premises;
- Vocal Evacuations rely upon instructions being distributed simultaneously to many areas or departments to avoid unnecessary alarm and panic. Evacuation Officers should locate Fire Marshals or other responsible persons promptly after the need to evacuate is identified and brief the group together;
- The initially briefed Fire Marshals should then brief other Fire Marshals and the staff in their areas of coverage to the need to evacuate in a trickledown effect;
- Vocal evacuations should avoid the use of public announcements;
- No clear reason to evacuate need be given in the event of a vocal evacuation but when prompted, Fire Marshals and Evacuations Officers are encouraged to avoid reference to potential terrorist activity.

10.3 Evacuating in response to a Terrorist Threat or Suspicious Package

Duties of all Building Occupants

In the event of a terrorist threat or suspicious package, all building occupants must:

- Prioritise their personal safety at all times;
- Remain calm;
- Inform the Police by calling 999 immediately;
- Inform a member of staff or management immediately.

Duties of Students' Union Management

In the event of a terrorist threat being made or a suspicious package being identified, Union management will take control of the situation in the following ways:

- Prioritise their personal safety at all times;
- Ensuring that the Police have been called;
- Use fire marshals or other appropriately responsible persons to clear the area surrounding the package or the suspected target area;
- Follow the advice given by the Emergency Services to establish whether a partial or full evacuation of the area is necessary and where a safe evacuation assembly point would be;
- Where an evacuation is necessary, Union Management will establish – with the support of the Emergency Services where possible – which route and assembly point is most appropriate for the circumstance;
- Inform Campus Control by calling the emergency line on 4444 or 01782 294444;
- Inform the General Manager as soon as it is safe to do so;
- Do not speak to or provide information about the incident to the media. In such cases, statements are only to be given by the Emergency Services.

10.4 Evacuating in response to a non-explosive device threat

A number of other potential threat situations are possible within a university environment and such incidents may require an invacuation, rather than an evacuation. These procedures refer to two additional scenarios that may occur, however it is highlighted that the procedures outlined in the previous sections must be adapted to the needs of any unique circumstance.

Nearby or External Threat – General Principles

A nearby or external threat may include an explosion in a nearby building, an incident of gun fire or knife crime in the immediate vicinity. In such situations, evacuating building occupants from the premises may present a higher risk than securing those persons in the building temporarily, awaiting support from the emergency services.

- Prioritise your personal safety at all times;
- Find appropriate cover if necessary;
- Lock external access points and move away from exterior doors and windows;
- Whilst invacuating, all occupants should encourage others to move away from exterior doors and windows towards a central safer location;
- Move to a room/space without any exterior doors/windows, locking interior doors as you proceed;
- Contact the police as soon as it is safe to do so.

Biological Threat/Contamination – General Principles

A potential threat to health and life in the University environment might also be the receipt of contaminated mail or parcels. Such events are very rare but in such cases it is critical that the contamination is locked down and prevented from spreading.

Upon exposure to a potential contaminant:

- All occupants of the space/room where the potentially contaminated item was opened/handled, must remain in that space;
- Access to that space should then be restricted, where possible, preventing anybody accidentally being exposed to a contaminated surface/person. This zone is known as the exclusion zone;
- The emergency services must be called on 999;
- An evacuation officer or responsible person outside of the exclusion zone should be contacted to inform them of the need to evacuate the area outside of the exclusion zone;
- The original contaminant should not be touched or moved further and staff in the exclusion zone should move as far away from the item, within the boundaries of the exclusion zone;
- Await support and guidance from the Emergency Services.

The Evacuation Officer or responsible person, upon notification of the incident must:

- Proceed to evacuate the building where the exclusion zone is located, using the vocal evacuation procedure outlined in Section 10.2;
- Ensure that the Emergency Services have been called;
- Allocate Fire Marshals or responsible persons to staff doors to prevent any unauthorised re-entry;
- Contact the Campus Control Room to inform them of the incident;
- Contact the General Manager to inform them of the incident;
- Follow the instructions and guidance given by the Emergency Services and be prepared to move evacuees to a different assembly point or to close the Students' Union as advised.