

FIRE

Evacuation Point: Waterfront Hall

ALL STAFF should be familiar with the following procedures:

DISCOVERING A FIRE

- i. Raise the alarm by breaking the nearest **break glass point**.
- ii. Then evacuate the unit.
- iii. The manager should liaise with the fire service and security to give all details of the fire if safe at the entrance to the unit.

FIRE ALARM

- i. If this rings in your unit it should be investigated by the unit manager, security will also attend to investigate. All unit staff should be on standby to evacuate.
- ii. A mall announcement will be made:
'Attention please Attention please. An incident has occurred within the Centre. Security staff are investigating. Please stand by for further instruction'.
This is your notification to be on standby.

EVACUATION NOTIFICATION

- i. A mall evacuation announcement will be made:
'May I have your attention please. There is an emergency and we are required to evacuate this area immediately. Please leave by the nearest exit'.
- ii. Leave your unit in a calm and orderly manner assisting customers as you go.
- iii. Leave by the nearest exit if clear.
- iv. In the case of a fire proceed to Waterfront Hall.

EVACUATION OF THE CENTRE

- i. Managers report to your **WATERFRONT HALL** and inform security of all clear or otherwise of your unit.
- ii. Staff should report to the **WATERFRONT HALL** but do not obstruct the designated fire warden ascertaining the evacuation of the centre.

RE-ENTRY OF THE CENTRE SHOULD ONLY BE DONE ON THE DIRECT INSTRUCTIONS OF THE CENTRE MANAGEMENT

BOMB

Evacuation Point: Waterfront Hall

All staff should be familiar with the following procedures in the event that Centre management has been requested to fully evacuate the Scheme:

EVACUATION NOTIFICATION

- i. A mall evacuation announcement will be made:

'May I have your attention please? There is an emergency and we are required to evacuate this area immediately. Please leave by the nearest exit'.
- ii. Turn the Radio on and listen for instruction. Otherwise Security Marshalls will be tasked to advise at your unit.

EVACUATION OF THE CENTRE

- i. Lock the front of the premises; turn off any electrical items and **EXIT THROUGH THE REAR OF THE BUILDING** through the service corridors.
- ii. Follow instructions from Marshalls and move directly to **Waterfront Hall**.
- iii. Managers/ Key holders must remain at **Waterfront Hall** in the event that premises need to be checked.

RE-ENTRY OF THE CENTRE SHOULD ONLY BE DONE ON THE DIRECT INSTRUCTIONS OF THE CENTRE MANAGEMENT

BOMB THREAT MEASURES

Should the Centre Management received notification from the PSNI or any other source with reference to Explosive Devices or Incendiaries it may become necessary to conduct a search of your premises with immediate effect.

Please note that once you are notified by the Centre Management that such a threat has been made you must IMMEDIATELY have your staff carry out a thorough search of your premises, once you have completed your search you are then required to contact The Security Control room and give the ALL CLEAR. During the search should you or any of your staff find anything that could be deemed suspicious immediately contact The Security Control room. The Security Controller will then dispatch a Security Officer to investigate, at this stage the Centre Management may decide to evacuate the centre. Once the decision has been taken to evacuate the centre YOU MUST follow the procedures above.

VICTORIA SQUARE SECURITY CONTROL ROOM: 02890 322277 option 5