

PLANNING FOR EMERGENCIES

GUIDANCE FOR BUSINESSES IN PLANNING FOR EVACUATIONS & OTHER INCIDENTS

**AN INFORMATION BOOKLET PRODUCED BY CLEVELAND EMERGENCY
PLANNING UNIT IN ASSOCIATION WITH REDCAR & CLEVELAND BOROUGH
COUNCIL AND CLEVELAND POLICE ON BEHALF OF THE CLEVELAND LOCAL
RESILIENCE FORUM**



Cleveland Local Resilience Forum

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2. INTRODUCTION

- 2.1 The information and advice included in this booklet is to assist businesses (and residents) in Redcar town centre on how to protect their premises, staff, visitors and ultimately themselves before, during and after a major incident.
- 2.2 This booklet is aimed at ensuring that businesses plan for how to respond to a major incident or evacuation in the town centre.
- 2.3 To assist with the management and flexibility of an evacuation incident in the town centre, the Redcar Town Centre Evacuation Guidance has divided the town centre into 9 named and numbered zones. This guidance assists businesses and residents in identifying which zones they are situated in and how an evacuation response will be organised. It also provides good practice advice in preparing contingency plans for emergency incidents.
- 2.4 The advice contained in this booklet will benefit businesses in responding effectively to a major incident and will therefore assist in making Redcar a safer town to live and work in. Businesses are encouraged to make use of it, particularly to plan for emergencies.

3. OBJECTIVES OF THIS BOOKLET

3.1 The objectives of this guidance are to:

- ◆ provide information on how the town centre is divided into zones,
- ◆ provide businesses (and residents) with information about the zone where their property is located,
- ◆ direct businesses (and residents) to where they are able to access timely and accurate information on events, alerts and emergency incidents,
- ◆ enable businesses and residents to be aware of good practice in contingency planning for emergency incidents,
- ◆ advise businesses (and residents) what actions to take to protect their property, staff and visitors in the event of a major incident,
- ◆ ensure that in the event of any emergency incident, the return to normality is dealt with as swiftly, flexibly and efficiently as possible.

3.2 Other initiatives also take place to actively complement these objectives, such as the joint Police and Council counter terrorism awareness seminars such as 'Project Griffin' and 'Project Argus'.

3.3 This booklet encourages businesses to consider signing up to the Environment Agency's Automatic Vice Messaging (AVM) system and the BBC's 'Connecting In A Crisis' initiative (see www.bbc.co.uk/connectinginacrisis for further details).

4. REDCAR TOWN CENTRE PROFILE

4.1 Boundary of town centre

- (1) The Redcar Town Centre Evacuation Plan is based on a definition of the town centre agreed by all major emergency responding agencies. The town centre has been divided into 9 evacuation zones to allow for evacuations to be limited to the smallest possible area (see zone map on page 24).
- (2) A number of key organisations fringe this boundary – Redcar Leisure Centre and the Cricket Ground to the West, Redcar Racecourse to the south for example. These sites may be impacted by an evacuation of the town centre and such businesses should still prepare appropriate evacuation plans.

4.2 Emergency responders in the city

- (1) The area in and around the town centre agreed boundary is covered by a number of agencies responsible for emergency planning and incident response. These local responders include, but are not limited to:
 - ◆ Cleveland Police
 - ◆ Cleveland Fire and Rescue Service
 - ◆ North East Ambulance Service
 - ◆ Redcar Borough Council
 - ◆ Redcar & Cleveland Primary Care Trust
 - ◆ Environment Agency
 - ◆ Network Rail and British Transport Police (for Redcar Train Station)
- (2) Cleveland Police are responsible for policing Redcar. The town centre is largely within the boundary of the town; their main police station in the town centre is Lord Street.
- (3) Cleveland Fire and Rescue Service provide an emergency response for the Redcar district. The fire station that covers the town is situated on the Trunk Road. If required, an additional response for the city centre may be mobilised from stations in the surrounding areas, such as Guisborough fire station.
- (3) The North East Ambulance Service provides an emergency response for the Redcar district. The central ambulance station that covers the town centre is situated on Trunk Road. Health centres and clinics are provided by the Redcar Primary Care Trusts. There is a Walk-in Medical Centre at Eston Grange NHS Health Care Centre. There are also two major hospitals in the area, the closest being the Redcar Primary Care Hospital located on West Dyke Road, and James Cook University hospital which is approximately 9 miles from Redcar Town Centre

4.3 Responsibilities of businesses, premises owners and tenants

- (1) The Management of Health and Safety at Work Regulations 1999 requires employers to make a suitable and sufficient risk assessment to the health and safety of their employees and visitors. Reference is made to having suitable measures in place for evacuation of the premises.

- (2) Regulation 8 states that the employer or premises owner has to 'establish procedures to be followed in the event of serious and imminent danger' which includes evacuation plans.
- (3) It is therefore incumbent on businesses, premises owners and their tenants to have procedures in place for evacuations and for ensuring their property and assets are safeguarded. Forward planning will inevitably assist the emergency response and the protection of key public and private assets.

5. DEVisING A BUSINESS EVACUATION CONTINGENCY PLAN

5.1 The need to prepare

- (1) All businesses in Redcar, large or small, are vulnerable to accidents and emergencies. It is recognised that smaller businesses have fewer resources to devote to planning and to deploy in a response and recovery effort after an incident. However, it is nevertheless important that they devote some time and effort to develop basic steps for business continuity.
- (2) While acts of terrorism can disrupt all businesses and should be planned for, they are still relatively rare. However, accidents such as contractors severing a power cable or flooding due to a broken water main, can deprive a business of electrical or water supplies and damage or destroy stocks or documents.
- (3) The terrorist attacks in the United States on September 11th 2001, and the bomb blasts in 2002 and 2005 in the cities of Madrid and London emphasise a new, different and destructive potential terrorist threat. Businesses and residents need to be aware that in an interdependent world it is vital to be prepared for emergencies.

5.2 The benefits of preparation – Business Continuity Management

- (1) According to the Cabinet Office's 'Preparing for Emergencies' website, experience from the Bishopsgate and Manchester terrorist bombs and the fuel crisis of 2000, has shown that those businesses that prepare contingency and recovery plans and procedures have a much greater chance of surviving a major crisis than those that do not.
- (2) Business Continuity Management (BCM) is a process to ensure the business is prepared for the unexpected. This allows for a quick return to normal operations after a major disruption. Identifying the key operations of a business allows it to identify which roles are critical in responding to an evacuation or major incident and how to recover after an incident to a position of normal business.

5.4 THE KEY STEPS TO DEVELOPING AN EVACUATION PLAN

(1) Senior Management Backing

Senior management must recognise the need for an evacuation plan and provide backing / resources to ensure that it is produced, kept up-to-date and included in operational routines.

(2) Know Your Business

The next step is to look at the organisation's activities that may be affected by a town centre evacuation and identify the key personnel to be involved.

(3) Assess the Risks

Identify threats in terms of the events or incidents that may give rise to an evacuation of your business and what the consequences will be for the whole organisation. It is good practice to work through your risks from low level to worst case scenario.

(4) Draft Your Contingency Evacuation Plan

Develop a clear set of procedures for your organisation to enable it to respond to evacuation incidents, whatever their cause. This is particularly important in the first hours of any incident, when senior managers may not be present. Consult and coordinate your arrangements with neighbours, the emergency services and local authority emergency planning units.

(5) Test Your Evacuation Plan

Brief and train your staff; exercise the plan on paper and in 'table-top' run through exercises; do fire drills and test calls and take part in 'live' exercises to practice roles and identify weaknesses; adjust the plan accordingly and start again.

5.5 Preparing an Evacuation Plan

Each organisation has many areas that impact on the content of its evacuation plan (e.g. business activities, premises, people, suppliers, stocks, visitors, customers), so it is not possible to prescribe a plan for all. However, it is possible to describe the key characteristics of good plans as follows:

- ◆ Allocate clear responsibilities and ensure that you have individuals who can deputise in key roles
- ◆ Provide checklists of actions which need to be considered in incidents
- ◆ Give clear directions on how to respond to an incident
- ◆ Maintain contact lists to alert key staff
- ◆ Review your plan periodically, particularly after exercises or incidents
- ◆ Keep the plan simple and straightforward
- ◆ Specify actions required for a range of incidents, including worst case scenarios.

5.6 Time Considerations

You also need to consider the impact of being excluded from your premises for differing time periods when drafting Evacuation Plans and what strategies are required to respond to and recover from an incident. Look at issues such as:

- ◆ how will an incident impact on your organisation if you are excluded from your building for:
 - one hour (e.g. checking for a potential hoax call)

- several hours (e.g. an identifiable incident)
- overnight (e.g. an incident where a device has gone off and caused minor damage)
- some considerable time (e.g. significant damage to an area)
- ◆ what would be the effect on your activities of such disruption?
- ◆ how quickly could you restart your activities after such disruptions?
- ◆ which activities are critical to resuming your core business?

5.7 Practical steps for premises / business owners

There are a number of essential practical steps you can take. Each premises manager needs to consider the following:

- ◆ Do you have current site and floor layouts available, showing clear site boundaries/details of adjacent sites?
- ◆ Do you have details of people on the premises, including visitors?
- ◆ Do you have contact details available for staff, key suppliers, contractors, insurers and professional service providers at all times?
- ◆ Do you have arrangements to update security providers regarding keyholder changes?
- ◆ Do you have emergency procedures for staff and managers dealing with a range of scenarios (e.g. fire, bomb threat, suspicious mail) in the building or an adjacent premise including arrangements for visitors?
- ◆ Do you have specified tasks for staff in the event of evacuation procedures being implemented?
- ◆ Do you have details of other site users (particularly in mixed use buildings where there are retail or commercial premises with residential accommodation above)?
- ◆ Do you have up-to-date details of people who may need assistance during an evacuation?
- ◆ Do you have pre-agreed on-site assembly point(s) which management report to in an evacuation incident?
- ◆ Do you have pre-identified off-site assembly point(s) for a range of scenarios, including exit routes, which can be selected depending on the circumstances of an incident?
- ◆ Do you have regular programmed staff briefings / training / exercises which record attendees, and induction / ongoing training covering evacuation procedures for all staff (full and part-time)?
- ◆ Do you ensure that staff carrying out evacuation roles have appropriate personal protective equipment (PPE)?
- ◆ Do you have a Key Internal Contacts Checklist? See Appendix 1.
- ◆ Do you have a Key External Contacts Checklist? See Appendix 2.
- ◆ Do you have awareness of the Redcar Town Centre Zone Map and of which zone your premise is located in, and details of adjacent zones?
- ◆ Do you have an Emergency Pack (or 'grab bag') with the above details available, both on-site and at a convenient off-site location?
- ◆ Do you have nominated 'safe areas' in your building if it is deemed not safe to evacuate?
- ◆ Do you have access to alternative business premises to maintain critical activities?

5.8 Useful publications, references and websites

For further guidance, chapter 11 details some useful publications and website links.

6. ASSEMBLY POINTS AND SAFE AREAS

6.1 Redcar Town Centre assembly points map

A number of assembly points have been identified in and around Redcar Town Centre for use in town centre evacuations. For security reasons this information is confidential. Businesses should contact Cleveland Police or the Cleveland Emergency Planning Unit for a copy of this map.

6.2 Identifying appropriate assembly points

Organisations may seek assistance from the Police in identifying appropriate assembly points for fire, bomb and other incidents. Before these are incorporated into a business or building's evacuation procedures, consider the following:

- ◆ a range of geographical points around the town centre; as a safe evacuation may require movement in any direction dependent on prevailing circumstances
- ◆ the need for locations which are sufficiently spacious and safe for the number of personnel involved
- ◆ the needs of staff and visitors with special needs
- ◆ the impact of inclement weather conditions
- ◆ obtaining prior written permission from the owners of the land, where necessary.

6.3 Developing a range of assembly points

Business and premises managers need to be flexible in nominating assembly points. It may be necessary to move to an alternative assembly point depending on the nature or location of the incident.

6.4 Fire assembly points

In the event of an evacuation because of fire on or near your premises, your business needs to have identified suitable locations in the immediate vicinity to which staff can be evacuated. Sound the fire alarm to evacuate and inform the Fire Service.

6.5 Bomb and other assembly points

- (1) In the event of a bomb alert or other non-fire evacuation there may be a requirement to evacuate to a greater distance and consideration should be given to how to evacuate the premises safely and quickly. It is useful to have a separate alarm sound for non-fire incidents.
- (2) If the building or business does not have a separate alarm sound for non-fire incidents then you should discuss with the Fire Service the safest means of evacuating staff out of the building.
- (3) If the fire alarm system is to be used for a non-fire incident it is imperative (and should be built into the premises evacuation procedure) that a '999' emergency call is made to the Fire Service before the evacuation takes place to inform them of the situation. This ensures that the Fire Service, on their arrival, are aware of an identified risk area.

- (4) Verbal communication, loud-hailers and evacuation marshals are recommended to assist in all type of evacuations. In non-fire evacuations it is essential to convey the type of evacuation taking place to staff as alternative evacuation assembly points may have to be used.

6.6 Creating a checklist

An assembly points checklist is attached at Appendix 5.

6.7 Safe areas and staged evacuations

- (1) In the event of a terrorist incident, where there are concerns over a chemical, biological, radiological or nuclear (CBRN) device, or if secondary devices or person-borne devices are a possibility; it may be safer and more appropriate to stay indoors and **not** evacuate. For these types of incidents, businesses need to consider the general safety and security of their premises in reference to developing 'safe areas' within the premises. They also need to develop a method of 'staged' evacuation to these areas; when it is not practical to evacuate staff immediately, due to the type of incident.
- (2) However, the movement of staff utilising staged evacuation can be undertaken using the following process:
- ◆ directing personnel from a risk area into an identified safe area (or 'muster point') within the premises and then onto an identified assembly point
 - ◆ evacuation to a first assembly point and then onto a secondary assembly point further away from the risk area
 - ◆ it is possible following evacuation of the premises that the Police may invoke a staged evacuation, moving people into different city evacuation zones at different times dependent on intelligence they may have on the possible location of further threats.
- (3) At times where there is a possibility of further threats, guidance and advice should be sought from the Police and other emergency services.

6.8 Developing safe areas in buildings

Building / security managers need to consider the following factors when developing safe areas in premises:

- ◆ ensure the safe area is directly away from glass windows (where possible), external doors and walls
- ◆ safe areas are preferably surrounded by full-height masonry or unobstructed walls
- ◆ safe areas, ideally should not have direct access to stairwells and lift shafts, where these open, directly to outside the premises due to possible blast travel
- ◆ avoid the ground or first floor if possible to avoid blast travel
- ◆ identify areas which are sufficiently spacious, for the number of personnel involved, and which cater for the needs of staff and visitors with special needs
- ◆ an identification form for safe areas within an evacuation plan and premises signage is advisable
- ◆ seeking advice from a structural engineer is recommended.

6.9 Emergency grab bags

For any incidents which would require evacuation of the premises it is advisable to consider having an emergency 'grab bag' (sometimes known as 'battle boxes') at an identified control point. This can hold key items to use in an emergency. Suggested items to include are (this list is not exhaustive):

Documents -

- ◆ business continuity plan
- ◆ list of employees with contact details (optionally on a USB memory stick)
- ◆ contact lists for key customers, suppliers, emergency glazers and building contractors
- ◆ contact details for utility companies
- ◆ building site plan
- ◆ latest stock and equipment inventory
- ◆ insurance company details
- ◆ financial and banking information

Equipment –

- ◆ first aid kit
- ◆ spare keys / security codes
- ◆ torch and spare batteries
- ◆ portable or wind-up radio
- ◆ mobile phones (preferably on different networks) and charger
- ◆ message pads, marker pens and general stationery
- ◆ money (enough to get staff home and buy them a meal)

6.10 'Buddying' arrangements

A good example of best practice when preparing evacuation plans (and a useful element of a business continuity plan) is to develop 'buddying' arrangements with other businesses. This can be particularly effective for larger businesses that may wish to assist neighbours from the small or medium sized business sector or residents / tenants who may live above larger business office complexes. Linking them into the generic evacuation plan is a worthwhile example of co-operation that can be mutually beneficial.

7. RECAR TOWN CENTRE EVACUATION PLAN

7.1 Background

- (1) This document has been produced as a result of multi agency liaison lead by Redcar & Cleveland Borough Council to tie in and consolidate other agencies evacuation planning.
- (2) The plan details the procedures to be used in the event of any incident that necessitates the evacuation of part, or all, of Redcar Town Centre. It provides a framework designed to facilitate a co-ordinated and flexible multi-agency response to town centre evacuations and encompasses actions from the initial alert, standby, implementation of the evacuation through to the 'all clear'.

7.2 Scope of the Plan

- (1) It is envisaged that the plan provides arrangements to deal with incidents from the following scenarios:
 - ◆ a suspect device, such as a bomb planted by terrorist groups
 - ◆ an explosion from a bomb device made up of any type of material
 - ◆ a severe weather incident, including flooding, heavy snowfall or strong winds
 - ◆ a major utilities failure affecting the town centre
 - ◆ other major incidents occurring in the town centre, such as a major fire, chemical pollution, or an air crash.
- (2) The plan links in with the Cleveland LRF Transportation Plan, the Multi Agency Flood Plan for Cleveland and the Redcar & Cleveland Emergency Accommodation Plan.

7.3 Key Principles of the Plan

The key principles underpinning the plan are:

- ◆ evacuations are led by the Police
- ◆ the Police are assisted, or supported, in evacuations by the likes of Police Community Protection Officers, traffic wardens, appropriate Council staff and shopping centre security staff.
- ◆ evacuation is primarily on foot to prevent cars attempting to leave the evacuated areas and clogging vital roads
- ◆ the Police endeavour to close public and private car parks
- ◆ transport links should be maintained as far as possible outside the affected area with diversion plans put in place
- ◆ pre-designated evacuation zones and an alert mechanism is used to facilitate swift and flexible evacuations
- ◆ the plan links to the guidance in this booklet to provide best practice for evacuations, indicating appropriate assembly points.

8. TOWN CENTRE ZONE MAP

8.1 Background

To limit the impact of evacuations to the smallest possible area, the Town Centre Evacuation Plan incorporates a scheme dividing Redcar Town centre into 9 clearly defined evacuation zones which have been agreed by the partners to the plan. The map is attached in this booklet as Appendix 4, and the zone profiles in Appendix 6.

8.2 Map usage

The maps will be available on both the www.redcar-cleveland.gov.uk and www.clevelandlrf.org.uk websites.

8.3 Alert messages

In preparing an alert message, the Police determine the zones that need to be placed on standby or to be evacuated. On receipt of the alert message for designated zones, all businesses and residents located within the zones should implement their own evacuation procedures.

8.4 Consistent approach

The map is used by all the emergency services, Redcar & Cleveland Council, the Environment Agency and Network Rail control rooms, thus ensuring consistency of approach in the management of events and incidents. A full or partial evacuation can be managed by reference to the map.

9. COMMUNICATING EMERGENCY INFORMATION

9.1 Communications methods

In the event of an emergency incident, the Police and other agencies will endeavour to issue emergency public information (in accordance with the Cleveland LRF Communications Strategy) is issued through a number of media. These include:

- ◆ BBC Radio Tees 95fm
- ◆ BBC Tees website (www.bbc.co.uk/tees/emergency_information)
- ◆ an Automatic Voice Messaging (AVM) system for flood warnings from the Environment Agency
- ◆ public address systems and information screens in shopping centres, Redcar bus and train stations and public areas.
- ◆ the Police helicopter using its 'Skyshout' public address system
- ◆ emergency services staff on the scene
- ◆ a dedicated and advertised public information phone number may be activated at a later stage in an incident.

10. DEALING WITH MINOR INCIDENTS

10.1 Background

Though this guidance booklet primarily deals with major town centre incidents, there are a number of minor incidents and scenarios which can affect business and premises managers which should be part of your contingency planning and business continuity arrangements. Suggested responses to a minor incident are provided below.

10.2 The process for dealing with minor incidents

Premises managers should approach dealing with minor incidents using the following process -

(1) Declaration – who should report it?

Anyone can report it to the premises building management.

(2) Extent of incident

Any incident that can be dealt with by on-site resources that:

- ◆ disrupts normal working operations
- ◆ involves low level disorder issues
- ◆ causes some casualties requiring first aid
- ◆ causes minor equipment or property damage
- ◆ results in recording of a bomb threat to your premises.

(3) Response to the incident

- a) Investigate – determine the facts and record details. See Sample Incidents Checklist at Appendix 3.
- b) Set up an internal management group to deal with the response.
- c) Decide whether the investigation justifies alerting the emergency services. If so, contact the relevant emergency service and tell them you are reporting an incident. Arrange a rendezvous point to greet their first responder and nominate a senior manager to act as liaison officer.

(4) Escalation of the incident

If the incident escalates beyond the scope of on-site resources, the organisation will need to obtain assistance from other sources. If the situation requires emergency services resource input(s), the Police will normally assume responsibility for the management of the incident.

11. FURTHER INFORMATION

A number of organisations and websites provide useful information and guidance on evacuation planning, emergency planning and business continuity planning.

11.1 Publications

- ◆ Cabinet Office: Civil Contingencies Act 2004 – sections on Emergency Preparedness and Emergency Response and Recovery.
- ◆ Cabinet Office: Dealing with Disaster, 3rd Edition.
- ◆ Cabinet Office: Evacuation and Shelter (advice out shortly).
- ◆ Health and Safety Executive: The Building Regulations Act 2000.
- ◆ Home Office, London Prepared and NACTSO – Secure in the Knowledge, Building a Secure Business.
- ◆ Home Office, London Prepared and NACTSO – Expect the Unexpected, Business Continuity in an Uncertain World.
- ◆ Home Office: How resilient is your business to disaster?
- ◆ Home Office: Bombs - Protecting People and Property - A Handbook for Managers, 4th Edition.
- ◆ Home Office: Business as usual - Maximising business resilience to terrorist bombings – a Handbook for Managers.
- ◆ Home Office: Recovery: An Emergency Management Guide.
- ◆ Home Office: Exercise Planners Guide.
- ◆ MI5: Protecting Against Terrorism.

Most of the above are downloadable from the organisation's website or are available by order from all good bookshops.

11.2 Websites (all begin <http://>)

- ◆ Cabinet Office Business Continuity Advice – www.preparingforemergencies.gov.uk/business
- ◆ Cabinet Office UK Resilience – www.ukresilience.info
- ◆ MI5 – www.mi5.gov.uk
- ◆ UK Intelligence Community – www.intelligence.gov.uk
- ◆ Home Office – www.homeoffice.gov.uk
- ◆ Business Continuity Institute – www.thebci.org
- ◆ Emergency Planning Society – www.the-eps.org
- ◆ London Prepared – www.londonprepared.gov.uk
- ◆ Cleveland Police – www.cleveland.police.uk
- ◆ Cleveland Fire Service – www.clevelandfire.gov.uk
- ◆ Cleveland Emergency Planning Unit – www.leeds.gov.uk/pepu
- ◆ Redcar & Cleveland Borough Council www.redcar-cleveland.gov.uk

- ◆ BBC Tees –
www.bbc.co.uk/tees
- ◆ North East Chamber of Commerce –
www.necc.co.uk
- ◆ Federation of Small Businesses
www.fsb.org.uk

Please note that website addresses do change. If any of the website addresses do not work, use a search engine and type in the organisation.

12. BUSINESS CONTINUITY PROMOTION

12.1 Business Continuity Promotion

- (1) Under the Civil Contingencies Act, all local authorities have a duty for the *promotion* of business continuity to the local business community. The Cleveland Emergency Planning Unit undertakes this duty on behalf of Redcar & Cleveland Borough Council.
- (2) Advice is published on the Cleveland Emergency Planning Unit's website which can be accessed via the following: www.clevelandemergencyplanning.info
- (3) If your business would like further advice on business continuity planning email the Council's Emergency Planning Unit using the link above.

13. DISCLAIMER

Redcar & Cleveland Borough Council has developed this guidance in association with Cleveland Police. It is the responsibility of businesses and residents to take appropriate steps to safeguard their premises and personal health and safety by developing and implementing appropriate contingency plans.

Whilst every care has been taken in the preparation of this publication, Redcar & Cleveland Borough Council will not be liable for any loss, damage or costs of any nature arising directly or indirectly from reliance placed on the material in this guidance booklet.

APPENDIX 1**SAMPLE OF AN INTERNAL CONTACTS LIST**

KEY HOLDERS:		
NAME	DETAILS	CONTACT NUMBER

SENIOR MANAGERS:		
NAME	DETAILS	CONTACT NUMBER

SECURITY / ALARMS:		
NAME	DETAILS	CONTACT NUMBER

ENGINEERING AND IT CONTACTS:		
NAME	DETAILS	CONTACT NUMBER

OTHER BUILDING OCCUPANTS CONTACTS:		
NAME	DETAILS	CONTACT NUMBER

APPENDIX 3**SAMPLE OF AN INCIDENT CHECKLIST**

This checklist can be used **when time permits** to assist you and the emergency services in accounting for staff, visitors and resources.

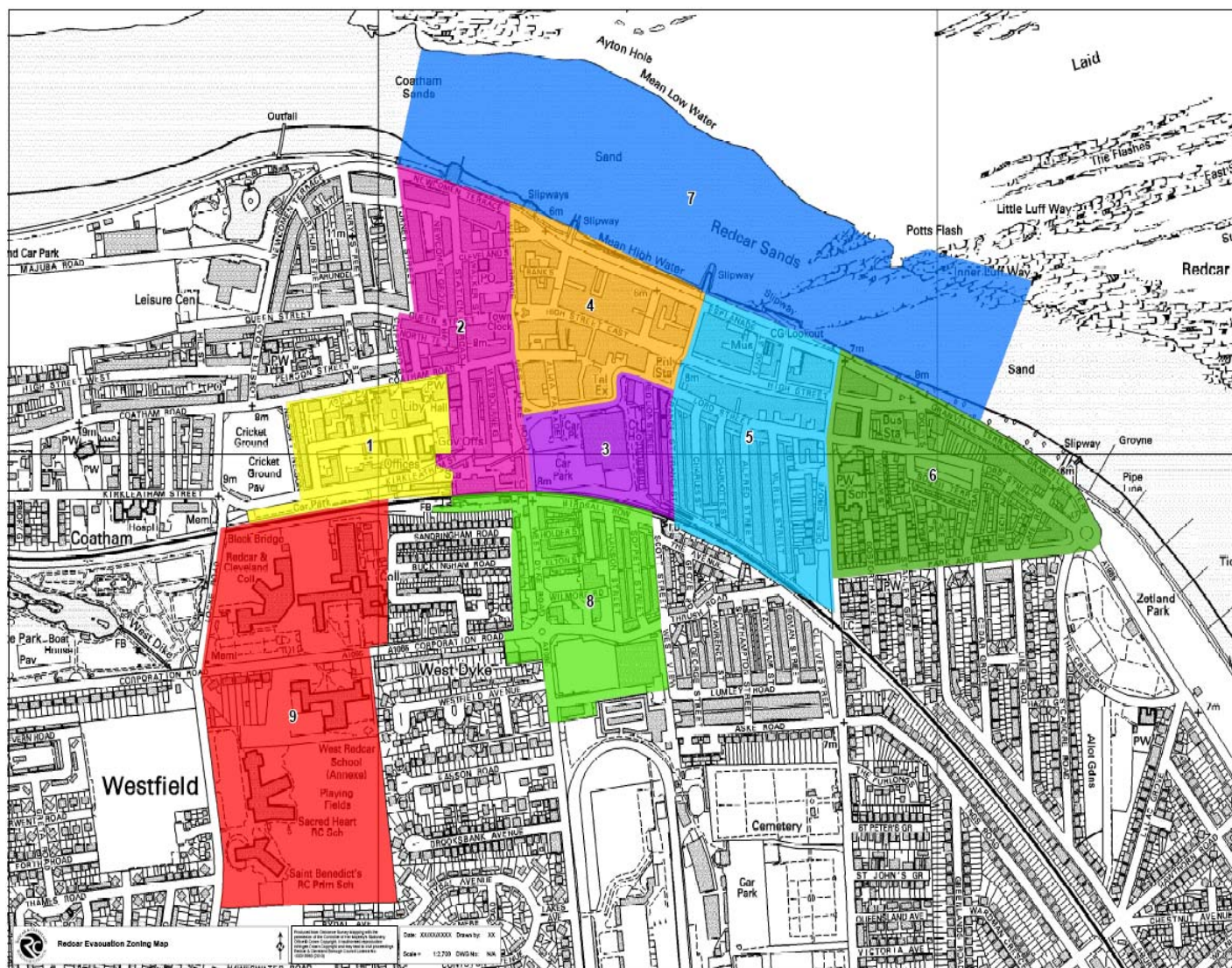
ISSUE:	CONDITION / ACTION:
ALARMS:	
Fire alarm used?	
Bomb alarm used?	
STAFF / VISITORS:	
No of people on site at the time	
Injured people	
Number of missing people	
Number of vulnerable people (eg mobility, sight, hearing)	
Other issues to be address:	
PREMISES:	
Damage to buildings	
Access / egress	
Debris	
Hazards	
Staff evacuated from premises	
VEHICLES AND EQUIPMENT:	
Damage to vehicles	
Damage to key equipment	
UTILITIES:	
Electricity off / live	
Gas off / leakage	
Phones cut off / working	
Water cut off / clean	
Sewage on site	
ENVIRONMENT:	
Land	
Air pollution	
Watercourse affected	
Health risks (if known)	
ACTIONS TAKEN:	
By staff	
By emergency services	
By others	

APPENDIX 4 REDCAR TOWN CENTRE ZONE MAP

Full copies of this map can be provided by calling in to:

- ◆ The Cleveland Emergency Planning Unit at Aurora Court., Middlesbrough

Alternatively email emergencyplanning@redcar-cleveland.gov.uk to request a copy of the map.



Fire evacuation assembly points	
Fire Assembly Point –	Alternative Fire Assembly Point –

Bomb and other evacuation assembly points	
It is prudent to keep the details of your alternative bomb / other evacuation assembly points confidential to avoid the possibility of secondary devices being placed.	
I AM IN ZONE NUMBER:	

ASSEMBLY POINTS:	
Zone to the:	Assembly point:
NORTH	
EAST	
SOUTH	
WEST	

APPENDIX 6 ZONE PROFILES

ZONE 1 / CIVIC HEART

BOUNDARY	DIRECTION
Coatham Road	North
Station Road	East
Car Park behind Kirkleatham Street	South
Nelson Terrace	West

ZONE 2 / STATION ROAD

BOUNDARY	DIRECTION
Newcombe Terrace	North
West Terrace	East
Kirkleatham Street	South
Turner Street	West

ZONE 3 / MORRISONS

BOUNDARY	DIRECTION
Wilton Street / Lord Street	North
France Street	East
Kirkleatham Street	South
West Dyke Road	West

ZONE 4 / HIGH STREET WEST

BOUNDARY	DIRECTION
Esplanade	North
Moore Street	East
Wilton Street / Lord Street	South
West Terrace	West

ZONE 5 / HIGH STREET EAST

BOUNDARY	DIRECTION
Esplanade	North
Clarendon Street / Redcar Lane	East
Kirkleatham Street	South
Moore Street / France Street	West

ZONE 6 / FISHERMANS SQUARE

BOUNDARY	DIRECTION
Granville Terrace	North
R/about at junction of Granville Terrace & Coast Road	East
Park Avenue	South
Clarendon Street / Redcar Lane	West

ZONE 7 / REDCAR SANDS

BOUNDARY	DIRECTION
Mean low water line	North
Esplanade	South

ZONE 8 / TESCOS

BOUNDARY	DIRECTION
Birdsall Row	North
Scott Street / West View	East
South of Redcar Racecourse track	South
Sandringham Road	West

ZONE 9 / College & Schools area

BOUNDARY	DIRECTION
Kirkleatham Street	North
	East
Rydal Avenue	South
Locke Road	West

APPENDIX 7 DEFINITION OF A MAJOR INCIDENT

A7.1 Civil Contingencies Act

In order to put some of the above advice in this guidance booklet into context, it is useful to define what an 'emergency' is, in order for your business to consider contingency plans for it. The 'Civil Contingencies Act 2004' formally legislates for the national and local emergency planning response. Among the areas it has legislated for are county risk assessments, the promotion of business continuity and developing warning and informing strategies to the wider community.

A7.2 Definition

Under the Civil Contingencies Act, an emergency is defined as:

- ◆ An event or situation which threatens serious damage to human welfare in a location in the United Kingdom;
- ◆ An event or situation which threatens serious damage to the environment of a location in the United Kingdom;
- ◆ War, or terrorism, which seriously threatens the security of the United Kingdom.

An event or situation that threatens damage to human welfare can be further defined as follows, if it involves, causes or may cause:

- ◆ Loss of human life.
- ◆ Human illness or injury.
- ◆ Homelessness.
- ◆ Damage to property.
- ◆ Disruption of supply of money, food, water, energy or fuel.
- ◆ Disruption of an electronic or other system of communication.
- ◆ Disruption of facilities for transport.
- ◆ Disruption of services relating to health.

An event or situation that threatens damage to the environment can be further defined as follows, if it involves, causes or may cause contamination of land, water or air with:

- ◆ Harmful biological, chemical or radioactive matter, or
- ◆ Oil, or
- ◆ Disruption or destruction of plant life or animal life.

A7.3 Stages of a major incident

Most major incidents can be considered to have four stages:

- ◆ The initial response
- ◆ The consolidation phase
- ◆ The recovery phase
- ◆ The restoration of normality.

A7.4 Declaration of a major incident

A major incident may be declared by a senior incident commander of the emergency services, health services or local authority who considers that any of the criteria outlined in the definition above has been satisfied. It is generally the case that the Police co-ordinate the multi-agency response, unless it is a major fire.

A7.5 Declaration of incident stand down

The order to stand down a major incident will be issued by the Police Incident Commander in consultation with all involved agencies. The Local Authority is likely to have a longer term response to an incident as they lead the recovery phase. If this is the case, overall co-ordination of the response will be handed from the Police to the Local Authority at the appropriate time.

APPENDIX 8 ACKNOWLEDGEMENTS

A8.1 Contributory Agencies

- Cleveland Emergency Planning Unit
- Cleveland Police
- Cleveland Fire & Rescue Service
- North East Ambulance Service
- Redcar & Cleveland Borough Council

A8.2 Leeds City Council

The authors of this guidance would also like to record its thanks for the assistance received from Leeds City Council in the development of this guidance booklet. This booklet is adapted from a similar approach taken by Leeds City Council and is being adopted around the UK.

A8.3 Booklet Authors

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