



## **MAJOR INCIDENT CONTINGENCY AND RECOVERY PLAN**

**MERSEYWAY SHOPPING CENTRE  
52-54 GREAT UNDERBANK  
STOCKPORT  
SK1 1PD**

# **CBRE**

Updated Feb 17

**Issue 3**

## Merseyway Shopping Centre Major Incident Contingency and Recovery Plan

### Introduction

Emergencies do occur and it is essential that the Management Team are conversant with the plans to deal with likely situations.

It is also essential that the plan is simple, flexible and able to be adapted to fit any likely situation.

### Objectives

The main objective of the contingency plan is to:

- a. Protect lives and property;
- b. Contain the emergency;
- c. Return to normal operations as soon as possible;

### Potential Crisis

The following are the types of crisis that may occur:

- a. Fire;
- b. Storm Damage;
- c. Explosion;
- d. Flood;
- e. Plane Crash;
- f. Major Traffic Accident;
- g. Structural Failure;
- h. Violence/Protests;

### Contacts

In the event of any of the above the following must be informed as soon as possible:

<u>Name</u>	<u>Appointment</u>	<u>Contact Tel. Number</u>
Brendan Webb	Centre Manager	Home: 01565 755 206 Mobile: 07507 547784
Matthew Taylor	Operations Manager	Mobile: 07538440659
Betsy Pollock	Office Manager	Mobile: 07523 328 475
Graeme Woodard	Operations Assistant	Mobile: 07999 192 051
Dan Bennett	Security Manager	Mobile: 07967 604007
Helen Bates	Cleaning Manager	Mobile:
Carillion OOH		Mobile: 07891344912

## **Merseyway Shopping Centre Major Incident Contingency and Recovery Plan**

The following are available to be called out/informed at the discretion of the Centre Manager/Duty Manager:

<u><b>Name</b></u>	<u><b>Appointment</b></u>	<u><b>Contact Tel. Number</b></u>
Carolyn Mantle	Operations Director	Mobile: 07939 657008
Andrew Milton	Director	Office: 0113 394 8805 Mobile: 07714 957 299
Emma Reay	Senior Surveyor	Office: 0161 233 5626 Mobile: 07585 138 757
Emma Holt	HR Department, CBRE	Office: 0161 233 5698
PR	Echo PR	Office: 0161 827 1711 Mobile: 07732846650

### **Emergency Telephone Numbers**

See Appendix A, Page 7

### **Tenant Key Holder List**

See Appendix F, Page 14

### **Control Point**

The initial control point will be the Management Suite (1<sup>st</sup> Floor, 52-54 Great Underbank, Stockport, SK1 1PD) Security Control Room, if available, and the situation allows.

The Management Suite and Control Room are external to the covered area of the shopping centre and should remain operational.

The alternate possible control point within Stockport area, if the whole area is evacuated on a temporary basis, will be:

Fayre & Square (formerly Old Rectory) 48 Churchgate, Stockport, SK1 1YG telephone 0161 429 0060

If the Centre is fully evacuated for an indefinite period, the centre management team will initially move to the offices of CBRE at Belvedere Booth Street Manchester M2 4AW

### **Emergency Equipment**

Basic emergency equipment (3 No. GRAB boxes), are held in **Operations Room**.

## **Merseyway Shopping Centre Major Incident Contingency and Recovery Plan**

### **Immediate Action**

Whatever the incident, the main priority is to **protect life**.

Also to be considered are:

- a. Protect property;
- b. Ending the crisis;
- c. Resume normal operations;
- d. Minimise adverse reactions;
- e. Minimise Liability;

### **Responsibility**

It is the responsibility of the Centre Manager or in his absence the Duty Manager to assess and control the situation using his/her best judgement on what initial decisions need to be taken and principally on whether to evacuate the Centre. Depending on the situation this will be done with advice from the Police and /or Fire Service.

Other members of the Management Team will assist where necessary and principally their responsibilities will be as follows.

### **Evacuation**

If it is decided to evacuate the Centre, this will be carried out in accordance with the instructions in the Merseyway Building Fire Manual and with the assistance of the Merseyway Shopping centre teams.

Normally, due to the size and complexity of the Centre and to avoid confusion, all evacuations will be co-ordinated by the emergency services. Our task is to assist them where necessary.

### **Centre Manager**

The Centre Manager will assess the situation and brief the management team on what actions are to be taken and liaise with the emergency services, where required.

The Centre Manager will be the Centre spokesman for all media output.

The Centre Manager will brief the Directors and others within CBRE, where necessary. He will also assess whether any further assistance is required from CBRE/Carillion i.e. media management, building/structural surveyors.

### **Operations Manager**

The Operations Manager will take control of the Incident Control Point ensuring that a comprehensive log is kept of the incident and all actions taken. He will, when required, liaise with the emergency services and keep the Centre Manager fully informed of actions being planned or carried out. He may need to brief others if the Centre Manager is not available.

He will also need to be prepared to liaise with tenants after being briefed by the Centre Manager.

## **Merseyway Shopping Centre Major Incident Contingency and Recovery Plan**

### **Operations Assistant**

The Operations Assistant will deploy the maintenance contractors and cleaning contractors in close liaison with the Operations Manager where necessary and liaise with any structural or other contractors. This will probably include tenant's contractors, post incident.

### **Office Manager**

The Office Manager will assist the Operations Manager where necessary but have special responsibility with regard to keeping tenants informed of the situation, after being briefed by the Centre Manager.

### **Security Manager**

The security manager is to assist the Centre Manager by deploying the security officers as recommended by the emergency services. To ensure all CCTV coverage of any incident is secured and post incident correctly handed over to the police.

### **Security Staff**

#### **Security Manager (Senior security officer if the security manager is not on site)**

The security manager is to assist the Centre Manager by deploying the security officers as recommended by the emergency services. To ensure all CCTV coverage of any incident is secured and post incident correctly handed over to the police.

In the event of a fire or other emergency when evacuation of the centre is deemed appropriate and prior to the emergency services arriving, the security manager is to deploy to the scene of the incident, ensure the safety of the staff and public in the immediate vicinity and to then assist in the evacuation of the mall. He is to keep the Centre Manager and Ops manager fully informed of the situation and is to brief the fire service on arrival.

#### **Officer 1&2**

These officers, if practical, are to proceed to the centre of the mall and proceed to clear the mall of all members of the public working outwards from the centre. Once the Mall is clear they are to ensure nobody re-enters the mall until instructed to do so by the duty manager.

If it is unsafe to move to the centre of the mall they are to instruct and assist the tenants and public to evacuate by whatever safe means available.

#### **Control Room Operator**

The control room operators job is to monitor, report, advise and assist. It is not to control as that is the job of the Security Manager until relieved by the fire officer or a member of Centre Management at the scene of the incident.

#### **Other Officers on Duty**

Any other officer on duty should report in to the control room via radio and request further deployment instructions.

## **Merseyway Shopping Centre Major Incident Contingency and Recovery Plan**

### **Cleaning**

The cleaning team are an important part of any evacuation process. When informed by radio or the fire alarm that there is an emergency **ALL** members of the cleaning team are to proceed to the area of the toilets and await further instructions.

If the centre is to be evacuated, the following actions will be taken;

- a. One operative will ensure the toilets are clear and will then secure the shutter;
- b. Five cleaners will be despatched, one to each of the evacuation points. They will each have a radio and a schedule of tenants. Their task is to make a list of which tenants and staff have evacuated to their location. They are also to keep the tenants informed of the situation and update them when possible.

### **Radios**

Radios are an essential form of communication during any form of emergency and use the following guidelines;

- a. Remember only use the radio when it is essential to do so;
- b. Monitor what is going on;
- c. When speaking press the pressel and pause before speaking;
- d. Speak clearly and loudly, but do not shout;
- e. Only one person can speak at any time, if you are speaking nobody else can speak and they may have an important message, so be brief and only speak if it is necessary;

### **Re-Opening of the Centre**

Tenants will only be allowed to enter their units after the incident and the Centre will only open to the public when it is safe to do so. This decision will be made by the Centre Manager or, in his absence, by the Operations Manager and on the advice of the emergency services.

### **Post Incident Recovery**

An early decision should be made, based on all available information and in conjunction with the emergency services and other interested parties, on when the Centre can be fully re-opened.

If the Centre is to be only partially re-opened, this is only to be done with the agreement of the fire officer and tenants informed.

There may well be questions from tenants and the media and a decision on how this is to be handled and who by, will be made as soon as reasonably possible and all tenants informed.

As soon as possible after the incident there should be a review of the actions taken and recommendations made for the future.

## **Merseyway Shopping Centre Major Incident Contingency and Recovery Plan**

### **Appendices**

- a. Emergency Telephone Numbers
- b. Sprinkler valve locations
- c. Evacuation Procedure
- d. Evacuation Points
- e. Switch Room Locations
- f. Key holders Out of Hours Contact List
- g. Asbestos Register (held in management office)

## **APPENDIX A**

### **EMERGENCY TELEPHONE NUMBERS**



# **APPENDIX B**

## **SPRINKLER VALVE LOCATIONS**

## **APPENDIX C**

# **EVACUATION PROCEDURE**

## **Fire, Evacuation and Compliance**

### **Introduction**

Fire alarm panels within the Units (excluding free standing units) at Merseyway Shopping Centre are in turn connected to the Landlords Fire panel, located within the management office (control room).

The landlord's panel is monitored 24 hours a day by security officers.

Fire alarms within tenancies are required by law to be tested (weekly and maintained on a regular basis), with such procedures being documented. Tenants should ensure that their system is maintained by a recognised, trade approved contractor.

Failure to carry out the required fire alarm testing could result in a unscheduled visit by the Fire Safety Officer. All tenant's will be notified by letter of their failure to complete their fire alarm test and a copy of that letter will also sent to both the tenants head office and the Fire Safety Officer.

Tenants on an annual basis may be requested to provide to the Landlords representative a copy of the retained contractors inspection and test certificate.

### **Evacuation Procedures**

It is the responsibility of Tenants to train staff to cope with fire evacuation, relevant to their individual unit. Persons appointed for such a role should preferably have supervisory status. Tenant managers should ensure that all employees are trained in evacuation procedures, including temporary and part time staff.

### **Detection**

A fire could be detected by the following means:

- By activation of a smoke head or break glass
- By a member of staff or the public seeing or smelling smoke or flame

On detecting a fire individuals should shout FIRE, FIRE, FIRE, and operate the nearest break glass point, or use a telephone to call emergency services on 999.

### **Alert**

Upon activation of an alarm within the unit, those tenants who are linked to the centre fire alarm panel will automatically instigate an alert message within The Merseyway Shopping Centre Control Room. A member of the security team will be immediately tasked, by radio, to the affected unit. Upon arrival the security officer will make contact with the tenant Duty Manager.

If there is any indication of fire, at all, or it cannot be immediately identified as a false alarm, then the tenant should immediately evacuate the store.

Those units who are not linked into the centre should, immediately evacuate the unit, inform the fire service by dialling 999 and also inform your neighbouring units and the security control room as soon as possible.

## Evacuation

Depending on the situation the Centre Duty Manager may decide to evacuate the centre or individual covered Malls. This evacuation will be initiated via the centre fire alarm, supported by an announcement over the PA system.

Evacuation of the public from the premises during an alert will be carried out by the units appointed fire wardens, tenant staff should be aware of their appropriate assembly point.

Only If safe to do so, appointed fire wardens should carry out a thorough search of the unit during any evacuation, ensuring that all staff, visitors, and the public are clear of the premises. Wardens should also check all heating appliances have been rendered safe, and that wherever possible, electric plugs are withdrawn, prior to final evacuation.

There are five initial assembly points around the centre, marked on the fire plan. Tenants and staff should make their way to the closest (safe) assembly area and report to the identified Centre Fire Marshall. The fire service or police may move everyone further away from the centre, depending on the situation.

In the event that the alarm is identified as "false" then the audible alarm may be silenced by the main Security Controller. **The alarm may only be reset, and persons admitted back into the premises when authorised by an officer from Greater Manchester Fire Service.** Security personnel do not have the authority to authorise such actions.

Upon receipt of such authorisation, site security will invite tenant staff to come forward and re enter the unit. This will enable unit staff to ensure that the premises are illuminated and cleared of potential hazards, prior to allowing the public to re enter

## Training

Tenants are responsible for the training of their staff in fire procedures. It should be a standing procedure to carry out an activation test of break glass point / s on a monthly basis with test results logged. There is also a responsibility for the programmed maintenance of all alarm and fire appliances within your unit. A practice evacuation of the Centre will be carried out every six months, to which the Fire Services will be invited as observers, all such practices should be treated as a real time evacuation and responded to accordingly.

All staff must participate in drills and should be familiar with:

- Fire alarm points and how to activate them
- The location of fire fighting equipment within the unit
- The location of fire exit routes and your nominated assembly point.

**APPENDIX D**

**EVACUATION POINTS**

**APPENDIX E**

**SWITCH ROOM LOCATIONS**

**APPENDIX F**

**KEYHOLDERS CONTACT LIST**

## **APPENDIX G**

### **ASBESTOS REGISTER (HELD IN MANAGEMENT OFFICE)**