

Emergency Procedures – All Staff

Fire Evacuation, Blackout & Mobile Threat Response (and Bomb Threat)

Organisation: Winchester Students' Union

Document Owner (Responsible Person – Fire Safety Order 2005): Chief Executive

Approved by: Senior Management Team

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1. Purpose

This document sets out the mandatory procedures to be followed by all staff (including student staff), contractors and volunteers in the event of:

- Fire or suspected fire
- Power failure / Blackout
- Mobile threat (Run, Hide, Tell)
- Suspicious object/Bomb Threat

These procedures are designed to protect life and comply with:

- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc. Act 1974
- HSE Fire Safety Guidance
- Terrorism (Protection of Premises) Act 2025
- National Police guidance on Run, Hide, Tell

Failure to follow this guidance may place life/lives at risk and may result in disciplinary action.

2. General Principles (Applies to ALL incidents)

Priorities

All emergency responses operate under the following hierarchy:

Level 1 – Safeguard self

Your personal safety is paramount. Do not take any action that places you at risk.

Level 2 – Safeguard others

Where safe and practicable, assist others to evacuate or reach safety.

Level 3 – Safeguard property

Property protection is non-essential and must never delay evacuation or place anyone at risk.

3. Fire Evacuation Procedure

Upon Suspecting or Discovering a Fire

1. **Activate the nearest fire alarm immediately** (break glass point)
2. Remove yourself from danger
3. **Call 999** and report the fire
4. Inform the senior duty staff member
5. If safe and practicable, collect the emergency box (crash pack) from Box Office

The building has automatic fire detection linked to lighting, sound and magnetic door systems. Activation will:

- Illuminate emergency lighting
- Silence sound systems
- Release magnetic fire doors

Use of Fire-Fighting Equipment

Fire-fighting equipment may only be used if:

1. You have received training
2. You are confident and not placing yourself at risk
3. The fire is small (e.g. wastepaper bin size)
4. There is a clear escape route behind you

Evacuation always takes priority.

Safety of life is the primary objective in any fire-related incident. Fires can develop rapidly, conditions can change without warning, and smoke

presents an immediate and serious risk even when flames appear small. The Fire Service must be notified in all cases, even if you have extinguished the fire.

Informing University Security

Once emergency services are contacted:

- Notify University Security immediately (**01962 827666**)
- On their arrival, University Security take full control of the scene
- No re-entry is permitted without authorisation

4. Evacuation Procedure (Fire or Fire Alarm Activation)

Upon hearing the alarm:

- Stop work immediately
- Begin evacuation following the priority hierarchy (Self>Others>Property)

Staff Responsibilities

- Defer to fire warden directions if present
- Direct customers to the nearest safe exit and Muster points
- Use back-of-house routes if appropriate
- Close doors behind you, if safe to do so
- Do not use lifts

Muster Points

Muster points are located a minimum of **18 metres** from the building and must not obstruct emergency services.

King Alfred Centre Muster Points (see appendix 1 for further info):

- **Primary (Levels 1 & 2):** St Alphege South Terrace / The Dytche
- **Primary (Levels 3):** Terrace beyond the bridge to St Edburga Building
- **Secondary (Levels 1 & 2):** Erskine Road (Hi-Vis to be worn due to road crossing)

If unsure, apply the following test:

- Am I far enough from the building?
- Am I obstructing emergency access?

- Is the space suitable for the number of people gathered?

5. Re-Entry Following Evacuation

No person may re-enter until formally authorised.

Authorisation Chain:

1. Fire Service / Emergency Authority
2. University Security
3. Senior Staff Member/Duty Manager
4. Staff → then customers/students (this is to ensure a managed re-entry)

6. Blackout / Power Failure Procedure

Overview

In a power failure located in the King Alfred Centre, emergency lighting will activate automatically and is guaranteed for up to 120 minutes.

Evacuation is **not always automatic** but remains the default if there is any doubt regarding safety.

Decision to Evacuate

The Senior Staff Member/Duty Manager will assess:

- Lighting levels
- Number of building users
- External weather conditions
- Likely duration of outage

If evacuation is enacted:

- The fire alarm may be used to aid evacuation
- Emergency torches should be distributed (located in rooms or venue crash pack at Box Office)
- University Security must be informed (01962 827666)

If outage duration is unknown, building users should be directed to leave site rather than remain at muster points.

7. Mobile Threat Procedure (Run, Hide, Tell)

Definition

A mobile threat involves an individual or individuals with intent and means to cause serious harm (e.g. bladed weapon, firearm, vehicle).

Immediate Actions

*Staff, students, and visitors should follow any guidance given by the University public address system – in lieu of instruction Staff, students, and visitors should follow the **Run, Hide, Tell** principles, prioritising personal safety at all times.*

RUN (If safe to do so)

- Evacuate immediately using the safest route
 - Do not assume the nearest exit is safe
 - Assist others only if it does not slow your escape
 - Leave belongings behind
 - **Do not stop to help casualties**
 - There are **NO muster points** – keep moving until safe
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HIDE (If you cannot evacuate)

- Seek substantial protection. Look for heavy reinforced walls or thick brickwork.
 - Lock or barricade doors
 - Turn off lights and silence phones (not vibrate)
 - Stay out of sight and remain quiet - Do not shout for help.
 - Ignore fire alarms **unless you see or smell fire**
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TELL (When safe)

- Call **999**
 - Contact University Security: **01962 827666**
 - Provide clear location details
 - Follow police instructions at all times
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When Police Arrive

- Remain calm
- Drop items
- Raise hands and keep them visible
- Do not make sudden movements

8. Bomb Threat Procedure

Definition

A bomb threat is any communicated threat indicating the presence of an explosive device, whether received verbally, in writing, electronically, or via a suspicious item.

Bomb threats must **always be treated as genuine** until assessed by the Police.

Bomb Threat Call Checklist

If you receive a bomb threat by telephone (including Teams/Mobile) and it is safe to do so:

During the call:

- Remain calm and listen carefully
- Keep the caller talking as long as possible
- Do not interrupt or challenge the caller
- Do not hang up until the caller does

Ask (if possible):

- Where is the bomb?
- When will it explode?
- What does it look like?
- Why has it been placed?
- What is your name?

Make a note of:

- Exact wording of the threat
- Time and duration of the call

- Caller's voice (calm, angry, accent, familiar?)
- Background noises (traffic, music, voices)
- Any other distinguishing features

After the call:

- Call **999 immediately**
 - Inform University Security (01962 827666)
 - Inform the Senior Duty Manager
 - Write down everything you remember about your interaction as soon as practicable, and have this record available to transfer to the police, Security or Manager.
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Threats via Email or Social Media

- Do not reply, forward, or delete the message.
 - Note technical details: Record the sender's email address or the social media platform and username/ID used.
 - Preserve evidence: Take a Screenshot and/or print a hard copy of the message and save it.
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Immediate Actions (All Bomb Threats)

- **Call 999 immediately** and report the threat
- Inform the Senior Staff Member/Duty Manager *and* University Security (01962 827666)
- Do **not** touch, move, or investigate any suspicious item
- Do **not** use radios or mobile phones within 15m of a suspected device
- Do **not** activate the fire alarm unless instructed by Police or University Security

The Police will determine whether evacuation is required and how it should be conducted.

Evacuation for Bomb Threats

If instructed to evacuate:

- Evacuate calmly using routes directed by Police or University Security
- Avoid congregating near the building
- Follow instructions precisely; evacuation routes may differ from fire routes
- Assist others only if safe to do so
- Leave belongings behind

Muster points may be **relocated or dynamic** depending on the assessed risk.

Suspicious Items – 4Cs Protocol

Staff should use the **4Cs protocol** when identifying and responding to suspicious items. This approach is widely used in UK venues and supports clear, consistent decision-making.

The 4Cs

Confirm

- Is the item obviously suspicious or out of place?
- Does it have an obvious owner or legitimate purpose?
- Has anyone reported it missing or abandoned?

Clear

- If concerns remain, **clear the immediate area** calmly
- Move people away without causing alarm
- Establish distance and prevent others from approaching

Communicate

- **Call 999** and follow Police instructions
- Inform the **Senior Staff Member/Duty Manager and University Security** (01962 827666) immediately
- Provide clear details: location, description, and why it is suspicious

Control

- Assist University Security and Police to control access to the area
- Maintain cordons if directed
- Do not allow re-entry until authorised

Key Safety Rules

- **Do not touch, move, open or investigate the item**
- Do **not** use radios or mobile phones within 15m of the item
- Do not attempt to neutralise or contain the object yourself

The Police will assess the risk and determine next steps, including evacuation, cordons and re-entry authorisation.

Re-Entry Following a Bomb Threat

Re-entry is strictly prohibited until:

1. Police or Explosive Ordnance Disposal (EOD) give clearance
2. University Security authorise access
3. Senior Staff Member/Duty Manager approves re-entry

9. Staff Responsibilities

All staff must:

- Complete mandatory fire, emergency and security awareness training
- Know location of all exits, alarms and firefighting equipment
- Keep escape routes clear
- Maintain radio discipline during incidents
- Know the location of emergency torches and any crash pack (e.g. Box Office)
- Read and understand this guidance

10. Leadership & Responsibility

Responsible Person (Fire Safety Officer): Chief Executive

Senior Duty Authority (in order):

1. Chief Executive
2. Head of Operations
3. Venue Manager

4. Other Organisation Manager
5. Other fulltime staff member/Supervisor

In a mobile threat or bomb threat, responsibility is **self-managed**. Preservation of life overrides hierarchy.

Appendix 1:



E = St. Alphege South terrace/The Dytche. This should be used as the primary muster point for level 1&2 of the King Alfred Centre. Route is across the Stripe Plaza or if any impediment exists, via Sparkford Road and the rear of the Stripe Building.

C = The Terrace running alongside Winton Building. This should be past the first bridge to St Edburga Building. This should be used as a primary muster for levels, 3 & 4 of the King Alfred Centre and secondary for level 2.

E1 = Erskine Road. This location should be used as the secondary muster point for levels 1&2 of the King Alfred Centre. **As access is across a road, great care should be employed by staff in ensuring self and customer safety.** Hi Vis Jackets from the crash pack should be worn by staff to alert traffic to their presence.