

# BUSINESS CONTINUITY PLAN COLLEY LANE PRIMARY SCHOOL



**January 2023**

## CONTENTS

<b>SECTION</b>	<b>DESCRIPTION</b>	<b>PAGE No</b>
1.0	EMERGENCY RECOVERY TEAM – COLLEY LANE PRIMARY SCHOOL	
2.0	TELEPHONE NUMBERS	
3.0	BUILDING MANAGEMENT SYSTEM (BMS)	
4.0	AIR CONDITIONING	
5.0	BOILER FAILURE	
6.0	DOMESTIC HOT WATER SERVICES	
7.0	ELECTRICITY SUPPLY FAILURE	
8.0	EMERGENCY LIGHTING	
9.0	GAS SERVICES FAILURE	
10.0	HEATING SERVICES	
11.0	WATER CONTAMINATION	
12.0	COLD WATER FAILURES	
13.0	WATER TREATMENT FAILURES	
14.0	STRUCTURAL/SUBSIDENCE FAILURES	
15.0	DRAINAGE	
16.0	AIR POLLUTION (Hazardous Gas Emission)	
17.0	INFESTATION	
18.0	FLOODING	
19.0	EXTREME WEATHER <ul style="list-style-type: none"><li>• Heavy Rain</li><li>• Ice &amp; Snow</li><li>• High Winds</li><li>• Excessive Temperatures</li></ul>	
20.0	EXPLOSIONS	
21.0	FIRE	
22.0	WASTE DISPOSAL	
23.0	KITCHEN FAILURES	
24.0	REFRIGERATION FAILURES	
25.0	LIFTS	
26.0	TELEPHONE SYSTEMS	
27.0	COMPUTER/DATA NETWORK	
28.0	SERIOUS ASSAULT/FIGHT DISTURBANCE	
29.0	SERIOUS INJURY/DEATH	
30.0	SHOOTING/OTHER WEAPON	
31.0	SUICIDE	
32.0	INTRUDER/HOSTAGE	
33.0	VIRAL OUTBREAK	
34.0	MINIBUS OR CAR ACCIDENT	
35.0	OTHER USEFUL INFORMATION	

## **1.0 EMERGENCY RECOVERY TEAM – COLLEY LANE SCHOOL**

This document outlines the responsibilities of the Mitie Team when faced with an emergency situation relating to the specific site within the document (Colley Lane Primary School). The document will provide emergency contact details for all circumstances relating to systems and situations which may be encountered both during and outside of normal working hours.

The document is owned by the sites Mitie Facilities Manager, and it is their responsibility to ensure the document is updated regularly, and as and when changes happen. The document will also be held centrally on the service desk and updated copies will be allocated to the school as and when they occur. A full review of the document will be completed by the MITIE Contract Manager on a twelve-monthly basis (or sooner if required) to ensure full compliance of the information within.

### **Responsibilities**

#### **Facilities/Damage Assessment Team: Sue Davies**

Will investigate the extent of the damage and advise the site team accordingly. Using the guidance and information provided in this document, the team will:

- Identify the areas and resources affected by the emergency and the operational capability remaining at the site.
- Notify Mitie Management in order to activate their tasks regarding emergency management and implement the Mitie Emergency Recovery Team (ERT) if the incident requires.
- As required notify the School, SPV and Dudley County Council.
- Estimate the extent of damage and likely time to regain normal operation.
- Recommend acquisition of additional or replacement equipment and personnel.
- Determine and co-ordinate activities for the recovery of the physical structure of the building.
- Determine and co-ordinate activities for the recovery of the internal supporting infrastructure within the building.
- Will initiate and control repairs to damaged property and equipment.
- If necessary, will initiate meetings to arrange different business premises.
- As required, establish, and maintain communication links with all parties and provide regular updates.
- ERT to convene emergency meeting if required.

#### **Information Technology**

Mitie IT will be responsible for the restoration of IT systems relating to Mitie operations.

#### **Control of Suppliers/Visitors/Contractors – Colley Lane Primary School Facilities Manager, Site Premises Managers**

The members of this team will ensure that areas that have been affected by the emergency are secured. They will:

- Direct personnel arriving on site
- Ensure that no resources are removed from damaged premises without proper authority
- Prevent building access to no Mitie/Newmount personnel other than the emergency services and/or nominated contractors
- Where necessary, assist the ERT and nominated contractors in managing the removal of equipment, while arranging for its security

ROLE	OWNER	Work Mobile No.	Home Phone No.	Personal Mobile No.
Facilities Manager	Linda Crisp	07468 471855		
Assistant Facilities Manager	Steve Cope	07368 837339		
Control Suppliers/Visitors/Contractors	Senior Site Premises Manger – Interim – Steve Cope	07368 837339		
	Cleaning Supervisor/Site Premises Manager Jane Raybould	07473 178444		

## 2.0 TELEPHONE NUMBERS

### Emergencies

#### During Office Hours

In the case of an emergency, contact the Mitie FM office on 01384 817802 or Site Managers on Radio Channel 4 and give details of the emergency. The Facilities Manager will be made aware of the situation by the office/Site Managers.

#### Outside Office Hours

In the case of an emergency contact the Facilities Manager or Site Managers on the telephone numbers below.

#### Office Hours

Monday – Friday: 8.30 am to 4.30pm

Site Managers are on duty from 6.30am to 6.00pm Monday to Friday. Saturdays/Sundays and Bank Holidays they can be contacted on the telephone numbers below.

Position	Name	Number
Senior Site Manager	Interim – Steve Cope	07368 837339
Site Manager	Jane Raybould	07473 178444

### **FACILITIES/DAMAGE CONTROL OUT OF HOURS CONTACT NUMBERS**

Position	Name	Number
Facilities Manager	Sue Davies – temporary cover	07500 050700
Assistant Facilities Manager	Linda Crisp	07468 471855
Cleaning Supervisor	Jane Raybould	07473 178444
Catering Manager	Helen Newton	01384 816 759

### **MITIE PFI SENIOR MANAGEMENT OUT OF HOURS NUMBERS**

Position	Name	Number
Contract Manager	Sue Davies	07500 070500
Account Manager	Jordan Hempenstall	07385 527539

### OUT OF HOURS NUMBERS

Position	Name	Number
<b>School</b>		
Head Teacher	Dominic Simpson	01384 900450
Deputy Head	Simon Scarth	01384 816758
Business Manager		
<b>Local Authority</b>		
LEA	Emma Kerr	07920 235 029
<b>SPV</b>		
Newmount	Victoria Stewart	07920 657041

Upon examination, the Site Manager will contact the relevant sub-contractor responsible for the failed service.

### Sub-Contractor Numbers

Company	Service Responsibility	Number
Initial	Feminine Hygiene	021 326 2960
Water Logic	Water Coolers	020 8606 2320
Mitie Cleaning/Env	Window Cleaning	07909 647896
Mitie Waste Management - BIFFA	Waste Management	07471 916290
Rentokil	Pest Control	07557 572641
Mitie Landscapes	Grounds Maintenance	07825 841954
Mitie Controls	BMS System	07740 286997
AES	Fume Cupboards - CDT/LEV Equipment & filters	0141 892660
ORO Security	Fire systems - Extinguishers – CCTV – Access Control	0330 1180976
ORO Security	Key Holder information – Redcare system	0330 1180976
H2O Chemicals	L8 – Water Hygiene – Water Chlorination	0113 3060 410
Bureau Veritas	Insurance Inspections	07812 554807
Orona	Passenger Lifts	0345 8725110
Omega Red Group	Lightning Protection	07572 158199
Sport Safe UK	Sport and Gym equipment & servicing	0333 300 0032 ext. 711
Highwire	Mansafe – Fall Arrest Systems	0161 6127633
JLA	Catering Equipment Servicing	07917 392225
Custom Group	AV Lighting (Theatre Lighting) – Sound Equipment	07968 557705
Fire Solve	Fire Risk Assessment	01484 866614
Mitie Electrical Compliance & Testing TF Management	Portable Appliance Testing & Microwave Omissions Testing	07467 447064
SJT	Automatic and Mag lock door servicing	01142 219067
Chartwells	School meal provider	07795 207909
Cunningham's	Cashless Catering	07976594715

### **3.0 BUILDING MANAGEMENT SYSTEM**

#### **General Description**

A Trend Building Management System (BMS), which provides an automated control system, controls the Mechanical Plant in the school.

For full operational information and drawings on the system refer to BMS file in the FM Office.

The BMS includes the necessary equipment and software to permit

- Regulating, control and monitoring of plant items via
- Differential pressure sensors
- Temperature sensors
- Control valves and actuators
- Control damper actuators
- Float and flow switches
- Pressure switches
- Level switches
- Automatic control of the installed mechanical and electrical plant items
- The software installed permits
- A time-based operating schedule programmed to stop and start all of the mechanical systems which also accommodates weekends, bank holidays and shutdown routines
- A start sequencing programme to stagger energisation of each pump, central plant items, chillers and fan starter complete with programmable time delays to prevent overload on successive drive start-ups
- A run time totalisation programme for all pumps, fans, and boilers.

#### **Investigation and Response**

##### **During School Hours**

- Call received by site staff; they will inform the helpdesk once the problem had been identified
- Caretakers carry out the following checks:
  - a) Check electricity supply
  - b) Check operation status of PC
  - c) In the event of total failure, close all doors and windows to maintain heating.
- If the failure cannot be easily rectified Caretakers to contact the BMS Contractor to attend
- Caretakers contact Helpdesk and update on extent of failure and action taken
- Helpdesk updates information on Service Desk and informs Facilities Manager
- Facilities Manager informs MITIE FM Management, SPV, and School as appropriate
- SPM to ascertain from the Contractor the exact location of the fault and an estimated time in which it will take to re-instate the service
- SPMs update Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required, for example, portable heating units, and gets authorisation from Contract Manager to arrange hire through Mitie hire company (HSS)
- On repair of system SPM to inform Helpdesk
- Helpdesk close out job on Service Desk and arrange for the collection/off hire of any standby equipment.

## Outside School Hours

- Contact Site team on out of hour's telephone numbers above. (If fault/emergency found by Site team they should carry out checks as below)
- SPMs carry out the following checks
  - a) Check electricity supply
  - b) Check operation status of PC
  - c) In the event of total failure, close all doors and windows to maintain heating.
- If the failure cannot be easily rectified SPMs to contact the BMS Contractor to attend
- SPMs to inform Facilities Manager that failure has occurred, and Contractor called out
- SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next School Day Facilities Manager to authorise the hire of standby equipment, for example, portable heaters
- Facilities Manager to contact Head Teacher and/or MITIE FM Manager with update
- SPMs to leave written information for Helpdesk to log on Service Desk the following day
- Helpdesk to arrange for the collection/of hire equipment.

## Contact Details

<u>Contractor</u>	<u>Services</u>
Mitie Controls 07740 286997	BMS
HSS Hire – 08456 021 961	Hire of Heaters

## Control Panels

CP1 is located in Plant Room F02.

### Fireman's Panel (Reception)

In the event of fire and upon initiation from a zoned fire alarm control panel, the mechanical plant systems will shut down. The fireman's override panel provides switches to enable Supply and Extract Fans for each control panel to be controlled by the Fire Officer. Normal operation is restored when the fire alarm is reset, and the Fireman's switches are returned to 'normal'.

The BMS includes the necessary equipment and software to permit:

- Automatic control of the installed mechanical and electrical plant items
- Regulating, control and monitoring of plant systems via
  - Differential pressure sensors

- Temperature sensors
  - Control valves and actuators
  - Control damper actuators
  - Float and flow switches
  - Pressure switches
  - Level switches
- 
- The software installed permits
    - A time-based operating schedule programmed to stop and start all of the mechanical systems which also accommodates weekends, bank holidays and shutdown routines
    - A start sequencing programme to stagger energisation of each pump, central plant items and fan starter, complete with programmable time delays to prevent overload on successive drive start-ups
    - A run time totalisation programme for all pumps, fans, and boilers.

## **Investigation and Response**

### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager to check extent of failure and obtain details of areas/zones effected
- Site Manager carry out the following checks
  - d) Check electricity supply
  - e) Check operation status of PC with the IT Systems Manager
  - f) In the event of total failure, close all doors and windows to maintain heating.
- Site Manager contact Helpdesk and update on extent of failure and action taken
- If the failure cannot be easily rectified Helpdesk to contact the BMS Contractor to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and Mitie Contract Manager as appropriate
- Site Manager to ascertain from the BMS Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager updates Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required, for example, portable heating units, and gets authorisation from Facilities/Contract Manager
- On repair of system Site Manager to inform Helpdesk
- Helpdesk close out job on Command and arrange for the collection/off hire of any standby equipment.

**Outside Office Hours**

- Contract Site Manager on out of hour’s telephone numbers. (If fault/emergency found by Site Manager they should carry out checks as below)
- Site Manager carry out the following checks
  - a) Check electricity supply
  - b) Check operation status of PC with the IT Systems Manager
  - c) In the event of total failure, close all doors and windows to maintain heating.
- If the failure cannot be easily rectified Site Manager to contact the BMS Contractor to attend
- Site Manager to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment, for example, portable heaters
- Facilities Manager to inform Contract Manager who will contact Head Teacher and/or MITIE PFI Senior Management with update
- Site Manager to leave written information for Helpdesk to log on the Service Desk the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment.

**Contact Details**

<u>Contractor</u>	<u>Services</u>
Matrix Solutions  0113 2601 032	BMS

## 4.0 AIR CONDITIONING

### General Description

#### AIR-CONDITIONED AIR HANDLING SYSTEM INCLUDES: -

The Air-Conditioned Air Handling System consists of the following: 2no. fully air-conditioned rooms throughout the building.

#### **Areas Served**

- G27
- F17

<Description of the AHU system; can be viewed on the BMS>

### Investigation and Response

#### During Office Hours

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- Site Manager/SPM carry out the following checks
  - a) Carry out temperature checks
  - b) Isolate plant and make safe
  - c) Carry out Air Handling Unit tests on the BMS to confirm operation of the system.
  - d) Check operation of heat recovery pumps
- If the failure cannot be easily rectified Site Manager/SPM to contact Helpdesk with an update on the extent of the failure and action taken
- Helpdesk to contact Contractor to attend.
- Helpdesk updates information on Command Database and informs Facilities Manager
- Facilities Manager informs Head teacher and Mitie Contract Manager as appropriate
- Site Manager/Caretaker to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM update Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required, for example, portable air conditioning units, and gets authorisation from Facilities Manager
- On repair of system Site Manager/SPM to inform Helpdesk

- Helpdesk close out job on Command and arrange for the collection/off hire of any standby equipment

### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers. (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Check electricity supply
  - b) Check operation status of PC with the IT Systems Manager
  - c) In the event of total failure, close all doors and windows to maintain cooling.
- If the failure cannot be easily rectified Site Manager/SPM to contact Contractor to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment, for example, portable air conditioning units
- Facilities Manager to contact Head Teacher and Mitie Contract Manager as appropriate
- Site Manager/SPM to leave written information for Helpdesk to log on Command the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment

### Contact Details

#### Sub – Contractor

Mitie TFM

#### Service

- Fume Extract Fans
- Smoke Extract Fans
- Air Handling Units
- Fan Coil Units
- Dirty Extract Fans

Office Hours: 01827311456

Out of Hours: 01827311456

## 5.0 BOILER FAILURE

### General Description

The LTHW System:-

- LTHW Boilers
- LTHW Constant temperature Circuit (12 hours)
- LTHW Variable Temperature Circuit.

The Boiler plant is connected to the BMS system network to the central supervisor console located in the plant room.

Below are the LTHW constituent parts in brief:-

- Pressurisation Unit
- Boilers
- Pipe work
- Valves
- Pumps
- Radiators
- Heating Elements.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- Site Manager/SPM to carry out the following checks
  - a) Carry out temperature checks
  - b) Isolate plant and make safe
  - c) Carry out Boiler tests to confirm operation of boiler
  - d) Check operation of pumps
  - e) If only one boiler failed switch to standby boiler.
  - f) Close all windows & doors to retain heat in building
- Site Manager/SPM contact Helpdesk and update on extent of failure and action taken
- If the failure cannot be easily rectified Helpdesk to contact MTFM to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM update Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required, for example, portable heating units, and gets authorisation from Facilities Manager
- On repair of system Site Manager/SPM to inform Helpdesk

- Helpdesk close out job on the Service Desk and arrange for the collection/off hire of any standby equipment.

### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers. (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Carry out temperature checks
  - b) Isolate plant and make safe
  - c) Carry out Boiler tests to confirm operation of boiler
  - d) Check operation of pumps
  - e) If only one boiler failed switch to standby boiler.
  - f) Close all windows & doors to retain heat temperatures in building
- If the failure cannot be easily rectified Site Manager/SPMs to contact the Contractor to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment, for example, portable heaters
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update as appropriate
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment.

### Contact Details

Sub – Contractor  
Mitie TFM

#### Service

- Boiler
- Pressurisation Unit
- Pipework
- Valves
- Heating Elements

Office Hours: 01827311456  
Out of Hours: 01827311456

## **6.0 DOMESTIC HOT WATER FAILURE**

### **General Description**

Domestic hot water is provided to the school by means of non-storage Sandblaster water heaters.

To meet the statutory requirements of the Water Authority separate systems have been provided to cater for 'domestic' and 'nondomestic' use. The systems provided being as follows:

General distribution to sinks, basins, showers etc – domestic use.

Distribution to sinks, washing machines, process use etc in the arts and technology faculty – nondomestic use.

Hot water services are distributed at a temperature of up to 60°C with individual thermostatic mixing valves provided at selected points of use arranged to supply water at a maximum of 43°C as detailed on the record drawings.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- SPMs carry out the following checks
  - a) Check water heaters are operating
  - b) Check pumps are operating. If not go to Control Panel and look for fault light
  - c) If fault light found re-set
  - d) On re-setting of Control Panel check water heaters are operating
  - e) Check temperature of water
- If the failure cannot be easily rectified Site Manager/SPM to contact Helpdesk and update extent of failure and action taken
- Helpdesk contact Mitie TFM to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and MITIE Contract Manager as appropriate
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service

- SPMs update Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required and gets authorisation from Facilities Manager
- On repair of system Site Manager/SPM to inform Helpdesk
- Helpdesk close out job on the Service Desk and arrange for the collection/off hire of any standby equipment.

### **Outside Office Hours**

- Contact Site Manager/SPM on out of hour's telephone numbers. (If fault/emergency found by Caretakers they should carry out checks as below)
- SPM carry out the following checks
  - a) Check water heaters are operating
  - b) Check pumps operating if not go to Control Panel and look for fault light
  - c) If fault light found re-set
  - d) On re-setting of Control Panel check water heaters are operating
  - e) Check temperature of water
- If the failure cannot be easily rectified SPMs to contact Mitie TFM to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment, for example, portable heaters
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update as appropriate
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment

### **Domestic hot water services leaks**

- Determine location of leak and area affected
- Isolate leak by closing relevant valves where flooding has occurred
- Contact sub-contractor for repair. (following reporting procedure above)

## Contact Details

### Sub – Contractor

Mitie TFM

Office Hours: 01827311456

Out of Hours: 01827311456

### Service

- M & E
- Water Systems

## 7.0 ELECTRICITY SUPPLY FAILURES

### General Description

A metered electricity supply has been provided within the main electrical switch room. This supply is rated at 400/230-volt 50 Hz having 3-phase conductors, neutral and PME earth terminal.

The LV supply has been provided from the main intake position as detailed on the record drawings to the school distribution switch panel (MLV1) in the main electrical switch room located ground floor at the rear of the kitchen.

### LV Switchgear

The switchgear is of the free standing front accessible cubicle floor standing type and is complete with incoming service isolator, Electricity meters, main service busbar system, fused switches for supplies to all distribution boards, fire alarms and mechanical equipment, power factor correction equipment, surge arrester, wall mounted main earth bar and monitoring meter for kWhr.

### Sub-Main Distribution

From the main LV switchgear (MLV1) generally XLPE/SWA/LSF sub-main cables have been installed on cable trays to serve the main electrical equipment as detailed below:

- General lighting and small power distribution boards
- Heating, ventilation, and various mechanical plant control panels
- Fire alarm control panel
- Security installation control panels
- Lift control panel

The cables are concealed wherever possible within the fabric of the building above false ceilings, within raised floors etc. Single cables being clipped direct to the building structure and multi-core runs being laid on cable tray etc.

Distribution boards, which are located in dedicated accessible lockable cupboards, have been provided as indicated on the record drawings. The distribution boards are of the MCB type suitable for SP, DP, and TP MCB's and are complete with integral switch disconnectors.

### Internal Lighting

From the local distribution boards, lighting circuits have been installed in steel cable trunking and PVC conduit.

Final circuit wiring has been carried to using LSF insulated single core stranded copper conductor cables enclosed in PVC conduit/steel cable trunking.

### **Small Power Installations**

A system of switched and unswitched power outlets for connection of fixed and portable equipment has been provided throughout the building together with nonstandard voltage switched socket outlets, emergency stop systems and electrical supplies to all electrically operated apparatus and equipment.

All socket outlets are wired from and MCB with RCD device at 30 mA trip current wired on the ring main principle.

From the local distribution boards power circuits have been installed I steel cable trunking and PVC conduit at 1<sup>st</sup>, 2<sup>nd</sup>, and/or ground floor levels to serve all floors.

In addition to general electrical services installations sub-main wiring has been installed from the main electrical switchboard (MLV1) to each mechanical plant and lift installation control panel.

### **Earthing & Bonding**

All non-current carrying metal work associated with the electrical installations equipment and extraneous metal work forming part of the building structure has been effectively bonded and connected to earth as a common potential. The earth continuity system has been installed in compliance with British Standard BS7671:1992 and the 16<sup>th</sup> Edition of the IEE Regulations.

## **Investigation and Response**

### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- SPMs carry out the following checks
  - a) Check distribution boards and check whether fuse has tripped
  - b) Switch tripped fuse on
  - c) Check equipment in affected area. If failure caused by equipment, isolate the supply to equipment until supply restored
- If the failure cannot be easily rectified Site Manager/SPM to contact Helpdesk and update on extent of failure and action taken
- Helpdesk contact Contractor to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM update Helpdesk with fault and estimated time of re-instatement
- On repair of system SPM to inform Helpdesk

## Outside Office Hours

- Contact Site Manager/SPM on out of hours telephone numbers. (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Check distribution boards and check whether fuse has tripped
  - b) Switch tripped fuse on
  - c) Check equipment in affected area. If failure caused by equipment isolate the supply to equipment until supply restored
- If the failure cannot be easily rectified Site Manager/SPM to contact Contractor to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment if required, for example, generators
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment.

## Contact Details

### Sub – Contractor

Mitie TFM

Office Hours: 01827311456

Out of Hours: 01827311456

### Service

- Electrical Boards
- Distribution Boards
- Emergency Response

## 8.0 EMERGENCY LIGHTING

### General Description

Each luminaire contains a unique circuit which allows the ‘Explorer’ interface or control Panel to interrogate them individually and obtain details of the status i.e., OK, Faulty Lamp, or Battery Not Charging etc.

The interface unit connects to the luminaries via a 2-core communication cable and is connected to the control PC via an RS232 interface led to an available serial communication port. The Windows based software contains the three main executable files (EXPLORER.ESE, ESPSCHED.EXE AND EXPBOOK.EXE) and various necessary additional TST and TXT files.

The control panel connects the luminaries via a 2-core communication cable and requires no further hardware to carry out the necessary testing. The panel has built in LCD display for viewing results and setting up tests, a keypad for user data entry and an in-built printer for test report print out.

The panel has been set up to perform automatic tests to comply with BS5266.

All emergency lighting is capable of providing illumination for a minimum of 3-hours in the event of a failure of the local electricity supply.

### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- SPMs carry out the following checks
  - a) Check System for any faults highlighted
  - b) Change lamps to faulty lights
- If the failure cannot be easily rectified Site Manager/SPM to contact Helpdesk and update on extent of failure and action taken
- Helpdesk contact Mitie Engineering to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager ascertains whether area is safe to continue using
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM update Helpdesk with fault and estimated time of re-instatement
- On repair of system Site Manager/SPM to inform Helpdesk
- Helpdesk close out job on the Service Desk.

### **Outside Office Hours**

- Contact Site Manager/SPM on out of hours telephone numbers. (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Check System for any faults highlighted
  - b) Change lamps to faulty lights

- If the failure cannot be easily rectified Site Manager/SPM to contact Contractor to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager determines if area is safe to use
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update as appropriate
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day.

### **Contact Details**

#### **Sub – Contractor**

Mitie TFM

#### **Service**

- Lighting
- Emergency Lighting

Office Hours: 01827311456

Out of Hours: 01827311456

## **9.0 GAS SERVICES FAILURES**

### **General Description**

From the meter location in the main car park, piped gas distribution systems have been provided to serve the water heating boiler plant, catering equipment and process water heaters.

One manual gas shut-off point has been provided per appropriate classroom.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- Site Manager/SPM carry out the following checks
  - a) Determine whether failure is due to gas leak or gas shut off by TRANSCO

- b) If it is due to TRANSCO shutting off gas supply the pressurisation unit will automatically shut down and an alarm will show on panel
  - c) If it is a gas leak turn off the gas service valves and attach “DO NOT TURN ON” notices. Erect warning signs and arrange alternative routes around affected site
- Site Manager/SPM to contact Helpdesk and update
  - Helpdesk contact TRANSCO for details of problem and estimated time gas will be off or if failure is due to a gas leak contact Mitie Engineering to attend
  - Helpdesk updates information on the Service Desk and informs Facilities Manager
  - Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
  - Facilities Manager and/or Site Manager to arrange that person be evacuated from the affected areas if necessary (this should be carried out in conjunction with the school)
  - SPMs to ensure all doors and windows are open in the affected area
  - On reinstatement of the gas supply SPMs to carry out the following:
    - a) Re set Pressurisation Unit.
    - b) Reset Gas Valves in Mains Cupboard
    - c) Check Boilers/Kitchen appliances operate
    - d) Re-set classrooms gas taps
  - Helpdesk close out job on the Service Desk.

### Outside Office Hours

- Contact Site Manager/SPM on out of hour’s telephone numbers. (If fault/emergency found by SPMs they should carry out checks as below)
- Site Manager/SPM carry out the following checks
  - a) Determine whether failure is due to gas leak or gas shut off by TRANSCO
  - b) If it is a gas leak turn off the gas service valves and attach “DO NOT TURN ON” notices. Erect warning signs and arrange alternative routes around affected site
  - c) If it is due to TRANSCO shutting off gas supply the pressurisation unit will automatically shut down and an alarm will come up on panel
- Site Manager/SPM to contact TRANSCO for details of problem and estimated time gas will be off or if failure is due to a gas leak contact Response Group to attend
- Site Manager/SPMs arrange that person be evacuated from the affected areas if necessary
- Site Manager/SPM to ensure all doors and windows are open in the affected area
- If failure due to leak Site Manager/SPM to contact Mitie Engineering to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service

- Site Manager/SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update as appropriate
- On reinstatement of the gas supply Caretakers to carry out the following:
  - a) Re-set Pressurisation Unit.
  - b) Re-set Gas Valves in Mains Cupboard
  - c) Check Boilers/Kitchen appliances operate
  - d) Re-set classroom gas taps
- SPMs to leave written information for Helpdesk to log on the Service Desk the following day

### **Contact Details**

Mitie TFM

Transco

0800 111 999

Office Hours: 01827311456

Out of Hours: 01827311456

## **10.0 HEATING SERVICES**

### **General Description**

The heating requirements throughout the school are served by radiators.

Temperatures are controlled via the BMS system located in the plant room.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure
- SPMs carry out the following checks
  - a) Check boilers are operating
  - b) Check BMS temperatures are correctly set
  - c) Check electricity supply to heating plant and equipment

- If the failure cannot be easily rectified Site Manager/SPM to contact Helpdesk and update on extent of failure and action taken
- Helpdesk to contact Mitie TFM to attend
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate and keeps local users updated of progress
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM updates Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether additional standby equipment is required, for example, portable heating units, and gets authorisation from Facilities Manager
- On repair of system Site Manager/SPM to inform Helpdesk
- Helpdesk close out job on the Service Desk and arrange for the collection/off hire of any standby equipment.

#### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Check boilers are operating
  - b) Check BMS temperatures are correctly set
  - c) Check electricity supply to heating plant and equipment
- If the failure cannot be easily rectified Site Manager/SPM to contact Mitie TFM to attend
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to authorise the hire of standby equipment, for example, portable heaters
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update as appropriate
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day
- Helpdesk to arrange for the collection/off hire of any standby equipment

### Contact Details

Mitie TFM

- Heating

Office Hours: 01827311456

Out of Hours: 01827311456

## **11.0 WATER CONTAMINATION**

### **General Description**

South Staffordshire Water are obliged in an emergency to provide a secondary water supply, delivered by road tanker, and connected to the main water supply.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure
- Site Manager/SPM contact Helpdesk and update on extent of failure
- Helpdesk contacts Water Authority giving details of problem and obtains information and guidance
- Helpdesk organises emergency secondary water supplies with Water Authority
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate.

#### **Outside Office Hours**

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out below)
- Site Manager/SPM to inform Facilities Manager that failure has occurred
- Site Manager/SPM to contact Water Authority and ascertain problem and likely time when normal service will be resumed
- Site Manager/SPM informs Facilities Manager of estimated time
- If the failure cannot be rectified by the start of the next school day Site Manager/SPM to organise with the Water Authority secondary water supplies

- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager with update
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day

### Contact Details

#### **Water Supplier**

South Staffordshire Water

Tel: 0800 389 10 11

#### **Water Monitoring/Legionella Testing**

Mitie Water

Tel: 01268 282 700

## 12.0 COLD WATER SERVICES FAILURES

### General Description

Cold Water storage tanks are situated in the Plant Room. Cold Water storage can cater for half a day interruption to the mains supply.

### Investigation and Response

#### During Office Hours

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure
- Site Manager/SPM carry out the following checks
  - a) If failure caused by a water main fracture beyond the water meter contact Severn Trent Water
  - b) If the failure is caused by a pipe fracture above the water meter, contact Mitie TFM for engineer to attend
  - c) Isolate the fractured pipe by closing the relevant isolating valves. The domestic hot water services will be affected by the disruption
- Site Manager/SPM contact Helpdesk and update on extent of failure and action taken
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM update Helpdesk with fault and estimated time of re-instatement
- Helpdesk ascertains whether the supply of bottled drinking water is required, and gets authorisation from Facilities Manager (Contact Eden)

- On repair of system Site Manager/SPM to inform Helpdesk
- Helpdesk close out job on the Service Desk
- Before the mains cold water service is restored turn off all taps to prevent local flooding

### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out checks as below)
- Site Manager/SPM carry out the following checks
  - a) If failure caused by a water main fracture beyond the water meter contact Severn Trent Water.
  - b) If the failure is caused by a pipe fracture above the water meter, contact Mitie TFM for engineer to attend
  - c) Isolate the fractured pipe by closing the relevant isolating valves. The domestic hot water services will be affected by the disruption
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM informs Facilities Manager of estimated time. If the failure cannot be rectified by the start of the next school day Facilities Manager to contact Head Teacher and/or MITIE Contract Manager with update and if applicable arrange for bottled drinking water to be available
- Site Manager/SPM to leave written information for Helpdesk to log on the Service Desk the following day
- Before the mains cold water service is restored turn off all taps to prevent local flooding.

### Contact Details

**Contractor**

Mitie TFM

Office Hours: 01827311456

Out of Hours: 01827311456

**Water Supplier**

South Staffordshire Water

0800 389 10 11

## 13.0 WATER TREATMENT FAILURES

### General Description

#### **Method of Reinstating the Water Supplies and Services.**

- Install signage where appropriate to prevent usage of water outlets such as showers
- Request specialist advice from H2O or other specialist water treatment company before embarking on reinstatement of the drinking water services. Consider cleaning implications of the tanks and services – Cryptosporidium can not be cleared by chlorinating, an appropriate cleaning method must be confirmed by the specialist
- General Water tanks – consider water drainage by natural usage or by releasing stored water to drain - obtain confirmation from the Water Authorities, they may not want large quantities of contaminated water released back into their system over a short period
- Flush all outlets for at least 2 minutes
- Pasteurise hot water tanks by increasing storage temperature to at least 70 - 75°C
- Flush through hot water taps paying particular attention to mixer taps
- Flush through water outlets within catering areas
- Replace filters and cartridges within catering areas
- Flush all outlets for at least 2 minutes
- Clean and flush through shower heads for at least 2 minutes per shower head
- Request attendance and water analysis by Mitie Water
- Obtain analytical results i.e., clearance certification from Mitie Water or other water treatment company (this may take a few days to achieve) please put Mitie Water or other on standby
- Obtain specific advice from Water Authority
- Confirm clearance details to the school
- Remove all safety notices throughout the facility once clearance has been given and stability is achieved for at least 48 hours.

## **14.0 STRUCTURAL FAILURES/SUBSIDENCE**

### **General Description**

The superstructure of the school comprises of a FC frame with flat slab construction at second floor level. The RC columns extend up to the roof level and are generally located within the perimeter and corridor walls. Reinforced concrete is used up to roof level, which provides a robust, self finished surface with its own inherent fire protection.

The main school building FC frame superstructure is supported by cast in-situ bored piles. The ground floor slab is designed as a 'semi' groundbearing/suspended slab spanning between RC ground beams and slab thickenings.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of failure and obtain details of areas/zones effected
- SPMs carry out the following checks
  - a) Determine extent of damage
  - b) Assess the possible need to evacuate from the affected area
  - c) If possible isolate gas/electricity supply to affected area
  - d) Arrange to barricade area and effect signs to divert vehicles and pedestrians
- Site Manager/SPM contact Helpdesk and update on extent of failure and action taken
- Helpdesk informs Facilities Manager and updates information on the Service Desk
- Helpdesk contacts relevant contractors to make safe
- Facilities Manager informs Newmount, Head teacher and/or Mitie Contract Manager as appropriate
- Facilities Manager to complete incident report and pass to Contract Manager.

#### **Outside Office Hours**

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out checks as below)
- SPMs carry out the following checks
  - a) Determine extent of damage
  - b) Assess the possible need to evacuate from the affected area
  - c) If possible isolate gas/electricity supply to affected area
  - d) Arrange to barricade area and effect signs to divert vehicles and pedestrians
- Site Manager/SPM to call the assistance of contractors as required
- Site Manager/SPM to inform Facilities Manager that failure has occurred and contractors attending
- Facilities Manager Newmount, Head teacher and/or Mitie
- Contract Manager as appropriate
- Facilities Manager to complete incident report and pass to Contract Manager.

#### **Contact Details**

##### **Contractor**

Newmount

## **15.0 DRAINAGE**

### **General Description**

Above ground drainage systems have been provided to serve all sanitary ware appliances, kitchen sinks, washing machines, shower gullies, lab sinks, plant room gullies etc.

### **Investigation and Response**

#### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of problem and obtain details of areas/zones effected
- Site Manager/SPM to contact Helpdesk and update on extent of problem.
- If drains are blocked, unblock using rods
- If unable to clear by rodding, Helpdesk to contact Dyno Rod to jet drains
- If drain or pipe damaged, contact Mitie TFM to carry out necessary remedial works
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager informs Environment Agency and/or Mitie Contract Manager as appropriate
- On repair of system Site Manager/SPM to inform Helpdesk
- Helpdesk to contact Water Treatment Contractor to check for possible contamination of water supplies
- Helpdesk close out job on the Service Desk and arrange for the collection/off hire of any standby equipment.

#### **Outside Office Hours**

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out below)
- If drains blocked unblock using rods. If unable to clear by rodding, contact Dyno Rod to jet drains
- If drain or pipe damaged, contact MITIE Engineering to carry out necessary remedial works
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service
- Site Manager/SPM informs Facilities Manager of estimated time

- Facilities Manager to contact Environment Agency, Head Teacher and/or Mitie Contract Manager with update
- Site Manager/SPM to leave written information for Helpdesk to log on Command the following day
- Helpdesk to contact Water Treatment Contractor to check for possible contamination of water supplies.

### Contact Numbers

Lanes for Drains 0113 3858400	Environment Agency 24 Hour Emergency Hotline 0800 80 70 60
Dyno Rod 0800 980 9858	

## 16.0 AIR POLLUTION/Hazardous Gas Emissions

### General Description

Air pollution can cause burning to eyes and nose and an itchy, irritated throat, as well as trouble in breathing. Air pollution can cause a haze, reducing visibility to the surrounding area.

### Investigation and Response

#### Office Hours

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of air pollution
- SPMs carry out the following
  - a) Close all doors and windows
  - b) If pollution is caused by smoke, fumes etc. contact the Fire Brigade to establish if it is dangerous or toxic and follow their instructions
  - c) Switch off supply to Air Ventilation systems
- Site Manager/SPM contact Helpdesk and update on extent of problem and action taken
- Helpdesk updates information on the Service Desk and informs Facilities Manager
- Facilities Manager contacts Met Office to obtain information and informs Head teacher and/or Mitie Contract Manager as appropriate.

**Outside Office Hours**

- Contact Site Manager/SPM on out of hour’s telephone numbers (If fault/emergency found by SPMs they should carry out below)
- Site Manager/SPMs carry out the following checks
  - a) Close all doors and windows
  - b) If pollution is caused by smoke, fumes etc. contact the Fire Brigade to establish if it is dangerous or toxic and follow their instructions
  - c) Switch off supply to Air Ventilation systems
- Site Manager/SPM to inform Facilities Manager that failure has occurred
- Facilities Manager contacts Met Office to obtain information and informs Head teacher and/or Mitie Contract Manager as appropriate

**Contact Details**

The Met Office	West Midlands Fire Brigade  Emergency: 999
----------------	--

**17.0 INFESTATION**

**General Description**

The Infestation may be from a variety of pests such: -

- Rats and Mice
- Silver fish
- House Crickets
- Cockroaches
- Firebrats

There are a total of 8 annual pest inspections. These include monitoring and inspections of high-risk locations, treatment if an infestation is discovered, and any treatments that are requested by the client. Results of these inspections are in the Mitie Pest Control File stored in the FM filing system.

**Investigation and Response**

**Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of infestation and obtain details of areas
- Site Manager/SPM to arrange to have all doors and windows closed in the affected area. Ban access to the affected area
- Site Manager/SPM contact Helpdesk and update on extent of problem and action taken

- Helpdesk contacts MITIE Pest Control to attend, updates information on the Service Desk and informs Facilities Manager
- MITIE Pest Control to report to Mitie PFI outcome of investigation and appropriate action
- Helpdesks inform Facilities Manager of recommendations
- If necessary, Facilities Manager to arrange evacuation of the area and inform Head Teacher and/or Mitie Contract Manager.

### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out below)
- Site Manager/SPM to check extent of infestation and obtain details of areas/zones affected
- Site Manager/SPM to inform Facilities Manager of problem
- Site Manager/SPM to call our Mitie Pest Control on emergency number to attend
- Mitie Pest Control to report to Mitie PFI outcome of investigation and appropriate action
- Inform Facilities Manager of recommendations
- If necessary, Facilities Manager inform Head Teacher and/or Mitie Contract Manager and Health & Safety.

### Contact Details

MITIE Pest Control  PH: 02072670975	Environmental Health Dept
---	---------------------------

## 18.0 FLOODING

### General Description

A Flood may affect a number of services such as: -

- Air-conditioning & Ventilation
- Domestic Hot water Services
- Drainage
- Electricity Supply
- Heating Services
- Telephones
- Water Services

Floods maybe caused by blocked drains internally and externally, excess rainwater, heating system or overflow of sinks and toilets.

Each interrupted service must be quickly restored but due to the complexity of the type of flooding, this may take time.

## **Investigation and Response**

### **During Office Hours**

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of problem and obtain details of areas/zones effected
- Site Manager/SPM isolate water supply as necessary. This may require total isolation from the main incoming pipe located outside the premises on Colley Lane. Alternatively, isolate local supply from isolating valve in relevant area
- Site Manager/SPM ensure that affected area is safely barricaded-off from all personnel
- Erect warning signs and arrange alternative routes around the flood site
- Site Manager/SPM contact Helpdesk and update on extent of problem
- Helpdesk contacts Mitie TFM to attend and updates information on the Service Desk and informs Facilities Manager
- Helpdesk organises the hire of electric pumps and dehumidifier units as appropriate
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Helpdesk close out job on the Service Desk and arrange for the collection/off hire of any standby equipment.

### **Outside Office Hours**

- Contact Site Manager/SPM on out of hour's telephone numbers (If fault/emergency found by SPMs they should carry out below)
- Site Manager/SPM isolate water supply as necessary. This may require total isolation from the main incoming pipe located outside the premises on Colley Lane. Alternatively, isolate local supply from isolating valve in relevant area
- Site Manager/SPM ensure that affected area is safely barricaded-off from all personnel
- Erect warning signs and arrange alternative routes around the flood site
- Site Manager/SPM contact Mitie Engineering to attend and arrange for pumps and/or dehumidifiers to be hired to clear flood
- Site Manager/SPM to inform Facilities Manager that failure has occurred, and Contractor called out
- Site Manager/SPM to ascertain from the Contractor the exact location of the fault and an estimate of the length of time it will take to re-instate the service

- Site Manager/SPM informs Facilities Manager of estimated time
- Facilities Manager to contact Head Teacher and/or Mitie Contract Manager as appropriate with update
- Site Manager/SPM to leave written information for Helpdesk
- Helpdesk to log on the Service Desk the following day and arrange collection of any hired equipment.

### **Contact Details**

#### **Contractor**

Mitie TFM

Office Hours: 01827311456

Out of Hours: 01827311456

## **19.0 EXTREME WEATHER**

### **General Description**

Extreme weather accounts for many wide ranges of weather phenomena, which can be summarised as damage suffered from heavy rain, ice & snow, high winds, excessive heat, and other weather events. ***(REFER TO APPENDIX L - Temporary Closure during Severe Weather)***

**In most cases, events due to extreme weather will be picked up by the Site Team prior to any other parties being aware. Investigation and Response to be carried out as follows:**

#### **Heavy rain – Possible Flooding**

- Site Manager/SPM to determine the extent and damage to areas affected
- Site Manager/SPM contact the Helpdesk (or Facilities Manager out of hours) and advise that an emergency has occurred due to heavy rain and action taken
- Helpdesk or Facilities Manager to contact the Met Office to obtain further weather information
- Check areas that are prone to flooding such as external stairways and underground ducts
- Install sandbags if required
- Provide temporary warning notices and cones to areas affected
- If required, switch off any equipment at risk to water damage
- Facilities Manager to contact the Head teacher and/or Mitie Contract Manager
- Once rain has subsided, follow above instructions for “Flood”

## Ice & Snow

- Site Manager/SPM to remove any excess water at school entrances and determine the extent and/or damage to areas affected
- Site Manager/SPM contact the Helpdesk (or Facilities Manager out of hours) and inform that an emergency has occurred, and action taken
- Helpdesk or Facilities Manager to contact the Met Office to obtain further weather information
- Carry out ice and snow clearing to priority areas such as emergency escape staircases, roads, and pathways to minimise risk
- If required, isolate any equipment at risk to water or freezing damage such as external taps
- Facilities Manager to inform Head teacher and/or Mitie Contract Manager as appropriate
- The prevailing conditions may lead to:-
  - Loss of Service
  - Damage to structure
  - Restricted areas access
  - Injuries to pupils, staff, or visitors.

## High winds

- Site Manager/SPM contact the Helpdesk (or Facilities Manager out of hours) that an emergency has occurred due to high winds and action taken. This could be events such as fallen trees, roof damage, etc.
- Helpdesk or Facilities Manager to contact the Met Office to obtain further weather information. If heavy rain is predicted, follow instructions above
- Site Manager/SPM to determine the extent and damage to areas affected and report to Helpdesk or Facilities Manager
- Provide temporary warning notices and cones to areas affected
- Helpdesk or Facilities Manager to contact contractors required to carry out remedial works if required
- Facilities Manager to contact the Head Teacher and/or Mitie Contract Manager to update as appropriate.

### Excessive Temperature

- Site Manager/SPM to ensure that an assessment is carried out to ascertain if the temperature has affected the facility. This may include melted tarmac in playgrounds and car park, etc.
- Site Manager to contact the Helpdesk to advise that an emergency has occurred due to excessive heat and action taken
- Contact the Met Office to obtain further weather information
- Helpdesk to advise Facilities Manager
- Facilities Manager to contact the Head teacher and/or Mitie Contract Manager as appropriate
- Check areas that are prone to excessive temperatures.

### Contact Details

The Met Office	
----------------	--

## 20.0 EXPLOSIONS

### General Description

An explosion will affect a number of services such as: -

- Air-conditioning & Ventilation
- Domestic Hot water Services
- Drainage
- Electricity Supply
- Heating Services
- Telephones
- Water Services

Each interrupted service must be quickly restored but due to the complexity of the explosion, this may take time.

### Investigation and Response

#### During Office Hours

- Call received at Helpdesk
- Helpdesk contact Site Manager/SPM to check extent of problem and obtain details of areas affected (If safe to do so)
- Helpdesk contacts Emergency Services with details
- Helpdesk informs Facilities Manager
- Site Manager/SPM ensure that affected area is safely barricaded-off from all personnel

- Erect warning signs and arrange alternative routes around the explosion site
- If necessary, evacuate premises
- Facilities Manager informs Head teacher and/or Mitie Contract Manager as appropriate
- Follow instruction from the Emergency Services
- Once area has been deemed safe, establish what damage has been caused and contact contractors as appropriate

### Outside Office Hours

- Contact Site Manager/SPM on out of hour's telephone numbers (If discovered by SPMs they should carry out below)
- Site Manager/SPM to contact Emergency Services
- Site Manager/SPM to inform Facilities Manager of extent of damage and emergency services attending
- Follow all instruction from the Emergency Services
- Facilities Manager to inform Head teacher and/or Mitie Contract Manager as appropriate
- SPMs ensure that affected area is safely barricaded-off from all personnel
- Erect warning signs and arrange alternative routes around the flood site
- Once area has been deemed safe, Site Manager/SPM establish what damage has been caused and contact contractors as appropriate
- Site Manager/SPM to leave written information for Helpdesk

### Contact Details

#### **EMERGENCY SERVICES - 999**

**For Sheltering Procedures see Appendix B**

**For Bomb Evacuation Procedures see Appendix D**

### 21.0 FIRE ALARMS

#### General Description

The fire alarm system has been integrated with the operation of ventilation and mechanical plant systems in the event of a fire.

The fire alarm installation comprises of an analogue addressable main control unit, which is located in the main entrance lobby, which controls break glass call point units, automatic door closers and interfaces to shut down mechanical services.

The fire system installed is a Chubb Control Master and is located in the Main Reception Foyer. Mitie PFI's nominated sub-contractor, ORO Security, digitally monitors the Alarm.

On activation the fire bells sound, all internal fire doors close, the main gates open, the plant shuts down and a signal is sent to alert the monitoring company of activation.

The monitoring company will contact one of the key holders immediately to confirm whether the activation is false. If the monitoring company cannot reach any of the key holders, then they will automatically alert the Fire Brigade.

### **Investigation and Response (Upon activation of the Fire Alarm)**

#### **During Office Hours**

- All staff to follow agreed Fire Procedures

#### **Outside Office Hours**

- Call received by Site Manager/SPM by remote monitoring station. If on site, check fire panel, investigate area, and advise monitoring station if false alarm
- If not currently on site, Site Manager/SPM attend site as soon as possible. Fire Service would have been automatically called
- Site Manager/SPM liaise with Fire Brigade on arrival and inform Facilities Manager if appropriate
- Facilities Manager to liaise with Head teacher and/or Mitie Contract Manager if appropriate
- If "real" fire has occurred, Facilities Manager to advise Newmount representative immediately and advise on extent of fire damage
- Fire Service will take ownership of the building until deemed safe to re-occupy

### **Investigation and Response (Upon total loss of Fire Alarm system)**

- Upon discovery of a "fault" on the fire alarm system, Site Manager/SPM to inform Helpdesk immediately, giving fault code and description
- Helpdesk to liaise immediately with ORO Security to establish whether fire alarm system is still fully operational
- If operational, Helpdesk to advise ORO Security to attend to clear fault
- If non-operational, Site Manager/SPM to implement emergency procedures (as per below) immediately

#### **Emergency procedure to be implemented in the event of failed Fire Alarm system**

- Helpdesk to advise Facilities Manager and Contract Manager of nonoperation of fire alarm
- Facilities Manager to immediately advise Head teacher of nonoperation of fire alarm and procedures that will be followed (including means of raising alarm)

- Head teacher to immediately advise all school staff of nonoperation of fire alarm and procedures that will be followed (including means of raising alarm)
- Site Manager/SPM to split building into zoned areas (such as ground floor, 1<sup>st</sup> floor, etc) and implement fire marshal checks. These should include checking all areas for evidence of fire or smoke, including plant rooms, risers, cupboards, etc. These checks should continue routinely until the reinstatement of a fully operational fire alarm system, including out of hours
- Each zoned area should have a manual alarm system located in the middle of the zone. This could include for example a manual fire bell or horn (the sound that should be expected upon the discovery of a fire should have been communicated to all staff)
- Upon discovery of a fire, the fire marshal should immediately sound the manual alarm within that zone and radio through to other fire marshals, using Channel 1, to advise of “fire”
- All other fire marshals should immediately sound the manual alarm within their zone to prompt evacuation
- The fire marshal discovering the fire should immediately call the fire service on 999 giving the exact location of the fire
- The manual alarm should continue until a full evacuation has been completed and a sweep of the building has been carried out and deemed clear

## **WASTE**

### **General Description**

Mitie Waste is the waste collector for the school. Collections are made twice per week.

There are 4 bins situated in the bin store.

Disposal of lighting tubes will be collected separately and organised by the Helpdesk.

In the event of Mitie Waste failure to collect, contact the Helpdesk who will arrange for an alternative company to collect or the delivery of a skip to use until normal service is resumed.

### **Contact Details**

Mitie Waste	0844 800 2714
-------------	---------------

## **23.0 KITCHEN FAILURES**

### **General Description**

The catering service is provided by Chartwells and provides meals to almost 700 pupils and teaching staff. The kitchen area is situated on the ground floor behind the Dining Hall.

### Investigation and Response

- Call received to Helpdesk Administrator
- Helpdesk Administrator ascertains from site staff what fault is and contacts relevant sub-contractor for emergency response.
- Sub-contractor to give full report on action required and length of time before services can be resumed
- Helpdesk to advise Facilities Manager
- On receipt of information from sub-contractor contact, Facilities Manager to consider alternative meal arrangements and advise Head teacher and/or MITIE Contract Manager as appropriate

### Contact Details

<p>Chartwells 24 Parklands, Birmingham Great Rd, Rubery, Birmingham, B45 9PZ</p> <p>PH: 0121 457 5000</p>	<p>JLA Catering Equipment Ltd</p> <p>02476 426000</p>
---	---

## 24.0 REFRIGERATION FAILURES

### General Description

There are 1 large double door freezer and 1 large double door fridge, located within the main kitchen on the ground floor.

### Investigation and Response

- Catering Manager to establish which refrigerator has failed and time of failure
- Catering Manager to contact Helpdesk with information
- Helpdesk to contact Site Manager/SPM and arrange for the electrical supply to refrigerator to be checked, including fuse
- Site Manager/SPM to update Helpdesk, if electrical supply ok, Helpdesk to contact Newco Catering for engineer to attend
- Site Manager/SPM to establish from contractor expected repair time
- If the failure is likely to be long term, consider alternative arrangements such as hire a replacement refrigerator
- Outside normal hours and during school holidays SPMs to carry out electricity supply check and if necessary, contact relevant sub-contractor to repair. Notify Catering Manager and arrange for spoiled food to be removed.

### Contact Details

Chartwells 24 Parklands, Birmingham Great Rd, Rubery, Birmingham, B45 9PZ  PH: 0121 457 5000	JLA Catering Ltd  02476 426000
---	--------------------------------------

## **25.0 LIFTS**

### **General Description**

The school is fitted with 1 passenger lift. This lift is serviced by Orona Lifts.

### **Investigation and Response**

- Call received to Helpdesk
- Helpdesk to contact Site Manager/SPM to establish which lift, the location, and the nature of the failure
- Site Manager/SPM to check if there are passengers in the lift. If not, reset the lift if possible
- Site Manager/SPM to give assurance to any trapped passengers that help is coming
- Helpdesk to call fire service to release trapped passengers if required
- Site Manager/SPM to re-set lift system once passengers are released
- Post “out of order” notices if the system cannot be re-set
- If necessary, arrange for call out of lift engineers
- When the lift is back in service remove, the “out of order” notices.

### **Contact Details**

Orona Lifts  0845 8949 127	
----------------------------------	--

## **26.0 COMPUTER/DATA NETWORK**

### **General Description**

The computer and data networks are not the responsibility of Mitie PFI and are managed and maintained by Colley Lane Primary School.

## 27.0 SERIOUS ASSAULT/FIGHT DISTURBANCE

### General Description

Before approaching an incident, you must ensure that you can do so safely and ensure the safety of building users and staff first.

### Investigation and Response

#### During Office Hours

- On discovering an assault or fight on the premises radio the Helpdesk informing them of the nature of the incident and location
- Helpdesk to acknowledge call for assistance via radio and contact other Mitie PFI and/or school staff to assist
- Helpdesk to inform Head teacher and if perpetrators are **not** pupils of the school, immediately call the Police and if appropriate initiate building lock-down procedures to prevent access to the school building
- If perpetrators are pupils/staff of the school, the school staff will diffuse the situation. MITIE PFI staff should remain on standby. Head teacher to contact Police as necessary
- If perpetrators are not pupils/staff of the school, Site Manager/SPM (or other Mitie staff) to attempt to diffuse the situation, if possible and safe to do so. Control the scene and clear any onlookers
- In the event of a serious assault Site Manager/SPM to seal off area where assault took place
- If first aid required Site Manager/SPM to radio Helpdesk to request assistance of a first aider or ambulance service
- If possible, move people involved in disturbance to an isolated area
- Helpdesk to document all activities on the Service Desk
- Head teacher to obtain statements from perpetrators.

#### Outside Office Hours

- On discovering an assault or fight on the premises contact the Police immediately
- Radio for help from another member of the Mitie PFI staff. Attempt to diffuse the situation, if possible and if safe to do so
- If possible clear any onlookers and seal off the area
- In the event of a serious assault Site Manager/SPM to seal off area where assault took place and move the people involved to an isolated area until the Police arrive
- Contact Facilities Manager giving details of incident and Police in attendance
- Document the incident with detailed notes
- Next working day submit all notes and information to Facilities Manager
- Facilities Manager should ensure the incident is recorded on the Service Desk and inform the Head teacher and Mitie Contract Manager
- Contract Manager to assess counselling needs of Mitie staff

## **28.0 SERIOUS INJURY/DEATH**

### **Investigation and Response**

#### **If incident occurred in Colley Lane Primary School**

- Call the Police/Ambulance Service (Dial 999). Do not leave the casualty unattended
- Radio for First Aider
- Radio for assistance from other Mitie staff members
- If possible isolate affected student/staff member
- Initiate first aid if trained to do so
- Do not move casualty except if evacuation is absolutely necessary
- Helpdesk to notify Head Teacher and Facilities Manager immediately
- Facilities Manager to notify Contract Manager
- Contract Manager to:
  - a) Determine counselling needs for Mitie PFI staff
  - b) Inform HR to set up post crises intervention
  - c) Meet with staff counsellors
  - d) Determine level of intervention for staff
  - e) Designate rooms as private counselling areas
  - f) Escort affected persons to counsellors (where applicable)
  - g) Assess stress level of staff. Recommend counselling to overly stressed staff
  - h) Follow-up with staff who received counselling
  - i) Allow for changes in normal routines or test schedules to address injury or death

## **29.0 SHOOTING/OTHER WEAPON**

### **Individual with weapon outside the building:**

- If a person threatens with a firearm or begins shooting:
  - a) If you are outside go inside the building as soon as possible
  - b) If you cannot get inside, make yourself as compact as possible; put something between yourself and the shooter; do not gather in groups
  - c) If you are inside turn off the lights; lock all doors and windows; shut blinds, if it is safe to do so
  - d) Staff, building users and visitors should crouch under desks and remain there until the all clear is given

- e) Facilities Manager & Head Teacher takes staff and pupil listing and immediately notify the emergency services of any missing people when it is safe to do so
- f) Assess the situation as to: The shooters location, any Injuries
- g) Call 999 and give as much detail as possible about the situation
- h) Secure the area if appropriate
- i) Assist staff and pupils in evacuating from immediate danger to a safe area
- j) Care for the injured as carefully as possible until emergency services arrive
- k) Hold information meeting with all staff.

**If a staff member is aware of a weapon brought into the building:**

- a) Immediately notify the Helpdesk and Facilities Manager of the suspected person who brought in the weapon, where the weapon is located, if the suspect has threatened anyone or any other details that may prevent the suspect from hurting someone or himself/herself
- b) Facilities Manager to notify Head Teacher
- c) Call police if weapon is suspected
- d) Document the incident.

**30.0 SUICIDE**

Suicide attempt at Colley Lane Primary School

- Intervene prior to attempted suicide, as appropriate
- Verify persons information, such as name, etc
- Try to isolate suicidal person from other staff. Prevent others from witnessing a traumatic event if possible
- Call the Emergency Services (Dial 999), if person requires medical attention, has a weapon, or needs to be restrained
- Radio for assistance from other MITIE staff
- Helpdesk to notify Facilities Manager and/or Head Teacher
- Stay with person until emergency service personnel (negotiator) arrive. Do not leave suicidal person alone
- Head Teacher contacts parent(s)/guardian(s) if suicidal person is a student
- Facilities Manager to notify Mitie Contract Manager
- Mitie Contract manager and Head Teacher determine method of notifying staff and initiate grief counselling plan as appropriate
- If attempt results in death/serious injury call emergency services (Dial 999). Do not leave casualty unattended
- Radio for First Aider to administer medical attention
- Isolate casualty if possible

- Head Teacher to notify staff
- Contract manager to activate Emergency Management Team as appropriate
- Designate member of staff to accompany casualty to hospital
- Head Teacher notifies parent(s)/guardian(s) if victim is a student
- Determine method of notifying staff, and parents
- Implement grief-counselling plan as appropriate.

### **31.0 INTRUDER/HOSTAGE**

Intruder/unauthorised person who enters property:

- Radio for assistance from another member of staff to accompany you before approaching intruder
- Politely greet intruder and identify yourself
- Ask intruder the purpose of his/her visit
- Inform intruder that all visitors must register at the main office
- Notify School Administration Office and/or Mitie PFI Helpdesk
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave

- Warn intruder of consequences of staying on property. Inform him/her that you will call police
- Notify Helpdesk via radio that the intruder still refuses to leave
- Helpdesk to contact police and give full description of intruder
- Walk away from intruder if he/she indicates a potential for violence. Be aware of intruder's actions at the time (where he/she is located, whether he/she is carrying a weapon or package etc)
- Mitie PFI staff may issue lock-down procedures.

### **33.0 VIRAL OUTBREAK**

Viral outbreak at Colley Lane Primary School:

- If you become aware of a potential viral outbreak, inform the Helpdesk and Facilities Manager immediately
- Facilities Manager to notify the Local Health Authority of the possibility of an outbreak
- Helpdesk to notify First Aiders of the medical emergency
- If possible isolate affected student/staff member/s who could be infected
- Initiate first aid where needed
- Facilities Manager to notify Head Teacher

- Situation is assessed by the Local Health Authority and the Head Teacher is advised if the school should be closed until the outbreak can be contained
- Follow any instruction from the Local Health Authority.

### **34.0 MINIBUS OR CAR ACCIDENT** – OUTSIDE ACTIVITIES

1. **STOP**                    You must stop if you are involved in a road accident and any other person, dog or large animal is involved  
  
OR  
  
If any vehicles or roadside property is damaged. Use hazard warning lights.
2. **KEEP CALM**            Shock and distress will affect you and your passengers. Think before saying anything. Do not admit liability and avoid arguments about the cause of the accident.
3. **CHECK**                    all are accounted for and if any need medical aid. Send TWO people for assistance and use the mobile phone to raise help – use 112 for emergency services. You will need to know the location and type of assistance needed.
4. **MOVE**                    away from the vehicle if there is any chance of an explosion. Keep the group together.
5. **INFORM** others involved in the accident of:
  - School name, address
  - Your name, address
  - Or report information to police within 24 hours
  - Your insurance certificate must be produced either at the scene or within 24 hours at the nearest Police Station
6. **CONTACT**                the school with relevant information – location, pupil's names, and problems.
7. **RECORD** details of the accident/incident with particular attention to:
  - Names and addresses of independent witnesses
  - Road conditions
  - Visibility and weather
  - Width of road and road names
  - Information about car movements, directions, and parked cars

- Details of car owners
- Time
- Ideally sketch the incident marking in positions of other vehicles

8. ARRANGE RECOVERY

**OTHER USEFUL INFORMATION**

**BUILDING LOCK DOWN PROCEDURES**

One means of securing the building is to implement lock-down procedures. Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons inside the building.

- Staff will issue lock-down procedures by announcing a warning
- LOCK DOWN PROCEDURE NOW IN OPERATION
- Teachers/School Staff will direct all students and visitors into classrooms
- Teachers will lock classroom doors and close all blinds
- Teachers to move all persons away from windows and doors
- Allow no one outside of classroom until Head Teacher gives all-clear signal

Witness to hostage situation:

- a) If hostage taker is unaware of your presence, do not intervene
- b) Call the Police (Dial 999) immediately. Give dispatcher details of situation; ask for assistance
- c) Seal off area near hostage scene
- d) Give control of scene to police and hostage negotiation team
- e) Keep detailed notes of events

If taken hostage

- a) Follow instructions of hostage taker
- b) Try not to panic. Calm staff if they are present
- c) Treat the hostage taker as normally as possible
- d) Be respectful to the hostage taker
- e) Ask permission to speak and do not argue or make suggestions
- f) Head Teacher will notify parents/guardians of staff/students involved

- g) Contract Manager will notify relatives of Mitie PFI staff involved
- h) Contract Manager and Head Teacher to obtain statements from witnesses as appropriate
- i) Contract Manager to assess counselling needs of victims or witnesses and implement post-crisis procedures with HR

### **ADDITIONAL SECURITY PROVISION**

Head Teacher and Mitie Contract Manager will liaise with Mitie PFI and Dudley Borough Council Emergency Planning team to arrange for appropriate security arrangements to be implemented to ensure the school and its critical resources are protected.

The recommended security contractor is: - Mitie Security

### **EVACUATION PROCEDURES**

Fire Alarm – Evacuation will be automatic in response to the alarm – follow Fire Evacuation Procedures (APPENDIX C)

Bomb Threat – Follow procedure (APPENDIX D)

## **APPENDIX C – FIRE EVACUATION PROCEDURES**

### **EMERGENCY EVACUATION – COLLEY LANE SCHOOL**

#### **ON DISCOVERING AN EMERGENCY SITUATION:**

- Break nearest 'BREAK GLASS POINT' to sound the alarm

#### **ON HEARING THE ALARM all staff (except in Hall and Kitchen) should:**

- Evacuate with pupils to Assembly Points in Key Stage 1 Playground.  
The Site Premises Manager will make a judgement and notify the senior member of staff if it would be safer for staff and pupils to evacuate to the Social & Sports Club car park in the event of a real emergency.
- All staff exiting the building first via exit doors must wear 'yellow' jackets which contain a gate key to enable exit via the school premises if need be. The last person out of the building takes the 'orange' jacket and does the sweep.

#### **ON HEARING THE ALARM all staff in Hall and Kitchen should:**

- Evacuate with pupils to Key Stage 1 Playground via external gates.
- Key school staff to carry out sweep of their area (SPMs are always available, as Fire Wardens, to give training on how to carry out an effective sweep of an area). Regular training is to be carried by the school.
- **Where there is 1 x SPM on site:**

SPM to call emergency services.

#### **All 2-way radios should be switched to Channel 2.**

SPM to go to panel to locate emergency, communicate findings as efficiently as possible to other 2-way radio users. Open barrier in preparation for the arrival of the emergency services. The SPM will then return to the

fire panel within the school, make contact with MITIE sub-contractor via the radio and mark off all personnel within the MITIE signing in/out book which will remain on the reception desk.

The designated school fire marshal will make sure all the external gates are open when only 1 SPM on site.

- **Where there are 2 x SPMs on site:**  
1 x SPM will go to panel, investigate emergency, communicate information to 2<sup>nd</sup> SPM. 1 x SPM will then open the car park barrier for the emergency services and return to the fire panel within the school, make contact with MITIE sub-contractor via the radio and mark off all personnel within the MITIE signing in/out book which will remain on the reception desk. The second SPM will make sure all of the external gates are open, starting with the nearest gate to his location.
- Admin staff members should take Registers, visitor's book and contact details, 2-way radios 'yellow' jackets containing a gate key and an 'orange' jacket for staff carrying out the sweep. **Mitie signing in/out book to remain in the reception for the SPM to collect.**
- At Assembly Point, Admin staff member to communicate with SPM and any persons assembled on the court
- Kitchen Unit Manager to take the 2-way radio and give the 'all clear' to the SPM once contact has been made or advise the SPM of any catering staff that might be missing.
- Staff with 2-way radios should communicate 'all-clear' or notify of any persons missing to SPM who will pass this information to the Emergency Services on their arrival
- At all times, SPM to communicate relevant information over 2-way radio and advise, if necessary, of a safer Assembly Point at which point evacuation should be continued as advised
- All 'Orange' jacket holders to report to Admin Staff to inform of area swept.

**ON HEARING THE ALARM all Cleaning staff should:**

**OUT OF SCHOOL HOURS**

- Evacuate to the front of the building where the Supervisor, or her representative will give the 'all-clear' or notify of any staff missing

**DURING SCHOOL HOURS**

- Evacuate to Key Stage 1 Playground as per school procedures

**DO NOT USE THE LIFT WHILE EVACUATION IS TAKING PLACE**

**EVACUATION SHOULD TAKE PLACE IN AN ORDERLY MANNER**

**WALK – DO NOT RUN**

**LEAVE ALL BELONGINGS BEHIND**

**CHECK CLASSROOM / OFFICE BY BENDING DOWN TO SCAN UNDER TABLES AND CALL e.g., "IS ANYBODY STILL IN HERE?"**

**PLEASE REMEMBER TO CHECK STOREROOMS AND e.g., TOILET AREAS WITHIN A CLASSROOM**

**ONCE A CLASSROOM / OFFICE IS CONSIDERED CLEAR, PLEASE CLOSE THE DOOR BUT DO NOT TAKE TIME TO LOCK IT**

**THE PERSON RESPONSIBLE FOR MAKING THE FINAL CHECK OF AN AREA MUST REMEMBER TO ALSO CHECK ANY TOILETS AND CLOAKROOMS THAT THEY PASS, USING ABOVE TECHNIQUE**

ONCE THE 'ALL-CLEAR' HAS BEEN GIVEN TO THE SPM, THE SPM WILL NOTIFY STAFF VIA THE 2-WAY RADIO THAT ACCESS BACK INTO THE SCHOOL IS ALLOWED

## APPENDIX D – BOMB THREAT PROCEDURES

If an employee receives a telephone call stating, there is a bomb located in the building they must try to obtain the information attached before notifying Mitie PFI Helpdesk.

The employee should then contact a member of MITIE PFI staff on **Radio Channel 15**. MITIE PFI will take the necessary steps to warn staff either verbally, or by ringing the class change bell continuously. **THE NORMAL FIRE ALARM SYSTEM IS NOT TO BE USED.**

In order to assist the Police/Fire Service the member of staff who received the telephone call must provide as much information as possible and as soon as it is practical complete the form attached in full.

If there is a bomb threat to the building, please evacuate as quickly as possible using the available exits. Staff should go directly to the playground evacuation point.

**ALL EMPLOYEES & PUPILS MUST TAKE THEIR PERSONAL BELONGINGS WITH THEM**, including handbags, briefcases, shopping bags, coats, and keys. This will help to avoid unnecessary delay in locating the object and reduce suspicion over articles of property left behind after staff have evacuated. In addition, all Fire Doors should be left open, and lights switched on. This will help when searching the premises for suspect packages.

### **ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT**

#### **1. RECORD THE EXACT WORDING OF THREAT**

.....  
.....  
.....  
.....  
.....

#### **2. ASK THESE QUESTIONS**

- a) What building is the bomb in?.....
- b) Where is the bomb located?.....
- c) When is it going to explode?.....
- d) What does it look like?.....
- e) What kind of bomb is it?.....
- f) What will cause it to explode?.....
- g) Did you place the bomb?.....
- h) Why?.....

#### **3. RECORD TIME CALL COMPLETED:.....**

4. KEEP TELEPHONE LINE OPEN (even though caller has disengaged)

5. WHERE AUTOMATIC NUMBER REVEAL EQUIPMENT IS AVAILABLE RECORD NUMBER SHOWN:.....

6. INFORM MITIE PFI ON EXTENSION; 217,205,248 or Radio Channel 3.

Name & telephone number of person informed:.....

**MITIE PFI WILL CONTACT THE POLICE. HOWEVER, DURING OUT OF HOURS, YOU SHOULD CONTACT THE POLICE STRAIGHT AWAY BY DIALLING 999**

Time informed:.....

**THIS PART SHOULD BE COMPLETED ONCE THE CALLER HAS HUNG UP AND POLICE/ BUILDING SECURITY OFFICER HAVE BEEN INFORMED: -**

1. Time & date of call:.....Length of call:.....

2. Number at which call is received (that is, your extension number):.....

• **ABOUT THE CALLER: -**

Sex of caller Male  Female

Nationality?.....Age?.....

• **LANGUAGE**

Well-spoken  Irrational  Taped  Foul  Incoherent

Message read by threat-maker

• **CALLER'S VOICE**

Calm  Crying  Clearing Throat  Angry  Nasal  Slurred

Excited  Stutter  Disguised  Slow  Lisp  \*Accent

Rapid  Deep  Familiar  Laughter  Hoarse

If the voice sounded familiar, who did it sound like?

\*What accent?.....

• **BACKGROUND SOUNDS**

Street noises  House noises  Animal noises  Crockery  Motor

Clear  Voices  Static  PA System  Booth

Music  Factory machinery  Office machinery

Other (specify):.....

• REMARKS: -

.....

.....

.....

.....

Signature : ..... Date : .....

Print Name : .....

**ADDITIONAL SECURITY PROVISION**

MITIE PFI Contract Manager, in liaison with the Departmental Emergency Planning Focal Point will arrange for appropriate security arrangements to be implemented to ensure the and its critical resources are protected.

The recommended security contractor is:

**Contact Details**

MITIE Security	
----------------	--

**DEALING WITH THREATS**

**PERSONAL AGGRESSION**

Knowing how to recognise the signs then acting accordingly, can be really useful

**BE AWARE** Trust your intuition – do not ignore warnings – if you feel scared or uneasy, act on it.

**BE ALERT** Walk tall, keep you head up, be aware of your surroundings. Look confident and maintain good posture

**AVOID RISKS** Let people know where you are, expect to be changes in your plans.

**TAKE ACTION WHEN IN DANGER** it is not weak to walk away from violence. Run to get away fast and defence yourself only if really necessary.

**STAY CALM** Speak gently, slowly, and clearly. Do not be enticed into an argument. Tell the person who you are, ask their name and try to define the situation by talking things through.

**AVOID CONFRONTATION** Do not adopt an aggressive stance, e.g., crossed arms, hands on hips, a wagging finger or raised arm. Do not under-estimate the importance of body language. Keep your distance and try to avoid looking down on your aggressor. Never put a hand on someone who is angry.

#### **REMEMBER YOUR DUTY IS TO YOURSELF**

Keep your eye on potential escape routes. Keep yourself between the aggressor and the door and if possible, behind a barrier such as a desk. Never turn your back. Be prepared to move quickly if necessary and never remain along with an actively violent person. To leave, move backwards gradually.

#### **PHYSICAL ATTACK**

Using force in self-defence is allowed only in certain circumstances.

When ATTACK is the only option do it quickly and aim for the knee, solar plexus, or elbow joint. The idea is to 'bash and dash'. Do not stop to make more than one attack or see what you have achieved. Remember you may risk a counterclaim for assault.

Better to try FLIGHT – do not stop to think, get away fast to a place where you know there will be people about. IF you cannot get away you will need to COMPROMISE by shouting, screaming, or using a personal alarm.

As from 1<sup>st</sup> April 1996, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) now require injuries caused by physical violence against a person at work, a member of staff or self-employed person working on the premises, to be reported to the Health and Safety Executive. Reports should be made to: HEALTH AND SAFETY EXECUTIVE, The LEA and MITIE PFI will also require a report.

#### **THREATS**

Threats may be communicated by telephone, post or in person. They may take different forms; physical, verbal, suspicious object. With so many combinations there is no prescribed way of dealing with a situation. The following guidelines may be applied with discretion and according to the situation and personality of the person caught up in the incident.

#### **THREATENING PHONE CALL**

**STAY CALM** Try to listen to your own voice so that you do not convey wrong messages

**LISTEN** carefully to what is said. Give time for the person to say all they need to BUT guide them through the information you need. Try to write down what is said using their actual words where possible.

**GATHER** as much information as possible, especially about the caller, timing, or location to which the threat relates. Listen for any identifying features e.g., accent, particular mannerisms, background noises (See BOMB THREAT QUESTIONS SHEET)

INFORM

appropriate staff as soon as call is finished:

- Head teacher
- Deputy Head teachers
- Receptionist
- Mitie PFI
- Police (if advised to do so by the Head teacher)
- Evacuate by ringing bell if agreed