



MC Emergency Procedures – Appendix 4a Summary for Clients (HSE-PR-30)

Emergency Procedures

Manchester Central Convention Complex has a set of tried and tested emergency procedures to ensure everyone's safety. The venue has procedures in place for evacuation and invacuation; staff are trained to respond to all emergencies.

This document is intended to assist all organisers and exhibitors to understand their requirements during the following emergencies whilst at Manchester Central:

- On discovering a fire
- Fire evacuation
- Containment
- Suspicious Items
- Threat of a lethal device in the venue

1.1 On discovering a fire

- (1) In the first instance stay calm, inform everyone in the immediate area of the situation. Reassure visitors who may be in the vicinity that the venue will deal with the situation.
- (2) Break the glass on the nearest fire alarm point. These are located at each vehicle door and other fire exits.
- (3) Venue staff will come and investigate the area as part of their procedures. Please inform them of any helpful information at this point.
- (4) The situation will then be escalated or cancelled accordingly by venue staff.

1.2 Fire Evacuation

If it is deemed that the fire cannot be extinguished, an evacuation will be initiated by the venue staff. A PA announcement will be broadcasted as follows:

***“Attention Please! Attention Please!
Will everybody leave the building by the nearest exit. This is an emergency.
The staff will assist and direct you.
Please do not use the lifts”***

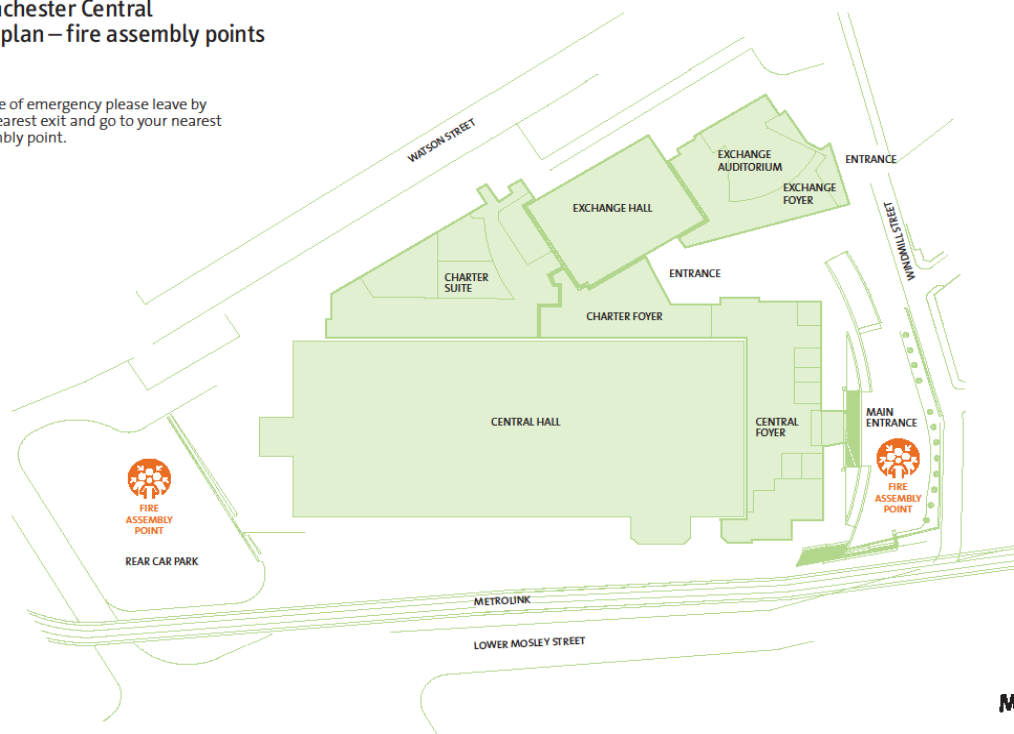
On hearing this, everyone in the venue is to evacuate via the nearest emergency exit. During build and break periods, we may require assistance from a designated person of your team to evacuate your contracted spaces. In most cases this would be your H&S floor manager and will be discussed at the emergency briefing with the venue Event Manager. All persons in the venue are to make their way to one of the following fire assembly points - front forecourt or rear car park; as per map below.



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Manchester Central site plan – fire assembly points

In case of emergency please leave by the nearest exit and go to your nearest assembly point.



At each fire assembly point, a member of the venue staff will be in an orange/red hi-vis with the words 'Fire Warden' on the back. They will take control of the assembly point and be the venue's point of contact for all information. In all evacuation circumstances, everyone is to remain at the Fire Assembly Point until further information is disseminated by the Fire Warden.

The Fire Warden will control the reoccupation of the venue in the following order:

- 1. Venue Staff
- 2. Clients/Organisers (Clients will be required to pass back through security)
- 3. Exhibitors (Exhibitors will be required to pass back through security)
- 4. Delegates/visitors (Delegates and visitors will be required to pass back through security and bag search)

1.3 Containment Procedure

A venue containment is unlikely but may occur under very extreme circumstances when it is safer and more practical to keep everyone contained within the venue; this will be until the facts of the situation are established. Examples of this include, but are not limited to, external chemical spillages, releases of toxic fumes, or a terrorist incident or threat to life. Each incident will have its own risks and characteristics and will be managed by trained venue staff.

If it is deemed safer to remain in the venue due to an external situation, or obtained information, then the venue will lock down and a PA announcement will be broadcasted as follows:



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***“Attention Please! Attention Please! The Containment Plan is now in effect, the Containment Plan is now in effect. There has been an external incident and we are now in lock down; no one is to leave the building until further notice. Please close all windows and move yourself away from any areas with glass, to a place of safety.*”**

Please do not leave the building until further notice

Thank you”

1.4 Suspicious items

Explosive devices come in all shapes and sizes and are frequently packaged in items that appear to be harmless i.e. plastic carrier bags. They are sometimes fitted with an anti-handling device and no attempt should be made to move one.

It is of the utmost importance that each exhibitor nominates enough staff members to ensure the observance of the instructions below.

If a suspect package is discovered on your stand, your designated responsible member(s) of staff will immediately telephone the Security Control Room (0161 834 2700 ext.2206) or inform a member of Manchester Central Convention Complex staff/steward. It is important that the package or suspect article is not disturbed and **under no circumstances should it be touched.**

The Incident Controller (IC) will now take appropriate action and follow the Manchester Central emergency procedures for a suspect package.

Please ensure that your staff DO NOT make any reference to delegates/visitors about a suspect package in their stand or location or use words such as BOMB, DEVICE, or EXPLOSIVE.

We do not want to create any unnecessary panic. The situation will be escalated accordingly.

If it is necessary to clear the building, the following message will be broadcast over the public address system:

***“Attention Please! Attention Please!
Will everybody leave the building by the nearest exit. This is an emergency.
The staff will assist and direct you.
Please do not use the lifts”***

The venue strongly recommends that exhibition staff leave their belongings and leave the building immediately. The venue will not be responsible for any damage, loss howsoever caused.

In the event of an evacuation of the Central Hall, exhibitors’ staff are requested to gather at the nearest assembly point, as indicated above. If these areas are not appropriate, you must follow instructions from the venue Fire Warden at the assembly point. You must remain at the designated assembly point so that the venue can readily instruct event organisers or exhibitors to return to their stands/locations when the emergency is over.



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The Incident Controller wishes to stress the importance of a constant check being made on the contents of exhibitors’ stands to see that no unidentified package, case, or bag has been left lying around. In any case of doubt, the article should not be touched. Inform the persons above.

It must be stressed that extra vigilance on the part of everyone is vital.

1.5 Threat of a lethal device left in the venue

In the very extreme and unlikely circumstances that you or the venue receive a threat that a device has been planted within the venue, it is of vital importance you try to remain calm.

If you receive a threat to the venue or your event, try to keep the person talking as long as possible. Inform your Event Manager by the quickest means possible.

Please familiarise yourselves with the following:

- Please be aware, before passing on any information, the caller making the threat may ask for a specific person or department e.g. Event Manager, Sales Department.
- Gaining as much information as possible is vitally important. Try and establish the following:
 - What is the threat?
 - Accent?
 - Background noises
 - Any codes given
 - Any locations mentioned
 - Any timings mentioned
- Pass the information on as quickly as possible so it can be assessed and acted upon.

Manchester Central Convention Complex has detailed emergency procedures, in which all staff are trained, to ensure everyone’s safety. Please ensure all your staff are familiar with these procedures to help ensure your event runs safely.

We would like to take this opportunity to thank you for your understanding and for supporting Manchester Central in its emergency preparedness.

All recipients must ensure that their colleagues and staff are familiar with the requirements of these procedures.

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