

# GLASGOW CITY CENTRE EVACUATION GUIDANCE

## Businesses Information Booklet

The Glasgow City Centre Evacuation Plan has been developed by the following partner agencies:



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## FOREWARD

For many years Glasgow City Council has been working closely with the emergency services and other key agencies to ensure that we can effectively prepare for and respond to any type of emergency or major incident.

This guidance forms part of the ongoing development in our planning process to improve and enhance our joint commitment to the safety and welfare of the residents, workers and visitors to one of the most densely populated areas of the city, namely the City Centre.

Unfortunately it is a reality in today's world that we must plan not only for natural or man-made events but we must also plan for deliberate acts that can result in a major incident. Essentially however this plan has been devised to deal with an emergency arising from any cause.

We already have generic plans in place, which can deal with an emergency anywhere in the city, and the City Centre Evacuation Plan, of which this guidance forms an important part, is an extension of this preparedness.

The West of Scotland Regional Resilience Partnership is a multi-agency partnership that embraces all the key organisations and bodies both in the public and private sectors working to ensure we are prepared for everything from emergencies to major incidents and catastrophes.

By its very nature, a major incident can severely disrupt those working and living in the surrounding area and places a great strain on the emergency services that respond to it. While these events are rare, there are arrangements in place to assist residents, the business community and the emergency services in such circumstances. Various methods of public protection will be considered, including large-scale evacuation of the population at risk.

It is important that we consider the worst-case scenario and this booklet has been produced to help you best prepare for such an eventuality. By working together we can deal with any incident efficiently and effectively and facilitate a quick return to normality.

I hope that you consider the advice provided in this guidance and include it within your organisation's contingency plans. By being prepared you can assist us in providing a quality service to the public.

## INTRODUCTION

As part of their statutory and moral responsibility to prepare for emergencies, Glasgow City Council and its partner agencies have prepared a City Centre Evacuation plan. The plan is designed to ensure that any evacuation of the area is carried out speedily and efficiently.

This booklet has been produced to assist these aims and to let all interested parties know what arrangements are in place to deal with an evacuation. It provides all businesses and organisations based within the City Centre with advice on how they can help safeguard their property, staff and visitors in the highly unlikely event of a major incident within Glasgow City Centre. It recommends the steps which can be taken to respond efficiently to a major incident which may involve part or the whole of the City Centre.

Part 1 gives specific advice with regards to the management arrangements to deal with an incident requiring an evacuation. The area of Glasgow ringed by the M8 Motorway, Castle Street / High Street / Saltmarket and the River Clyde has been divided into 22 zones.

Part 2 provides basic advice to managers and owners of premises for preparing contingency plans and dealing with emergencies in general. Following the advice contained within this booklet, should assist in your planning. This advice cannot be definitive and sources for further guidance are provided.

*N.B. Throughout this document, wherever the word “business” is used, you can substitute the word “organisation” or “agency” etc. The overall message in this guidance is targeted at all organisations whether private, public sector, for/not for profit, small or large.*

*It should also be noted that separate guidance and advice has been provided for City Centre Residents and both can be viewed and / or downloaded from the Glasgow City Council webpage ([www.glasgow.gov.uk](http://www.glasgow.gov.uk)).*

# PART 1 - EVACUATION GUIDANCE

## 1.1 GLASGOW CITY CENTRE PROFILE

Glasgow is a flourishing city, attracting a high volume of visitors on a daily basis. It has a vibrant commercial background and is the second largest retail centre in the United Kingdom. The city hosts the largest entertainment centre in Scotland with over 800 licensed premises, including 78 premises with entertainment licenses playing host to an estimated 50,000 patrons every night of the week. The combination of business, retail and entertainment creates a City, which has both a daytime and night-time economy.

Glasgow benefits from having extensive road, rail and subway networks that provides a transport system for the thousands people who are in the city centre on a daily basis. Glasgow also has a large number of higher and further educational establishments with a student population in excess of 100,000.

### 1.1.1 City Centre Boundaries and Zones

For the purposes of the evacuation plan, a multi-agency planning group has set the Glasgow City Centre Evacuation Plan boundaries as the M8 to the west and north, Castle Street, High Street and Saltmarket to the east and Clyde Street and Broomielaw to the south. This area was chosen due to the natural defining structure of the M8 motorway, the River Clyde and High Street.

To assist with the efficient evacuation of the City Centre, the defined area has been divided into **22 zones** and a map showing these is available to download from the Glasgow City Council website. Businesses should identify which zone they are located.

### 1.1.2 Emergency Responders

The responsibility for the area within the boundary of the plan lies with a number of agencies for emergencies planning and incident response. These local responders include but are not limited to:

**Police Scotland**, Greater Glasgow Division is responsible for the policing response to any incident and the co-ordination of a city centre evacuation. The exceptions to this are all railway and subway stations which are the responsibility of **British Transport Police**.

**Scottish Fire and Rescue** provides the fire and rescue response to the city centre from stations at Cowcaddens, Yorkhill and Calton. In addition support is given from other stations located around the city.

**Scottish Ambulance Service** is responsible for the provision of immediate care to patients at the scene of an incident and care during transportation, to, from and between healthcare facilities throughout Scotland.

**Glasgow City Council** provides support to the emergency services, residents and evacuees. This includes the opening and management of rest centres, welfare of displaced people, transport, road diversions etc.

**NHS Greater Glasgow and Clyde** provides the primary healthcare services within the City Centre. The nearest hospital to the city centre is Glasgow Royal Infirmary located on High Street, with the Queen Elizabeth University Hospital located in the South side.

**British Transport Police** are responsible for the police response within the busy mainline Glasgow Central and Queen Street stations and the three SPT Subway stations, which fall within the city centre.

## 1.2 EVACUATION

This guidance is based on the premise that a decision **HAS** been taken to evacuate but does not preclude the issue of an alert to prepare for an evacuation (See section 1.5).

### 1.2.1 Definition of a Major Incident

A major incident is any emergency which requires the implementation of special arrangements by one or more of the Emergency Services, the NHS or the Local Authority, requiring a response which cannot be undertaken using normal, routine resources.

This definition can cover various types of incidents, each of which will have an impact on the businesses and residents of the surrounding area.

### 1.2.2 Purpose of Evacuation

The decision to evacuate a building will normally be taken by the business itself in conjunction with advice from the emergency services. In exceptional circumstances, and in the event of a city centre evacuation, Police Scotland may insist on evacuation but they will always need the help of the company / building security manager.

The purpose of an evacuation is to move people from an area where they might be at risk to a place where that risk is reduced. When making the decision to evacuate, it is essential that safety is the main consideration and in some circumstances, evacuation is not the best option, so in this instance, Police Scotland may insist that persons do not leave your premises.

## 1.3 HOW YOU CAN PREPARE FOR AN EVACUATION

### 1.3.1 Evacuation Plans

Evacuation Plans should be prepared and, in the event of an incident initiated by the company / building security manager, or similar person. Depending on the nature of the incident and the circumstances of your building (its size, the number of exits and the amount of public access) your evacuation plan may involve the following procedures: -

- Full evacuation to outside the building
- Evacuation of part of the building if the incident is small and confined to one location
- Evacuation of all staff apart from designated searchers
- Full or partial evacuation to an internal safe area – “in-vacuation”

All employees should be informed and trained in the company emergency and evacuation procedures.

### 1.3.2 Essential Components of an Evacuation Plan

#### **Designated Routes and Exits: -**

- An evacuation route should be as short as possible and alternative routes identified should the primary escape path be blocked.
- Consideration should be given to the number of people who may be required to use the route and ensure that it is suitable for this purpose .
- Consider what arrangements are required for the safe evacuation of staff or visitors with disabilities taking into account both physical and mental impairment.
- Ensure evacuation routes are kept free of any obstructions.
- Consider installing an emergency lighting system (if one is not already required under fire legislation).
- Clearly identify all evacuation routes with appropriate signs.

#### **Communication System**

- An effective communication system is needed to inform staff and visitors of the need to evacuate.
- Persons may need directing away from one evacuation route if it is likely to take them into danger.

#### **Designated Staff**

- Designated staff members should be identified to act as marshals during an evacuation, particularly if there are a large number of visitors, shoppers, etc. in the building. These persons would also be the recognised points of contact at the assembly areas.
- Arrangements should be made for key staff to rendezvous with Police.
- Training procedures should be provided for staff with particular responsibilities and regular drills carried out for all staff.

#### **Evacuation Assembly Points**

- A suitable Assembly Point should be identified with consideration given to the number of persons to be evacuated.
- In the event that this Assembly Point cannot be used due to the circumstances of the incident, identify an alternative Assembly Point.

Circumstances may dictate that you are required to evacuate out-with your own zone. In this event, first evacuate your staff, visitors and customers to the pre-designated assembly point within the zone and thereafter follow the advice and instructions provided by the Emergency Services.

## **1.4 CITY CENTRE ZONES**

The City Centre area is divided into 22 zones which provide a flexible framework which can limit the impact of an evacuation to small, practicable areas. These zones will be used by all the agencies which respond to a major incident, ensuring consistency of approach when dealing with the incident and subsequent evacuation.

### **1.4.1 City Centre Zone Map**

The decision to evacuate all, or part of the City Centre, would be made by Police Scotland after consultation with the relevant partner agencies. The Zones to be evacuated would be determined and this information passed to the occupiers within these Zones.

The Zone Map clearly displays the numbered zones and it is crucial that you confirm and note the Zone in which your premises are located. It is also advised that you take note of the zones adjacent.

## **PART 2 - BUSINESS CONTINUITY**

Whilst the local emergency responders have both moral and statutory responsibilities for preparing emergency plans and responding to incidents, it is incumbent on businesses to ensure that their staff, visitors and property are safeguarded as best they can.

### **2.1 THE NEED TO PREPARE**

Regardless of the size of the business, statistics show that businesses that prepare a business continuity / disaster recovery plan have a much greater chance of surviving a major crisis, than those who had not undertaken the necessary pre-planning. This guidance and the references provide a framework to assist you in this preparation.

Business managers must recognise therefore the need for a business continuity plan and provide backing / resources to ensure that it is produced, kept up to date and included in operational routines and training.

### **2.2 THE KEY STEPS**

#### **2.2.1 Know Your Business**

The next step is to look at your business activities so that there is good knowledge of the way the different functions / people work, both within the business and with your customers, suppliers and service providers. Identify critical activities and key personnel.

#### **2.2.2 Assess the Risks**

Identify the threats in terms of the events / incidents that may happen and what the consequences will be for the whole business and each component part. It is generally good practice to work through your risks from low level to worst-case scenario.



### 2.2.3 Deciding on Your Guiding Principles

Having obtained a logical, structured view of the risks and their potential consequences, decide on how you will mitigate those risks.

### 2.2.4 Make Your Business Continuity Plan

Provide a flexible framework for your business to respond to incidents, whatever their cause, particularly during the first hour or so, when senior managers may not be present, and when normal operations will have to be maintained while responding to the emergency. Consult and co-ordinate your arrangements with neighbours, and if required seek advice from the emergency services and Local Authority Business Continuity Advisor.

Each business combines a unique mix of factors that impact on the content of its business continuity plans (e.g. activities, premises, staff, suppliers, stocks, visitors and customers) so it is not possible to prescribe a generic plan for all. However, it is possible to describe the key characteristics of a good plan as follows: -

- Allocate clear responsibilities and ensure that you have individuals who can deputise in key roles
- Provide checklists of actions, which need to be considered in incidents.
- Give clear directions to respond to an incident in the first hour or so.
- Maintain call out lists to alert staff outside normal working hours.
- Review your plan periodically, after exercises or incidents.
- Keep the plan simple and straightforward.
- Specify actions required for a range of incidents, including worst case scenarios
- Keep a copy of key information and essential resources off-site in case the incident prevents you from accessing your premises.

### 2.2.5 Test Your Plan

- Brief and train your staff
- Exercise your plan on paper
- Do test calls and take part in exercises to practice roles / identify weaknesses
- Adjust the plan as required

### 2.2.6 Critical Activities & Key Roles

Using worst case scenario planning, and having identified your critical activities, you need to take a view on how long it will take you to respond to the crisis and restore normal operations once you had the ability to tackle the problem (e.g. if you had not been able to access your premises for a period).

This exercise also informs you as to which roles are critical to your response to an incident and the restoration of normality.

## 2.2.7 Time Considerations

Business and premise managers also need to consider the impact of time, when drafting emergency procedures and when considering efforts to respond to / recover from an incident. Look at issue such as: -

- How long an incident will impact on your business? One hour, one day, one week, longer?
- What would be the affect on your activities of such disruptions?
- How quickly could you restart your activities after such disruptions?
- Which activities are critical to resuming your activities?

## 2.2.8 Practical Steps You Can Take

There are a number of essential practical steps you can take. Each business and premise manager should: -

- Have current site and floor layouts available, showing clear site boundaries / details of adjacent sites
- Maintain written logs of people on your premises, including visitors
- Have contact details available for staff, key suppliers, contractors, insurers and professional service providers at all times
- Have arrangements to update security providers regarding key holder changes
- Know and practice Emergency Procedures for staff and managers dealing with a wide range of scenarios in the building or adjacent premise, including arrangements for visitors
- Allocate specified tasks for staff in the event of Emergency Procedures being implemented
- Know the details of other site users (particularly in mixed-use buildings where there are retail / commercial premises with residential accommodation)
- Maintain details of persons who require assistance in the event of your business using their emergency procedures
- Have pre-agreed on-site assembly point(s) to which managers' report in an emergency incident
- Have pre-arranged off-site assembly points
- Hold regular programmed staff briefings / training / exercises, which record attendees
- Hold induction and ongoing training covering emergency procedures for all staff
- Issue staff carrying out Emergency Response roles with appropriate personal protective equipment
- Have knowledge of the City Centre Zone Map and know which zone your premise is located, and detail of adjacent zones
- Provide an Emergency Pack with the above details available, both on-site and at a convenient off-site location
- Arrange access to alternative business premises, where possible, to maintain activity

## APPENDIX A

### USEFUL PUBLICATIONS / WEBSITES

#### Publications

- Scottish Government:
- Preparing for Emergencies – What you need to know
  - Security Incident Manual
- Home Office:
- How Resilient Is Your Business To Disaster
  - Stay Safe Film (Run, Hide, Tell)
  - Business As Usual – Maximising Business Resilience to Terrorist Bombings (A handbook for managers)
  - Recover – An Emergency Management Guide
  - Bombs – Protecting People and Property

#### Websites

Glasgow City Council	<a href="http://www.glasgow.gov.uk">www.glasgow.gov.uk</a>
Police Scotland	<a href="http://www.scotland.police.uk">www.scotland.police.uk</a>
British Transport Police	<a href="http://www.btp.police.uk">www.btp.police.uk</a>
Scottish Fire and Rescue	<a href="http://www.firescotland.gov.uk">www.firescotland.gov.uk</a>
Scottish Ambulance Service	<a href="http://www.scottishambulance.com">www.scottishambulance.com</a>
NHS Greater Glasgow and Clyde	<a href="http://www.nhsggc.org.uk">www.nhsggc.org.uk</a>
Strathclyde Partnership for Transport	<a href="http://www.spt.co.uk">www.spt.co.uk</a>
Scottish Government	<a href="http://www.scotland.gov.uk">www.scotland.gov.uk</a>
Scottish Government, Scottish Resilience	<a href="http://www.civilcontingenciesscotland.gov.uk">www.civilcontingenciesscotland.gov.uk</a>
Cabinet Office, Resilience Secretariat	<a href="http://www.ukresilience.info">www.ukresilience.info</a>
Home Office	<a href="http://www.homeoffice.gov.uk/security">www.homeoffice.gov.uk/security</a>
Emergency Planning Society	<a href="http://www.the-eps.org.uk">www.the-eps.org.uk</a>
MI5 Web Site	<a href="http://www.mi5.gov.uk">www.mi5.gov.uk</a>
Business Continuity Institute	<a href="http://www.thebci.org">www.thebci.org</a>
CPNI	<a href="http://www.cpni.gov.uk">www.cpni.gov.uk</a>
NaCTOS	<a href="http://www.gov.uk/government/organisations/national-counter-terrorism-security-office">www.gov.uk/government/organisations/national-counter-terrorism-security-office</a>

#### DISCLAIMER

Glasgow City Council and Police Scotland have developed this guidance in association with local responder partners. It is the responsibility of residents and businesses to take appropriate steps to safeguard their lives and property in developing and implementing their own plans.