

# CENTRAL MILTON KEYNES EVACUATION PLAN

## BUSINESS USER GUIDANCE



***MKRESILIENCEGROUP***



[emergencyplanning@milton-keynes.gov.uk](mailto:emergencyplanning@milton-keynes.gov.uk)

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|                     |   |   |

## CMK EVACUATION: INTRODUCTION

The Central Milton Keynes Evacuation Plan provides a comprehensive plan for the evacuation of all, or part of, the Central Milton Keynes area in the event of an emergency alert or incident, including major fire, terrorist attack or natural disaster. It advises about how to receive information on emergency alerts and incidents, which may occur in Central Milton Keynes (CMK) and includes good-practice advice for business and premises managers, to assist with the preparation of contingency plans to safeguard their property, staff, visitors and themselves prior to, during and after an emergency incident. It also advises of the steps that both they and responder agencies must take in order to respond effectively to a major emergency.

### Objectives

The objectives of this guidance are to:

- Inform on how CMK is divided into grid references and can be used for evacuation.
- Provide businesses and residents with information about the grid reference where their property is located and the adjacent grids.
- Direct businesses and residents to where they are able to access timely, accurate information on emergency alerts/ incidents/ major incidents.
- Outline communication methods available to emergency responders, businesses and residents during emergencies.
- Enable businesses and residents to be aware of good practice in contingency planning for incidents/ major incidents.
- To advise businesses and residents of actions to take for safeguarding their property, staff and visitors in the event of a major incident.
- Ensure that in the event of any incident or major emergency, the return to normality is dealt with as quickly and efficiently as possible.

The many challenges we all face in the 21st century demand that we must be able to respond effectively when disruption and emergencies occur. Basic preparation and contingency planning is a key to achieving true community and business resilience so the 'Multi-Agency Central Milton Keynes Evacuation Plan' is a step towards enhancing our resilience to crises.

### The Central Milton Keynes Area

Milton Keynes is a regional centre in terms of shopping, commercial, business, and leisure activities and more than 80,000 people travel into Milton Keynes to work and shop, or to simply enjoy themselves every day. Milton Keynes' professional and financial services sector is the fastest growing in the region's economy, employing more than 40,000 people. The residential population in Central Milton Keynes is in excess of 3,000 and this will increase significantly over the coming years, as more people choose 'city living', and housing development continues. Central Milton Keynes has an extensive range of events throughout the year which occur at various times of day and night. Consequently, the virtually 24 hour economy needs to be considered when planning for emergencies and the possibility of evacuation, lock down or the need for providing safe havens. Central Milton Keynes provides a major transport link for the whole country with thousands of passengers arriving at, or passing through the railway station every week, confirming its status as one of the busiest through-stations in the country.

***Throughout this guidance, wherever the word 'business' is used, the word 'organisation' or 'resident' can be substituted, as the overall message is targeted at all organisations (private and public sector; for/ not-for-profit; small, medium and large) as well as residents.***



## **PART 1: THE CENTRAL MILTON KEYNES EVACUATION GRID REFERENCE MAPS**

### **1.1. Immediate incident information**

The Central Milton Keynes Grid Reference Map is attached at APPENDIX 1 and can be used to identify which grid you are in and which Grids are adjacent. The Map divides CMK into 20 grid squares, showing some land marks to assist with its use. As well as knowing your grid, you also need to be able to receive information about events/ incidents which are happening in Central Milton Keynes and which may affect your livelihood, or even your life.

To receive free information, you can join 'Milton Keynes Resilience' via the Thames Valley Alert scheme which carries messages from Thames Valley Police and Milton Keynes Council regarding emergency alerts and incidents in CMK to businesses, residents and visitors' mobile 'phones/ devices etc. To join the Milton Keynes Resilience scheme go to <http://www.miltonkeynesresilience.co.uk/>

### **1.2. Use of the Grid Maps by Business and Premises Managers**

Messages from Thames Valley Police/ Milton Keynes Council via the Milton Keynes Resilience Alert Scheme (see Section 8.3) can be used to inform of emergency events, the location/ grid reference of an incident, any grid(s) that are affected by the incident and any which should be evacuated, as shown on the Central Milton Keynes Grid Zone Map (see Appendix 1). A grid profile for each of the 20 grids is included at Appendix 2, showing the boundaries and principal landmarks.

It is essential that you familiarise yourself with which grid your premises are located in and you can also note your evacuation assembly points on the form at Appendix 3. Ensure that the relevant details are recorded and included in the Emergency Response Plan, for your premises

### **1.3. Use of the Grid Maps by Emergency Responders**

The map is available for use by the Emergency Services, Milton Keynes Council, Health Services etc. thus ensuring consistency of approach in the management of events and incidents. A full or partial evacuation can be managed by all parties' reference to the map.



## 1.4. THE CENTRAL MILTON KEYNES GRID MAP REFERENCE SYSTEM

### 1.4.(1) CMK Boundaries



The boundaries of Central Milton Keynes (CMK) area have been determined by Thames Valley Police, Buckinghamshire and Milton Keynes Fire Authority, Milton Keynes Council and other emergency responders for evacuation purposes, following a risk assessment of the area. They run from the H5 Portway on the Northern side, to Campbell Park in the East, bounded by and H6 Childs Way on the South and the Main West Coast Railway Line in the West.

The CMK Evacuation Plan map is at Appendix 1, which divides CMK into 20 Grid Zones, complementing the vehicle parking grid, which most local people are familiar with, at Appendix 2.

### 1.4.(2) CMK Grid Reference Map



The 20 grid zones are broadly uniform in size and have relatively natural boundaries, so it is easy to identify and isolate specific incident areas. Familiarisation of the grid references will enable a swift response to any Police/ Emergency Services evacuation requests, i.e. for people to move from Grid Reference squares (which range from A1 to E4) to alternative locations.

This guidance document and an electronic version of the grid reference map can be downloaded from Milton Keynes Council's website at:

<http://www.milton-keynes.gov.uk/environmental-health-and-trading-standards/emergency-planning>

### 1.4.(3) Portes Cocheres



Work is continuing in a bid to ensure that the Portes Cocheres (covered walkways) in Central Milton Keynes are clearly marked with the appropriate Grid Reference numbers to:

- Assist the public and/ or businesses to identify their exact location within the Central Milton Keynes area;
- Enable Emergency Services to identify and if appropriate, direct evacuation from all, or any part of the area to locations which are assessed at the time as being safer.
- Help to identify landmark premises within a zone and
- Assist with identifying area profiles i.e. commercial/ residential, many of which have discreet usage boundaries;

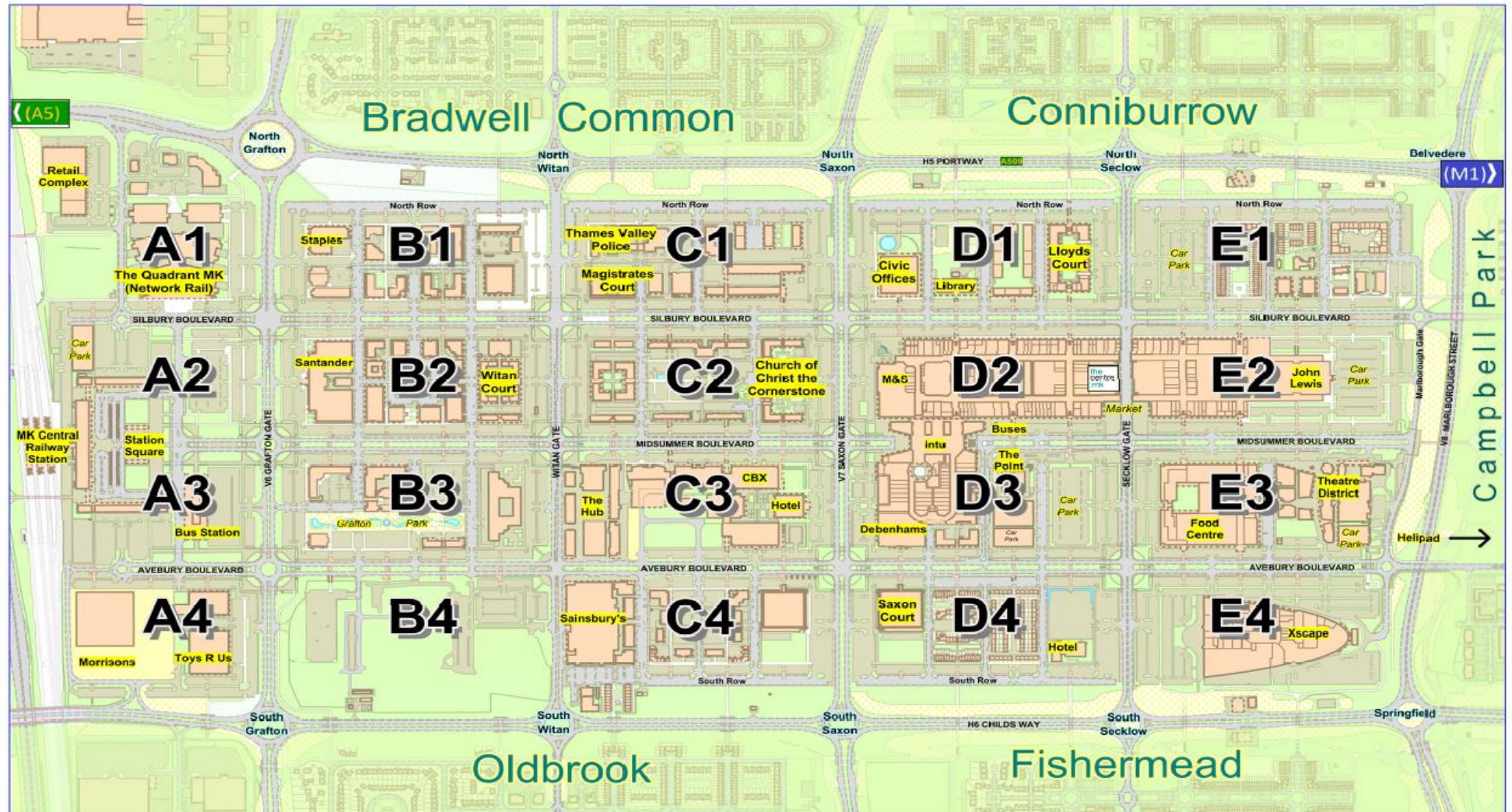
Appropriate links to useful websites and relevant reference documents are listed in Part 4. This guidance complements the operational and emergency plans and procedures drawn up by the Emergency Services, Milton Keynes Council and other partner agencies, but there is little doubt that the cooperation of businesses and the community in considering and taking appropriate action is crucial.


The compatibility of your planning for emergencies will benefit your business, and at the same time, make a significant contribution to the wider economic prosperity of Milton Keynes.



# 1.5. CENTRAL MILTON KEYNES ZONE MAP

5



|   |  |                     |  |   |
|---|--|---------------------|--|---|
|  <p><b>MILTON KEYNES COUNCIL</b></p> | <p>Research &amp; Intelligence</p> <p><b>GIS</b></p> | Map by Gary Eaton   | <h2>Central Milton Keynes</h2> <p>© Crown copyright and database rights [2015]<br/>Ordnance Survey [100019593]</p> |  <p>Not to Scale @ A3L</p> |
|   |  | Tel.: 01908 25 2052 |  |   |
|   |  | 12/10/2015          |  |   |
|   |  | Ref.: P2775         |  |   |








## 1.6. CENTRAL MILTON KEYNES GRID SQUARE ZONE BOUNDARIES

6

|   |  |   |   |  |
|---|--|---|---|--|
|   |  |   |   |  |
| <p><b>Grid Reference A1</b> is Bounded by: H5 Portway (A509), V6 Grafton Gate, Silbury Boulevard &amp; West Coast Main Railway Line</p> | <p><b>Grid Ref. B1</b> is Bounded by: H5 Portway (A509), Witan Gate, V6 Grafton Gate &amp; Silbury Boulevard</p> | <p><b>Grid Ref. C1</b> is Bounded by: H5 Portway, Witan Gate, V7 Saxon Gate &amp; Silbury Boulevard</p> | <p><b>Grid Ref. D1</b> is Bounded by: H5 Portway, V7 Saxon Gate, Secklow Gate &amp; Silbury Boulevard</p> | <p><b>Grid Ref. E1</b> is Bounded by: H5 Portway, Secklow Gate, Marlborough Gate &amp; Silbury Boulevard</p> |
| <p><b>Grid A1 Includes:</b> Network Rail &amp; Retail Complex with Curry's &amp; Fast Food Restaurants</p>                              | <p><b>Grid B1 includes:</b> Staples Corner, Travelodge Hotel, Bowback House</p>                                  | <p><b>Grid C1 Includes:</b> TV Police Station HQ, &amp; Law Courts</p>                                  | <p><b>Grid D1 Includes:</b> Civic Offices, Centrosome, Central Library and Lloyd's Court.</p>             | <p><b>Grid E1 Includes:</b> Standard Chartered Bank, Henshaw House &amp; Secklow House</p>                   |
|   |  |   |   |  |
| <p><b>Grid Ref. A2</b> Includes: Phoenix House, Station Square/ Elder Gate (shared with A3)</p>   | <p><b>Grid B2</b> Includes: Santander House, Witan Ct. &amp; Bouverie Sq.</p>                                    | <p><b>Grid C2</b> Includes: City Church with Silbury Ct &amp; Acorn House &amp; Fred Roche Gardens.</p> | <p><b>Grid D2</b> Includes: West End of The Centre MK with M&amp;S, House of Fraser</p>                   | <p><b>Grid E2</b> Includes: East End of The Centre MK with John Lewis &amp; Market</p>                       |



|  |  |  |  |   |
|--|--|--|--|---|
| <p><b>1..6. (Continued)</b></p> <p><b>A3</b> (See above)</p> <p><i>(A2 &amp; A3 are a shared grid including MK Central Station, For map, please see above)</i></p> <p><b>Grid Ref. A3</b> Includes: Elder House Station Sq./ Elder Gate (shared with A2)</p> |                                 |                                |                                 |                                    |
| <p><b>Grid References A2 + A3</b> are a Double Zone which is Bounded by Silbury Boulevard, V6 Grafton Gate, Avebury Boulevard &amp; the West Coast Main Railway Line</p>   | <p><b>Grid Ref. B3</b> is Bounded by: Midsummer Boulevard, Witan Gate, V6 Grafton Gate and Avebury Boulevard</p> | <p><b>Grid Ref. C3</b> is Bounded by: Midsummer Boulevard, Witan Gate, V7 Saxon Gate &amp; Avebury Boulevard</p> | <p><b>Grid Ref. D3</b> is Bounded by: Midsummer Boulevard, Secklow Gate, V7 Saxon Gate &amp; Avebury Boulevard</p> | <p><b>Grid Ref. E3</b> is Bounded by: Midsummer Boulevard, Secklow Gate, Marlborough Gate &amp; Avebury Boulevard</p> |
| <p><b>Grid A3</b> Includes: Elder House, MK Central Station, Station Sq. Former Bus Stn. (Buszy), Elder Gate</p>   | <p><b>Grid B3</b> Includes: The Pinnacle &amp; Witan Gate House with Grafton Park</p>                            | <p><b>Grid C3</b> Includes: The Hub, CBX Bars/ Restaurants, Jury's Inn, Holiday Inn Hotels</p>                   | <p><b>Grid D3</b> Includes: Intu Milton Keynes, with Debenhams, The Point cinemas</p>                              | <p><b>Grid E3</b> Includes: Food Centre &amp; Theatre District with Helipad in Campbell Park</p>                      |
|    |                                |                               |                                |                                   |
| <p><b>Grid Reference A4</b> is Bounded by: Avebury Boulevard, V6 Grafton Gate, H6 Childs Way &amp; West Coast Main Railway Line</p>  | <p><b>Grid Ref. B4</b> is Bounded by: Avebury Boulevard, Witan Gate, V6 Grafton Gate &amp; H6 Childs Way</p>     | <p><b>Grid Ref. C4</b> is Bounded by: Avebury Boulevard, Witan Gate, V7 Saxon Gate &amp; H6 Childs Way</p>       | <p><b>Grid Ref. D4</b> is Bounded by: Avebury Boulevard, Secklow Gate, V7 Saxon Gate &amp; H6 Childs Way</p>       | <p><b>Grid Ref. E4</b> is Bounded by: Avebury Boulevard, Secklow Gate, Marlborough Gate &amp; H6 Childs Way</p>       |
| <p><b>Grid A4</b> Includes: Leisure Plaza with Ice Rink, Morrison's, Toys R Us &amp; Argos</p>   | <p><b>Grid B4</b> Includes: N/A</p>  | <p><b>Grid C4</b> Includes: Sainsbury's, bars &amp; restaurants</p>  | <p><b>Grid D4</b> Includes: Saxon Court &amp; Premier Inn Hotel</p>  | <p><b>Grid E4</b> Includes: Xscape, Night club, shops, cinemas &amp; restaurants</p>                                  |



## PART 2. EMERGENCY RESPONSE

### 2.1. WHAT IS AN EMERGENCY?

The definition of an Emergency in the Civil Contingencies Act 2004 is given as:

- An event or situation which threatens serious damage to human welfare in a place in the United Kingdom;
- An event or situation which threatens serious damage to the environment of a place in the United Kingdom; or
- War, or terrorism, which seriously threatens the security of the United Kingdom.

|  |   |  |
|--|---|--|
| <b>(a) Threat to Human Welfare.</b>    | An event or situation that threatens damage to human welfare can be further defined as follows, if it involves, causes or may cause:  | <ul style="list-style-type: none"> <li>• Loss of human life.</li> <li>• Human illness or injury.</li> <li>• Homelessness.</li> <li>• Damage to property.</li> <li>• Disruption of a supply of money, food, water, energy or fuel.</li> <li>• Disruption of an electronic or other system of communication.</li> <li>• Disruption of facilities for transport</li> <li>• Disruption of services relating to health</li> </ul> |
| <b>(b) Threat to the Environment</b>   | An event or situation that threatens damage to the environment can be further defined as follows, if it involves, causes or may cause contamination of land, water or air with:   | <ul style="list-style-type: none"> <li>• Harmful biological, chemical or radio-active matter, or</li> <li>• Oil, or</li> <li>• Disruption or destruction of plant life or animal life.</li> </ul>  |
| <b>The 4 Stages of Major Incidents</b> | Most major incidents can be considered to have four stages:<br><br><b>An investigation into the cause of the incident may be ongoing at any time during the 4 stages.</b>   | <ol style="list-style-type: none"> <li>1. The initial response.</li> <li>2. The consolidation phase.</li> <li>3. The recovery phase.</li> <li>4. The restoration of normality.</li> </ol>  |
| <b>Declaration of a Major Incident</b> | Upon becoming aware of a problem that constitutes or may develop into a major incident, the business manager will immediately notify the appropriate emergency service via the usual procedures. A major incident may be declared by any officer of the Emergency Services, Health Services or Local Authority who considers that any of the criteria outlined in the definition above have been satisfied. |  |
| <b>Incident Stand-Down</b>             | The actual order to stand down from an emergency incident will be issued by the police incident commander having consulted with all interested parties. The local authority is likely to have a longer term response to an incident and if this is the case, overall co-ordination of the response will be handed over from the police incident commander to the local authority at an appropriate time.    |  |

**A Major Incident can be defined as: An event or situation, with a range of serious consequences, which requires special arrangements to be implemented by one or more emergency responder agencies**

## **2.2. ORGANISATIONAL ROLES & RESPONSIBILITIES DURING A MAJOR INCIDENT**

The roles/ responsibilities of the emergency responding agencies are described in the Thames Valley Local Resilience Forum's Multi-Agency Procedures (TVLRF MAP), all of the organisations involved in the response and recovery phases of an emergency, work to the following common objectives:

- Saving and protecting life;
- Containing the emergency through limiting its escalation or spread;
- Providing the public with warnings, information and advice,
- Protecting the health and safety of personnel;
- Safeguarding the environment;
- Protecting property;
- Maintaining or restoring critical services to the public;
- Maintaining normal services at appropriate levels;
- Promoting and facilitating self-help in the community;
- Facilitating investigations and enquiries
- Facilitating the physical, social, economic and psychological recovery of the community; evaluating the response and recovery, and identifying lessons to be learned.

## **2.3. EMERGENCY RESPONDERS**

The CMK area falls within the responsibility of a number of agencies for emergency/ contingency planning and incident response. Their roles are detailed in the Thames Valley Local Resilience Forum's Multi-Agency Procedures (TVLRF MAP) but some brief examples are as follows:

| <b>RESPONDER</b>  | <b>ROLE/ RESPONSIBILITY</b>   |
|---|---|
| <b>Thames Valley Police</b>                               | Responsible for policing the area with the exception of the railway station which is the responsibility of British Transport Police.                        |
| <b>Buckinghamshire &amp; Milton Keynes Fire Authority</b> | Provide fire service response to Central Milton Keynes from its four primary fire stations located in and around the city.                                  |
| <b>South Central Ambulance Service</b>                    | Provide Ambulance services from their Milton Keynes Hospital Trust base, with access to further ambulance service resources when required.                  |
| <b>Milton Keynes Clinical Commissioning Group (MKCCG)</b> | Provides Primary Healthcare services for Central Milton Keynes  |
| <b>Milton Keynes University Hospital NHS Trust</b>        | The nearest hospital: Located to the south of CMK, in the Eaglestone area.  |
| <b>Milton Keynes Council</b>                              | Provides a wide range of services in an emergency, including response from Highways, Environmental Health Services, Social Services, and Housing Dept. etc. |



## 2.4. BUSINESSES, OWNERS AND TENANTS RESPONSIBILITIES

Whilst the local responders (e.g. Emergency Services, Health Services and MK Council) have responsibilities for preparing emergency plans and responding to incidents, it is incumbent on businesses, owners of premises and their tenants to have a security awareness to ensure that their property and assets are safeguarded. A range of examples to illustrate what triggers actions by Business and Premises Managers, as well as Emergency Responders is set out in the table below.

| 2.4.1. RESPONSE TO EMERGENCY EVENT/ INCIDENTS<br>TRIGGERS & ACTIONS FOR BUSINESS/ PREMISES MANAGERS AND EMERGENCY RESPONDERS |  |  |   |   |
|--|--|--|---|---|
| INCIDENT LEVEL   | DECLARATION  | TYPE OF INCIDENT   | RESPONSE  | ESCALATION  |
| <b>2.4.1 (i)<br/>Minor incident at your premises</b>   | Anyone can report to building management.  | Any incident that can be dealt with by on-site resources that: <ul style="list-style-type: none"> <li>Disrupts normal working operations.</li> <li>Involves low level law and order issues.</li> <li>Causes some casualties (requiring first aid).</li> <li>Causes minor equipment/ property damage.</li> <li>Records a bomb threat to your premises.</li> </ul> | <ul style="list-style-type: none"> <li>Clarify/ confirm – determine the facts/ record details.</li> <li>Decide whether facts justify alerting the emergency services. If so, contact Police, Fire or Ambulance as required and tell them you are reporting an incident.</li> <li>Arrange a rendezvous point to greet their first responder(s) and nominate a senior manager to act as liaison officer.</li> <li>Convene internal management group to deal with response.</li> </ul> <p><b>N.B. Receipt of a bomb threat should be reported to the Police, as a potential criminal act.</b></p>              | If the situation grows beyond the scope of on-site resources, the organisation will need to obtain assistance from other sources. If the situation requires emergency services resource input(s), the police will usually assume responsibility for the management of the incident. |
| <b>2.4.1 (ii)<br/>Serious incident at your premises</b>  | May be declared by a manager, as an escalation of a minor on-site incident or, a new incident, or be declared by an emergency service on information received. | Any incident that has, or is likely to have many casualties, much damage to equipment/ property, or affects a large number of people e.g. reported/ confirmed credible bomb threat, gas explosion, building collapse.  | <ul style="list-style-type: none"> <li>Contact emergency services immediately via 999.</li> <li>Give details of premises, address, and CMK Grid zone number.</li> <li>Give specific details of location on premises, number of casualties, damage and initial actions taken.</li> <li>Describe its potential effects/ your reasons for concern.</li> <li>Convene internal management group to deal with response.</li> <li>Arrange a rendezvous point to greet the first responder(s) and nominate a senior manager to act as liaison officer to meet, brief and support the emergency services.</li> </ul> | If the situation requires emergency services resource input(s), an emergency service will assume responsibility for the management of the incident.   |

| <b>(2.4.1. Continued) TRIGGERS AND ACTIONS FOR BUSINESS/ PREMISES MANAGERS AND EMERGENCY RESPONDERS.</b> |   |   |  |   |
|--|---|---|--|---|
| <b>INCIDENT LEVEL</b>  | <b>DECLARATION</b>  | <b>TYPE OF INCIDENT</b>   | <b>RESPONSE</b>  | <b>ESCALATION</b>   |
| <b>2.4.1 (iii)<br/>Incident off your premises but in your grid area</b>                                  | Information received from Emergency Services.   | An incident that has, or is likely to have some casualties; cause damage to property; disrupt the normal routine of the whole or part of the city centre, or result in a lot of requests for information, mainly from the police e.g. reported serious bomb threat, gas explosion, building collapse. | <ul style="list-style-type: none"> <li>• Note and act on detailed advice/ instructions from emergency services.</li> <li>• Implement appropriate parts of the Premises Contingency Plan.</li> </ul>        | When an incident is reported, the emergency services will take responsibility for dealing with the emergency response measures. The police will co-ordinate a multi-agency response, and will consult appropriate premises management.    |
| <b>2.4.1 (iv)<br/>Major incident outside your grid reference/ in the Central Milton Keynes Area</b>      | A major incident may only be declared by the Emergency Services, Health Services or Local Authority.                | Any 'suspicious' incident causing casualties, physical damage and needs off-site resource support.  | <ul style="list-style-type: none"> <li>• Note and act on detailed advice/ instructions from Emergency Services</li> <li>Implement appropriate parts of your premises Emergency Contingency Plan</li> </ul> | When an incident is reported, the Emergency Services will take responsibility for dealing with the emergency response measures. The police will co-ordinate a multi-agency response, and will consult appropriate premises management(s). |
| <b>2.4.1 (v)<br/>Stay Put/ or Lockdown*</b>  | Not all emergency situations require evacuation of premises, and in some circumstances, evacuation is not desirable | An example would be a chemical release that results in a toxic threat downwind of the incident. In such situations, the police will issue a 'Stay Put' message.   | Stay Put is an option that is supported by the national 'Go in, Stay in, Tune in' campaign produced by the National steering Committee on Warning and Informing the Public.                                | Clearly, the safety of staying in the 'safe' area depends on it remaining safe, which needs to be continually monitored and risk assessed, in case of changes in the conditions.  |

**\*See Section 6 (5) below for Staying Put and Lockdown**



## 2.5. EMERGENCY EVACUATION OF PREMISES - PRACTICAL STEPS FOR CMK AREA PREMISES/ BUSINESS OWNERS:-

| <b>2.5.1. CHECK LIST:</b> Under UK Health & Safety legislation, all premises should have an evacuation plan and it is good practice to have separate procedures for fire and bomb threats. <b>The following steps should be considered in the plans:</b> |          |          | <b>Apply</b> | <b>Complete</b> |
|--|----------|----------|--------------|-----------------|
|  | <b>Y</b> | <b>N</b> | <b>Y/N</b>   |                 |
| Emergency procedures for staff and managers dealing with a range of scenarios (e.g. fire, bomb threat, suspicious mail) in the building.   |          |          |              |                 |
| Specified tasks for staff in the event of emergency procedures being implemented.  |          |          |              |                 |
| Current site and floor layouts showing clear site boundaries, access, exits, details of adjacent sites and location of gas, electricity, water mains and any hazards.  |          |          |              |                 |
| Pre-identified off-site fire assembly points.  |          |          |              |                 |
| Pre-identified assembly points within and outside of the CMK area in case of bomb threats  |          |          |              |                 |
| Maintaining ( <u>current</u> ) details of people on your premises and for briefing staff and visitors on your evacuation procedures, with pre-planned arrangements for ensuring that everyone is directed to an appropriate assembly point.              |          |          |              |                 |
| Arrangements to account for all staff and visitors at assembly areas and for communicating during an emergency e.g. cascade using a telephone tree.  |          |          |              |                 |
| Up-to-date details of people who may need assistance in order to implement emergency procedures.   |          |          |              |                 |
| Arrangements for maintaining staff (including security staff), key holders' and other site users' contact details (particularly in multi-occupied premises or if there is mixed use of retail/ commercial premises with residential accommodation).      |          |          |              |                 |
| Subscribe to Milton Keynes Alert scheme, to be able to receive messages regarding emergency events/ alerts/ incidents.   |          |          |              |                 |
| Staff with emergency response roles should have appropriate high visibility personal clothing and equipment etc. for safety and recognition.   |          |          |              |                 |
| Incident checklists for roles and functions.   |          |          |              |                 |
| Knowledge of the Central Milton Keynes Evacuation Grid Zone Map and which zone your premises are located.  |          |          |              |                 |
| Ensure that you have sufficient numbers of trained first aiders and regularly check first aid kits;  |          |          |              |                 |
| Consider developing a Business Continuity Plan to complement your evacuation procedures (see Section 9).   |          |          |              |                 |
| Prepare an emergency grab bag with all these details available, both on-site and at convenient off-site locations;   |          |          |              |                 |




| <b>2.5.2. ACTION TO BE TAKEN BY PREMISES/ SITE MANAGERS WHEN EVACUATION IS DECLARED: CHECK LIST</b>  |  |  |  |  |
|--|--|--|--|--|
| Implement your building's Evacuation Plan immediately.   |  |  |  |  |
| Inform others, within your building/ immediate location, who do not appear to be evacuating.   |  |  |  |  |
| Use security staff or nominated representatives to escort everyone from danger.  |  |  |  |  |
| Follow emergency services advice. Do not evacuate if your building is not notified, this might put yourself and others at greater risk, unless you identify a specific risk to your staff.   |  |  |  |  |
| Response to some incidents may require you to take shelter in your building (Stay Put, 'in-vacuate', or lock-down) and take precautionary measures e.g. closing windows and turning off air conditioning units during an air pollution incident. |  |  |  |  |

| 2.6. NON-EVACUATION STRATEGIES |   |
|--------------------------------|---|
| <b>STAY PUT OPTION</b>         | As evacuation necessitates everyone knowing the nature of a threat, with the location, where and how to reach safety, it may be difficult to achieve. Depending on the threat, staying in a sheltered area away from the hazards of an incident in a Public Place and not evacuating may be judged to be the safest option; e.g. protecting against smoke, chemicals, or a threat of armed attack.  |
| <b>LOCK - DOWN STRATEGY</b>    | Dynamic lockdown is the ability to quickly restrict access and egress to a site or building through physical measures, in response to a threat, either external or internal e.g. To protect people from moving into danger areas, or by preventing/frustrating attackers' access to a site. Due to the vast array of sites and building designs it is not possible to give prescriptive advice, but for locations where it is achievable, the advice in NaCTSO Note 1/ 2015 "Developing Lockdown Procedures" offers practical guidance. |

## 2.7. FIREARMS AND WEAPONS ATTACKS:- RUN, HIDE & TELL:

It is not practical to reproduce full guidance for all scenarios in this short booklet, but comprehensive advice on firearms and weapons attacks and the RUN, HIDE & TELL strategy is contained in the National Counter Terrorism Security Office (NaCTSO)'s "Recognising-the-terrorist-threat" guide, which can be found on the Gov.UK website at:

<https://www.gov.uk/government/publications/recognising-the-terrorist-threat>.

|              |   |  |
|--------------|---|--|
| <b>RUN!</b>  |                  | Is there a safe route? If so, <b>RUN</b> . If not, <b>HIDE</b> .<br>Can you get there without exposing yourself to greater danger?<br>Escape if you can - Insist others leave with you<br>Consider the safest options - Leave belongings behind  |
| <b>HIDE!</b> |                | <b>If you can't run, Hide.</b> Find cover from gunfire e.g. substantial brickwork/ heavy reinforced walls<br>Cover from view does not mean you are safe, as bullets can go through glass, brick, wood and metal<br>If you can see the attacker, they may be able to see you.<br>Be aware of your exits - Try not to get trapped. Move away from the door.<br>Be quiet, silence your phone - Lock/ barricade yourself in. |
| <b>TELL!</b> | <br><b>999</b> | <b>Location</b> - Where are the suspects?<br><b>Direction</b> - Where did you last see the suspects?<br><b>Descriptions</b> – Describe the attackers, with numbers, features, clothing, weapons etc.<br><b>Further information</b> – Any Casualties, type of injuries, building information, entrances, exits, hostages etc.<br><b>Prevent other people entering</b> - the building if it is safe to do so.              |

## 2.8. EMERGENCY EVACUATION & STAY PUT MESSAGES

| 2.8.1. Declaration of an evacuation   |  |
|---|--|
| <p>Evacuation is a major step and once agreed the Emergency Services/ Milton Keynes Council will pass on advice about the actions to be taken during incidents, using the Grid Reference Numbers.</p> <p><b>To Stay Put</b> is an option that is supported by the national 'Go in, Stay in, Tune in' campaign produced by the National steering Committee on Warning and Informing the Public. In the event of an evacuation:</p> | MESSAGE INFORMATION SHOULD INCLUDE:  |
|   | The emergency & affected grid(s) & Grids(s) which should be evacuated  |
|   | FOLLOW UP MESSAGES SHOULD INCLUDE:   |
|   | <p>Updates on the situation.</p> <p>Likely duration of incident.</p> <p>When it is safe to return to your grid.</p> <p>Stay Put messages.</p> <p>When the incident has been made safe.</p> |



## 2.9. REPORTING EMERGENCIES USING STRUCTURED MESSAGES:

The emergency services use the mnemonic 'METHANE' to ensure that as much relevant information is included as possible, when they pass messages. METHANE can also be used by anyone as a guide to ensure that the message they are sending is structured to include the best information, as suggested below:

| <p><b>Shared Situational Awareness</b></p> <p>In the initial stages, pass information between emergency responders and Control Rooms using the METHANE mnemonic.</p>  | <p><b>METHANE</b></p>  |
|---|--|
| <p><b>M</b> Major Incident declared?</p> <p><b>E</b> Exact Location</p> <p><b>T</b> Type of incident</p> <p><b>H</b> Hazards present or suspected</p> <p><b>A</b> Access - routes that are safe to use</p> <p><b>N</b> Number, type, severity of casualties</p> <p><b>E</b> Emergency services present and those required</p> | <p><b>M</b> Has a "Major Incident" been declared by the Emergency Services, or is there a major threat at this stage?</p> <p><b>E</b> What is the exact location of the incident i.e. postal address and map reference? What is close-by? Is it a shopping area, office block, on a delivery access road, on the highway etc.?</p> <p><b>T</b> What type of incident is this? It is a big bang (e.g. explosion, or crash), a fire, natural disaster (e.g. flood, severe weather), man-made accidental (e.g. industrial accident, road or rail crash), man-made deliberate (e.g. terrorism), smoke cloud on the horizon (e.g. industrial or transport accident)</p> <p><b>H</b> What hazards are present? (Chemicals, smoke plume, structural, electricity, gas, etc.)</p> <p><b>A</b> Access and egress from the incident site, in terms of where Emergency Services vehicles and resources attend.</p> <p><b>N</b> The numbers and types of casualties including adults, children, and types of injuries e.g. burns if possible.</p> <p><b>E</b> Are the Emergency Services already in attendance at the scene of the incident?</p> |

## 2.10. COMMUNICATIONS – WARNINGS & IMMEDIATE INCIDENT INFORMATION

### 2.10.(1). How Can I Find Out What Is Happening?

Police officers will coordinate evacuation of the area(s) assisted by Police Community Support Officers, City Centre Street Wardens, building representatives and security staff, as available. The primary methods of communication used by the Police during a major incident are by broadcasting messages via:

- 'Milton Keynes Alert' – a free emergency messaging system available to all Milton Keynes residents and businesses. Subscribe for free at: <https://www.miltonkeynesresilience.co.uk/>;
- Radio systems used by shops, pubs and clubs e.g. Retail Radio Network
- Public address systems located in shopping centres and bus and rail information points;
- Police helicopter using its 'Skyshout' public address system;
- Police, Police Community Safety Officers, Wardens, Security Officers and others;
- Use of loud hailer (MKC Emergency Planning Officers have a portable loud hailer)
- Broadcasts by local radio and TV stations
- Encouraging use of Social Networking such as Twitter within messages to quickly spread information and advice

### 2.10.(2). Other Warning Methods

There are other communication systems already operating in Central Milton Keynes that can be used in an emergency. The Retail Radio Network has over 350 radios in use in retail outlets and licensed premises throughout MK (including Bar Watch Schemes), operating as a communications link between Thames Valley Police and the subscribers.

The Priority Alert Scheme is used by some businesses and further information can be found at: <http://www.imodus.com/comms.html> or by contacting Vocal Communications. Telephone: 0870 727 2709. *There are different rates that reflect the size of your business.*

### **2.10.(3). Where Can I Get More Information?**

Thames Valley Police Counter Terrorism Security Advisers ([ctsa@thamesvalleypolice.pnn.police.uk](mailto:ctsa@thamesvalleypolice.pnn.police.uk)), run two initiatives which may be of interest to local businesses: Project Griffin and Project Argus. For information about these visit: <http://www.projectgriffin.org.uk/> and <http://www.nactso.gov.uk/OurServices/Argus.aspx>.

## **PART 3. BUSINESS CONTINUITY PLANS:**

### **3.1. The Need to Prepare**

Many of the CMK based businesses may be classified as small or medium, but they are just as vulnerable as large ones. Whilst it is recognised that smaller businesses have significantly fewer resources to devote to planning, and to deploy in a response/ recovery effort after an incident, it is important that they devote some time and effort to business continuity. It is not only terrorism, vandalism or criminal activity that can disrupt or stop a business's operations. Accidents, such as workmen severing a power cable or flooding due to a broken water supply main, can deprive a business of electrical or water supplies and damage or destroy stocks or documents.

### **3.2. The Benefits of Preparation**

It is clear from research that businesses that prepare business continuity/ recovery plans have a much greater chance of surviving a major crisis than those who had not undertaken the necessary planning. It is also much quicker and less disruptive to get back to normal operation after an incident, such as supplier or IT failure, flooding, utility failure, fire, or other significant event, when businesses have done the preparatory work beforehand. This guidance and the references provide a framework to assist with taking those essential steps. Residents can also use this general approach to prepare themselves for such occurrences.

Milton Keynes Council offers FREE business continuity planning advice and support to businesses and voluntary organisations. They can help your business become more resilient. The Milton Keynes Business Resilience Forum (MKBRF) is supported by Milton Keynes Council as part of its commitment to local businesses, bringing together collective expertise on an informal basis. To join the Business Resilience Forum, simply e-mail the Business Continuity Team on: [businessresilience@milton-keynes.gov.uk](mailto:businessresilience@milton-keynes.gov.uk).

### **3.3. EMERGENCY GRAB BAG FOR RESPONDING TO EMERGENCY INCIDENTS:**

This list is not exhaustive, but illustrates a few examples of items which businesses, shopping centres, offices and shops may wish to keep in an emergency grab-bag or box as part of their preparations. It should be kept in an easily accessible location, for use in the case of an emergency or evacuation:

- **Current Contact list** – staff/ other branches, clients, suppliers, utilities, insurance co.
- Building/ site plans/ maps
- Compact megaphone, Wind-up torch/ lamps, Wind-up radio, Wind-up phone charger, spare mobile phone, Walkie-talkie type Personal Radios
- Hi-visibility jackets, Gloves, Whistle, Waterproof document wallet, notepad and pens
- Water and snack bars
- Large first aid dressings, Burn dressings/ ice packs, Emergency blankets
- Nylon rope

**PART 4. USEFUL WEBSITE LINKS & PUBLICATIONS:** A number of organisations provide useful information and guidance as follows:

#### 4.1. Useful Websites:

- |   |  |
|---|--|
| • UK Resilience                           | <a href="http://www.cabinetoffice.gov.uk/ukresilience">http://www.cabinetoffice.gov.uk/ukresilience</a>        |
| • MKC Emergency Planning                  | <a href="http://www.milton-keynes.gov.uk/emergencyplanning">www.milton-keynes.gov.uk/emergencyplanning</a>     |
| • Milton Keynes Business Resilience Forum | <a href="http://www.milton-keynes.gov.uk/business-resilience">www.milton-keynes.gov.uk/business-resilience</a> |
| • Project Griffin                         | <a href="http://www.projectgriffin.org.uk/">http://www.projectgriffin.org.uk/</a>                              |
| • Project Argus                           | <a href="http://www.nactso.gov.uk/OurServices/Argus.aspx">http://www.nactso.gov.uk/OurServices/Argus.aspx</a>  |
| • Emergency Planning College              | <a href="http://www.epcollege.gov.uk">www.epcollege.gov.uk</a>   |
| • Institute of Risk Management (IRM)      | <a href="http://www.theirm.org">www.theirm.org</a>   |
| • Business Continuity Institute           | <a href="http://www.thebci.org">www.thebci.org</a>   |

#### 4.2. Publications:

- Civil Contingences Act – Emergency Preparedness, and
- Civil Contingences Act – Emergency Response and Recovery
- Preparing for Emergencies
- How resilient is your business to disaster?
- Business as usual: maximising business resilience to terrorist Bombings – a hand book for managers
- Secure in the Knowledge: Building a Secure Business
- Cabinet Office: “Dealing with Disaster” Revised 3rd Edition
- Developing Dynamic Lockdown Procedures: NaCTSO Guidance Note 1/2015
- Reviewing your Protective Security: NaCTSO Guidance Note 2/2015
- Protecting Against Terrorism – M15
- Expecting the Unexpected – Business Continuity in an Uncertain World
- Recovery: an emergency management guide
- The Exercise Planners Guide

#### 4.3. PARTNERS

|   |                          |
|---|--------------------------|
| Milton Keynes Council                   | Health Protection Agency |
| Thames Valley Police                    | NHS MK                   |
| British Transport Police                | Highways Agency          |
| Buckinghamshire Fire and Rescue Service | Network Rail             |
| South Central Ambulance Service         | Volunteer Organisations  |
| Milton Keynes Business Resilience Forum |                          |

#### 4.4. DISCLAIMER

Milton Keynes Resilience Group has developed this guidance in association with its local responder partners; it is the responsibility of residents and businesses to take appropriate steps to safeguard their lives and property by developing and implementing their contingency plans.

Whilst every care has been taken in the preparation of this publication, Milton Keynes Resilience Group will not be liable for any loss, damage or costs of any nature arising directly or indirectly from reliance placed on the material in this publication.

**PLEASE NOTE: This guidance sets out the framework for responding to alerts, incidents and/ or major Incidents in Central Milton Keynes. In the event of an emergency incident, it is intended to be used in conjunction with premises occupiers’ emergency procedures and the local responder organisations’ appropriate contingency and major incident plans.**