21.1 APPENDIX ONE – EMERGENCY EVACUATION STRATEGY

A. BUILDING EVACUATION STRATEGY – FIRE INCIDENTS

In the interest of your own and your colleagues' safety it is essential that everyone is aware of the location and purpose of fire appliances and the procedures to be followed in the event of an emergency at The Convention Centre Dublin.

The objective and outcome of the building's fire alarm and evacuation strategy is to ensure that for a fire event the building's occupants will receive a warning of the fire event and will be able to reach a place of ultimate safety external to the building, within a time period, before exits routes may become untenable, as a result of the effects of the fire event.

a. Fire Alarm System

An automatic fire detection and warning system (smoke / heat detection); together with an automatic fire suppression system is installed throughout the venue – where the activation of either system will provide an automatic signal of a potential fire event in the Security Control Room.

The fire alarm will be received in the Security Control Room in one of four ways:

- Smoke or heat detector
- Beam Detection in specific areas
- Break Glass Point, or
- By phone, using the emergency number ext. 4999 (01 818 4999)

This signal is first investigated by a member of the CCD Security Team whose responsibility is to determine whether a fire is in progress and evacuation is required. Where the CCD Security Officer does not respond within 6 minutes or a second knock status follows, then an automatic building evacuation sequence will commence.

(Note: Investigation period is limited to 5 minutes for internal areas and 6 minutes for external plant areas).

The fire alarm panel is located in the Security Control Room which is located on Level M at Back of House North West of the building, accessible from the staff entrance via Stairwell 5.

The Security Control Room, which is staffed 24 hours a day, will be the Control Point in any incident or emergency. Internal Telephone number is as follows:

- Security Control Room – ext. 4999 (01 818 4999)

The Security Control Room will be responsible for alerting the CCD Security Team and summoning the relevant Emergency Services.
b. Evacuation Zones

The building complex fire alarm system has been segregated for evacuation into the following zones:

- Zone 1 – Basement levels B1, B2 & B3.
- Zone 2 – Front of House, Middle of House areas from Ground Level to Level 6 and auditorium levels.
- Zone 3 – Back of House areas levels ground to 3.
- Zone 4 – Plant rooms levels 4, 5, 7 & 8.

The building complex has additionally, for evacuation, been configured to take account of the auditorium being either occupied (show mode) or unoccupied (non-show mode).

In the event of a fire at The CCD, it is not the intention that anyone would remain in the building and therefore the Evacuate All Zones alarm will be raised.

c. Fire Evacuation Procedure

The building complex evacuation philosophy is “simultaneous total evacuation” i.e. it is not the intent, expectation nor desire that occupants will remain within the building for a prolonged period of time when a fire event has been verified.

The designated category of simultaneous evacuation is “two staged evacuation” – i.e. there is an investigation period undertaken by designated staff before any fire alarm sounders / voice evacuation directions are activated. The basic system operating principles are following the activation of a single fire detector device:

- An initial alert signal will be given – buzzer at Security Control Room fire alarm panel and repeater panels.
- A staff investigation period will then follow (maximum investigation period six minutes).
- The fire alarm systems sounders, strobe flashing / voice evacuation directions will be broadcast where:
  - A fire event is confirmed – through staff investigation procedures.
  - The agreed time period (6 minutes) for staff investigation of the fire alarm event lapses – without the fire alarm having being cancelled; or
  - A second detector device is activated during the investigation period.

d. Fire Event – Emergency Response Procedures

The Emergency Response Procedures have been derived to provide for the investigation of a possible fire by the Security Team, before occupants are alerted and a building evacuation implemented.

Where a fire event is confirmed and is not capable of being quickly brought under control, the building must be evacuated immediately in a well-managed and orderly manner.

The investigation of a fire and the management of that event and escalating actions will be the responsibility of The CCD Security Control Room Supervisor until the Dublin City Council Fire Brigade arrive and take effective and strategic command of the situation.
Basic generic response procedures in response to a reported fire event are summarised as follows:

i. Verify

- On receipt of a fire warning signal (e.g. smoke detector head) it is important to quickly verify the existence of a fire – or not. The CCD Security Control Room Operator is required to interrogate the fire detection panel / fireworks system and immediately dispatch the Security Team, to investigate the area of the reported fire.
- The Security Control Room Operator calls ‘Bravo Control to all Sites, Stand by for Code 1’.
- After the alarm has been acknowledged the Security Control Room Operator will identify the location of the alarm from the fire detection panel and will relay the exact destination to the Security Patroller for that area of the building.
- On arrival at the area, the investigator is to ascertain if the alarm is genuine or false, e.g. faulty detector, vandalism, client smoking etc.
- They are to report this finding immediately to the Security Control Room. This must be done within 6 minutes of the initial alert on the screen.
- The time limit for investigation is 6 minutes. If the cause of the alarm is not identified within that time, the system will automatically go into evacuation mode.
- Notification includes Voice Activation System and strobe lights. The Voice Activation System message is as follows:

  Ladies and Gentlemen, may I have your attention please. We must ask you to leave the building by the nearest exit as quickly as possible. Do not use the lifts and do not stop to collect personal belongings.

ii. Control

- If the investigation is completed within 6 minutes, the alarm, if found to be false, may be accepted as false and the Fire Emergency Services will not be called. If the investigation is not completed within 6 minutes, a full evacuation mode will be assumed and the Voice Activation System message will commence.
- If it is a false alarm, it is declared as ‘Code 2’ (false alarm) over the Radio Communication and the Security Control Room Supervisor will reset the alarm system.
- If a fire is discovered then the Security Control Room Operator will declare ‘Raven’ (fire) over the Radio Communication over riding all Radio Channels and evacuation procedures will commence.
- The Security Control Room Operator will monitor the situation to ensure that, if there is a fire, the Fire Emergency Services are notified on 999 or 112.
- The Security Control Room Supervisor or their designee will then attend the Security Control Room.
- If the investigation confirms a fire event or the fire alarm system goes into a second knock status, The CCD Security Control Room Supervisor is required to take up position within the Security Control Room until such time as the Dublin City Council Fire Brigade arrive – and then along with Security Control Room staff remain in standby to provide the Dublin City Council Fire Brigade with any relevant information as maybe of assistance to them.
iii. Clear

- On the occasion that a fire event is verified the building must be evacuated.
- On hearing Code 1, the Security Personnel on duty will go to their designated Fire Marshal points.
- The Security Personnel or CCD Hosts will be ready to open the doors into the main halls for an evacuation (Any open doors will automatically close when the fire alarm activates).
- The Security Personnel will repeat in a loud clear voice until the area is clear

  *Ladies and Gentlemen: This way out please.*

- During this evacuation procedure, The CCD staff members should ensure that people waiting for evacuation assistance in wheelchair refuge areas receive the necessary assistance to evacuate the building. Staff trained to use evacuation lifts take control of lifts and commence evacuations from refuge areas as directed by the Security Control Room and from requests received from refuge areas – noting the priority evacuation sequence is from the fire floor, followed by the floor(s) above the fire floor and then the floor(s) below the fire floor. Please see Section 2.5 in respect to the evacuation of persons with special needs.
- Once the area is clear, the Security Personnel must also evacuate and attend the assembly point.

The above is applicable during **Event Mode**, with the following additional measures:

- In event mode, all Security Staff and CCD Hosts are to be briefed by the Event Manager, prior to the opening of an event, on their duties to assist in the safe and rapid clearance of the venue.
- The Event Manager is responsible for ensuring that the Organisers instruct their management and staff on how to assist in crowd control within an exhibition or event. All external staff must be familiar with the location of exits and with The CCD’s Emergency Procedures.
- For seated events the Security Manager and Event Manager will brief their supervisors and Hosts on the venue’s Emergency Procedures prior to the event opening. Hosts will be stationed on exits in the event of an evacuation.
- The Security Personnel and CCD Hosts must be ready to open the doors into the main halls for an evacuation (Any open doors will automatically close when the fire alarm activates).
- CCD Hosts will identify where any people with mobility issues are present in the venue and notify the Host Duty Supervisor, who will then notify the Security Control Room or Event Manager.
- Once the area is clear, the Security Personnel and the CCD Hosts must also evacuate and attend the assembly point.

iv. Restrict

- Once the building evacuation has commenced, people are not to attempt to re-enter the building; until the CCD Security (under the instruction of Dublin City Council Fire Brigade) give direction on when it is safe to do so.
- If requested to attend an incident, the Gardaí will be briefed upon arrival by the Security Manager, Event Manager or Security Control Room Operator (depending upon who is on site) so that they can assist with traffic and crowd control. Depending upon the nature of the incident, the Gardaí may decide to assume control of the incident. In this situation, The CCD Management will report to and support the Gardaí.
v. Lifts

During building evacuation designated evacuation lifts are only to be used under the direction of either appropriately trained staff or under the supervision of the Dublin Fire Brigade.

- P1 (Front of House West side), P4 (Front of House East side) & P5 (Back of House West Side) – Fire Fighting lifts
- P2 (Front of House West side) & P3 (Front of House East side) – Evacuation lifts

Under no circumstances are lifts to be operated by untrained personnel during an emergency evacuation.

e. Notification of the Emergency Services

Once a ‘Raven’ situation has been declared, the Security Control Room Operator will immediately call the Fire Emergency Services by calling 999 or 112 on the telephone, giving the following information:

- Inform the operator that there is a fire at; The CCD, Spencer Dock, Northwall Quay.
- Give clear directions.
- Give the correct rendezvous point – the Security Control Room. However, in the event that it is necessary to evacuate the Security Control Room, the alternative rendezvous point will be on the western access road.
- After completing the call, the Security Control Room Operator will nominate a security officer to attend the rendezvous point to liaise with the Chief Fire Officer attending.
- The liaison officer will direct the fire officers to the location of the fire and will stay with them as the point of contact.
- The controller will contact Aramark FM to be on standby to carry out any requests from the Chief Fire Officer regarding isolating power supply or any other services, turning sprinklers off, or operating the ventilation system.
- The site plans located in the Dock Office in the basement or those in the Security Control Room will be made available to the fire service.

From the time of arrival to the end of the incident the Chief Fire Officer from Dublin City Fire Brigade takes command and is responsible for declaring the emergency over. Instructions from any other source must not be acted upon unless cleared by the Chief Fire Officer from Dublin City Fire Brigade via the liaison officer.
f. Assembly Point

Visitor Assembly Point (Used only in Event Mode):

All delegates attending an Event and Event Organiser's Contractors must congregate at the Visitor Assembly Point. It is the responsibility of the Event Organiser to account for all contractors and employees present at the event and report to the Assembly Point Marshall. The Event Organiser will have a registered list of attendees and/or delegates available if requested by Dublin City Fire Brigade. A designated member of the Event or Hospitality team will act as Assembly Point Marshal for the Visitor Assembly Point.

Following an evacuation of the venue, Fire Marshals, as nominated, will report their zones are clear to the Staff Assembly Point Marshal at the Assembly Point. The Staff Assembly Marshal will then report the result of the zone checks to the Security Control Room Supervisor.

CCD Hosts will report to the Visitor Assembly Point Marshal, who in turn will communicate this to the Staff Assembly Point Marshal.
B. ROLES AND RESPONSIBILITIES

The roles and responsibilities of the various duty holders may differ when in Non-Event and Event Mode. In these circumstances, it has been highlighted in the roles and responsibilities sections below.

a. Duties of all Staff:

i. On discovery of a fire:

- If you discover a fire, or a fire is reported to you, Raise the Alarm immediately by activating a manual break glass point, make contact with the Security Control Room via telephone on internal phone ext. 4999 (01 818 4999); and give the exact location and nature of the fire or smoke.

- Please note that the Voice Activation Alarm will not sound automatically when a manual break glass point is activated – a signal is sent to the fire alarm panel in the Security Control Room.

- If you have a radio, switch the channel to the ‘Security’ channel saying the following ‘YOUR NAME for the Security Control Room, Receive – Code 1’ and give details of the exact location and nature of the fire.

- If a visitor notifies the management / staff of a fire the following procedures should be followed by staff responding to visitor notification:
  1. Request / clarify exact location of incident
  2. Assess extent of fire event
  3. Get visitors name

- Initiate the evacuation of visitors and staff away from the fire.

- If the fire is small and capable of being safely extinguished with a portable extinguisher – undertake fire fighting actions e.g. a small waste paper bin size fire. Always ensure that the exit out of the room is at your back and there is a clear exit route available when using a fire extinguisher. Under no circumstances is this to be done if it endangers personal safety. If more than one fire extinguisher is required, do not proceed further and raise the fire alarm by activating a manual break glass unit. Fire Extinguishers only to be used by trained personnel.

- The staff member should meet The CCD Security Officer and direct them to the seat of the fire – unless the event has escalated to the extent where personal safety is at risk.

- Leave the area and close all doors behind you.

- Give assistance to visitors when evacuating the areas / zone.

- Use fire exits – do not use lifts unless under the control of appropriately trained staff / or Dublin City Council Fire Brigade.

- Do not attempt to retrieve personal belongings from cloakrooms, offices or other areas.

- To prevent panic do not use the word ‘fire.’ The code word at The CCD for fire is ‘Raven Condition.’

- Do not run in any areas, as this could be misinterpreted and cause panic.

- Do not re-enter the zone under any circumstances unless the all clear has been given by the Dublin City Council Fire Brigade.
ii. Evacuation:

In the event the building zone that staff are occupying is to be evacuated, the following message will be communicated over the voice activation system. Strobe lights will also activate.

*Ladies and Gentlemen. Please may I have your attention. Fire has been reported in the Building. Please leave the building immediately, by the nearest exit. Do not use the lifts.*

On hearing this message or seeing the strobe lights, all staff must proceed without delay to the nearest exit. In no circumstances should staff return to collect personal belongings.

All staff must adhere to any instructions provided by the designated Fire Marshals who will be recognisable as they will be wearing a high visibility jacket with Fire Marshal written on the back.

Proceed to the assembly point which is located along the river at North Wall Quay. There will be two individuals (holding STOP signs and wearing high-vis vests) standing on the road stopping traffic in order to ensure a safe crossing. Cross the road in between these two individuals and proceed to the Staff Assembly Point.

Each floor will have their own designated Fire Marshal – in the event that the designated Fire Marshal is not present, a deputy Fire Marshal will have responsibility for the area. All staff have a responsibility to ensure that they report to their designated Fire Marshall or Deputy at the Assembly Point to acknowledge their presence.

In the event that any member of The CCD staff, service partners or contractors have visitors at The CCD, they will also congregate at Staff Assembly Point.

iii. Return to The CCD:

It is important that once the building evacuation has commenced for people not to attempt to re-enter the building; until the Dublin City Council Fire Brigade or the Assembly Point Marshal has given direction on when it is safe to do so.
b. Security Personnel

1. On receipt of a fire warning signal (e.g. smoke detector head) it is important to quickly verify the existence of a fire – or not. The CCD Security Control Room Operator is required to interrogate the fire detection panel / fireworks system and immediately dispatch the closest Security Team, to investigate the area of the reported fire.

2. After the alarm has been acknowledged the Security Control Room Operator will identify the location of the alarm from the fire detection panel and will relay the exact destination to the Security Patroller for that area of the building.

3. On arrival at the area, the investigator is to ascertain if the alarm is genuine or false, e.g. faulty detector, vandalism, client smoking etc.

4. They are to report this finding immediately to the Security Control Room. This must be done within 6 minutes of the initial alert on the screen.

5. The **time limit for investigation is 6 minutes**. If the cause of the alarm is not identified within that time, the system will automatically go into evacuation mode.

6. If the investigation is completed within 6 minutes, the alarm, if found to be false, may be accepted as false and the Fire Emergency Services will not be called. If the investigation is not completed within 6 minutes, a full evacuation mode will be assumed and the Voice Activation System message will commence.

7. If it is a false alarm, it is declared as ‘Code 2’ (false alarm) over the Radio Communication and the Security Control Room Supervisor will reset the alarm system.

8. If a fire is discovered then the Security Control Room Operator will declare ‘Condition Raven’ (fire) over the Radio Communication and procedures put into place to deal with it.

9. The Security Control Room Operator will contact the Fire Emergency Services immediately on 999 or 112 and raise the alarm in the specific zone, if it not automatically activated.

10. Notification includes Voice Activation System and strobe lights. The Voice Activation System message is as follows:

   **Ladies and Gentlemen. Please may I have your attention. Fire has been reported in the Building. Please leave the building immediately, by the nearest exit. Do not use the lifts.**

11. The Security Control Room Supervisor or their designee will then attend the Security Control Room.

12. If the investigation confirms a fire event or the fire alarm system goes into a second knock status, The CCD Security Control Room Supervisor is required to take up position within the Security Control Room until such time as the Dublin City Council Fire Brigade arrive – and then along with Security Control Room staff remain in standby to provide the Dublin City Council Fire Brigade with any relevant information as maybe of assistance to them.

13. On activation of the fire panel (e.g. due to the activation of a smoke head or break glass unit), while the Security Personnel on patrol in the specific area is investigating the activation, the remaining Security Personnel must attend their designated fire marshal points.

14. Be prepared to open the hall entry doors for an evacuation.

15. Open the doors (Any open doors will automatically close when the fire alarm activates)
16. Repeat in a loud clear voice until the area is clear;

   *Ladies and Gentlemen. This way out please.*

17. When the area is clear, security personnel will also evacuate and attend the assembly point.

18. No attempt should be made to re-enter the area to retrieve personal items unless the all-clear has been given.
c. Fire Marshals

There are trained designated fire marshals who have been given the duty of assisting in the evacuation of people from the building and carrying out sweeps of identified areas in order to ensure that the building is clear.

During an incident each Fire Marshall will have a distinctive high visibility vest with Fire Marshall written on the back.

- Ensure that escape routes are not obstructed and that routine fire prevention practices are being observed.
- Ensure as far as practicable that staff / visitors are briefed on the fire alarm warning signal and required response actions
- Upon instruction of Condition Raven or sounding of the evacuation alarm, the Fire Marshal is to begin a visual check of their nominated route. They are to check all rooms on their route to make certain that they are clear of all persons. They are not to try to open locked offices. It is to be assumed that a locked office is indeed empty. They are to move down through the building to the external fire doors. Before leaving the building, the Marshals are to contact control and inform them that their route and stairs are clear.
- If a Marshal comes across any person/s, they are to direct them to the nearest fire exit. If possible, direct the persons to the exit in the direction in which you are moving. The Fire Marshal is to be able to make an accurate judgment as to whether the route which they are responsible for is clear of all persons.
- After completing their area checks, all Marshals are to report to the assembly point outside the building and report to the Assembly Point Marshal.
- Inform the Assembly Point Marshal if there were any areas that you were unable to sweep or if there is any person unaccounted for in your area.
- CCD Hosts who are completing Fire Marshal duties during event mode must report to the Visitor Assembly Point Marshal on sweeping of their areas.

### Rapid Response Roles & Responsibilities:

<table>
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<tr>
<th>Role</th>
<th>Responsibilities</th>
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</table>
| Staff Assembly Point Marshal  | - On hearing Code 1 call on Radio or warning message, proceed to Ground Floor Foyer and pick up High Vis jacket, Staff Assembly Point sign & loud hailer.  
|                               | - Collect the visitor sign in book                                                                                                               |
|                               | - Proceed to Assembly point                                                                                                                    |
|                               | - Change your radio channel to the Security Channel – only necessary communication to be made on this channel.                                  |
|                               | - Fire Marshalls with designated responsibilities to sweep areas to report to the Assembly Point Marshal                                         |
|                               | - Assembly Point Marshal to inform Security Control Room when the building is clear or alternatively if any areas were not swept/or if there is any staff or visitors unaccounted for. |
| Event Assembly Point Marshal (only in Event Mode) | On hearing Code 1 call on Radio or warning message, proceed to Ground Floor Foyer and pick up High Vis jacket, Staff Assembly Point sign & loud hailer.  
On confirmation of Raven Condition, proceed to Assembly point  
Any hosts with fire marshal duties will report to the Event Assembly Point Marshal to identify areas that they have swept.  
The Event Assembly Point Marshal will then communicate this to the Staff Assembly Point Marshal directly.  
If you need any assistance managing the Assembly Point, ask the hosts or members of the CCD team to assist you.  
Where necessary make intermittent announcements to those assembled at the Assembly Point to make them aware of the situation.  
Only re-enter the building when you have been given the instruction by the Staff Assembly Point Marshal. |
| --- | --- |
| Traffic Calming Warden (1) | On hearing Code 1 call on Radio or warning message, proceed to Ground Floor Foyer and open the door to room under escalator.  
Pick up High Vis jacket and Stop lollipop sign & loud hailer.  
On confirmation of ‘Condition Raven’ or sounding of the voice activation alarm, proceed directly to West road and stop traffic coming from the right.  
Change you radio channel to Business Support or ensure you are on the same channel as the other traffic warden  
Communicate with the other traffic calming warden when completing traffic calming prior to stopping traffic to ensure that they are in position |
| Traffic Calming Warden (2) | On hearing Code 1 call on Radio or warning message, proceed to Ground Floor Foyer and pick up High Vis jacket, Stop lollipop sign & loud hailer.  
On confirmation of ‘Condition Raven’ or sounding of the voice activation alarm, proceed directly to East road and stop traffic coming from the left.  
Change you radio channel to Business Support or ensure you are on the same channel as the other traffic warden  
Communicate with the other traffic calming warden when completing traffic calming prior to stopping traffic to ensure that they are in position |
| Operator of Evacuation Lift P2 – FOH west side | On hearing Code 1 call on Radio or warning message, proceed to the Ground Floor Foyer.  
On confirmation of ‘Condition Raven’, pick up the evacuation lift keys kept in the Concierge Podium/Desk and proceed to P2  
Change your radio channel to the Security Channel and confirm that you are in position.  
Remain on Radio Communication with the Security Control Room and follow instructions for collection of people who require assisted evacuation |
• Confirm receipt of any communications to and from the Security Control Room
• Instructions should be clear and concise
• Do not put yourself at risk of harm or injury
• On exiting all people, proceed to the Assembly Point and report to the Assembly Point Marshal

Operator of Evacuation Lift P3 – FOH east side

• As Above

Contractor control

• On exiting the building, collect the sign in sheet for the Contractors that is kept at Level M on front of the Security Control Room entrance.
• Account for all contractors at the Assembly Point and report through to the Staff Assembly Point Marshal.
• If there is anyone unaccounted for, make the Staff Assembly Point Marshal aware of this and then try to contact them using their mobile phone numbers.

**Note:** During Event Mode outside of Normal Working Hours the roles of Staff Assembly Point Marshal, Event Assembly Point Marshal and Traffic Calming Wardens are carried out by CCD Hosts and CCD Security. These roles are appointed on an event by event basis.

d. Event Manager on Duty

- The Event Manager is responsible for ensuring that the Organisers instruct their Management and staff on how to assist in crowd control within an exhibition or event. All external staff must be familiar with the location of exits and with The CCD’s Emergency Procedures.

- For events the Security Manager and Event Manager will brief their supervisors and Hosts on the venue’s Emergency Procedures prior to the event opening. Hosts will be stationed on exits in the event of an evacuation.

e. Visitors

All CCD staff must take responsibility for their visitors in the event of an evacuation. Please guide any visitors to the designated Staff Assembly Point.

i. Visitors with Special Needs

At no time should visitors or staff with disabilities be left to fend for themselves, during a fire alert/building evacuation. There are three main stages in assisting people with disabilities:

- Identify those who may need special assistance in an emergency
- Assist those with disabilities to refuge areas
- Evacuate from refuge areas to ground level final exits using evacuation lifts or evacuation chairs within protected stairways.
Some disabilities may not always be obvious i.e. people who have had strokes or heart attacks or who have impaired sight or hearing. It is not only staff and visitors with permanent disabilities who may require special assistance; but also staff and visitors with short term needs i.e. women in the later stages of pregnancy or staff and visitors with broken limbs in plaster etc.

ii. Wheelchair users and people with impaired mobility

It should not be presumed that only people in wheelchairs are viewed to have mobility impairments – this category includes people who can use stairs but might not be able to reach protected exit routes in normal escape times without some aided assistance.

Equally presumptions on the abilities of wheelchair users and their ability to safely leave a building should not be made.

Except at ground level where staff and visitors may be evacuated directly to the outside of the building – wheelchair users and people with impaired mobility should initially be assisted by staff to the main refuge areas.

A member of staff should wait in the refuge with the disabled person(s) until a trained member of The CCD staff or Dublin City Council Fire Brigade arrives to continue the evacuation from the building. Evacuation from the refuge areas by trained CCD staff will be undertaken as either:

- A stairway carry down procedure by appropriately trained staff and numbers of same using evacuation chairs – noting that it would be important for the trained staff to understand and special or limiting factors which may require an alternative approach to carry down evacuation e.g. person with severe spinal disability
- Evacuations lift exiting from the refuge by trained CCD staff.

iii. Visitors with impaired vision

In the event of a fire event, able bodied staff should be vigilant for any visitors / staff with a sight impairment and ensure that they are directed to the nearest available exit route.

Except at ground level where staff and visitors may be evacuated directly to the outside of the building – wheelchair users and people with impaired mobility should initially be assisted by staff to the main refuge areas.

A member of staff should wait in the refuge with the disabled person(s) until a trained member of CCD staff or Dublin City Council Fire Brigade arrives to continue the evacuation from the building. Evacuation from the refuge areas by the trained CCD staff will be undertaken as either:

- A stairway carry down procedure by appropriately trained staff and numbers of same using evacuation chairs – noting that it would be important for the trained staff to understand and special or limiting factors which may require an alternative approach to carry down evacuation e.g. person with severe spinal disability
- Evacuations lift exiting from the refuge by trained CCD staff.
iv. Visitors with impaired hearing

In the event of a fire event able bodied staff should be vigilant for any visitor with hearing impairment and ensure they are assisted / directed towards the nearest available exit.

v. Refuge Areas

- A wheelchair refuge area is provided for each in each corner of the building facilitating egress from each storey.
- Each refuge is provided with an area accessible for a wheelchair in which a wheelchair bound person can wait for assistance to evacuate the building.
- Where the refuge is within a protected stair, protected lobby, or protected corridor, the wheelchair space does not reduce the required clear exit width; nor obstruct the main flow of people exiting the building.
- The refuge areas are provided with independent two way communication for a person(s) to contact management / be contacted by management in accordance with the recommendations of BS5588 Part 12 (now superseded by BS9999).
- Refuge areas were not proposed within Core 2 & 3, in that 2 x wheelchair spaces were provided within Cores 1 & 4.

f. Contractors

The CCD has implemented a procedure to ensure that safe systems of work are employed by contractors, on The CCD premises. All contractors are made aware that when the alarm sounds they must immediately down tools and evacuate the building via their nearest exit and make their way directly to the assembly point, where they must make themselves known to a member of the CCD Facilities Maintenance team.
g. Fire Appliances

The location of the Stairs, Fire Extinguishers, and Wet & Dry Risers are indicated on the attached floor plans.

You are advised to study these plans with regard to the locations of exit staircases, see Appendix Two.

As part of the event process, each Event Organiser is required to complete a Fire Risk Assessment identifying if the fire load in the building is increased due to the presence of the fixtures/fitting or activities associated with their event. Additional fire extinguisher are available should the venue see it as necessary during events.

Different colours in extinguisher labels indicate different uses.

<table>
<thead>
<tr>
<th>Fire Fighting Equipment</th>
<th>Colour</th>
<th>Use On</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO2</td>
<td>BLACK</td>
<td>Electrical Wiring, Machines, Flammable Liquids.</td>
</tr>
<tr>
<td>Dry Powder</td>
<td>BLUE</td>
<td>Petrols, Paints, Gases &amp; Oils</td>
</tr>
</tbody>
</table>

i. Fire Blankets

There are fire blankets installed at the tea station areas. To use a fire blanket, simply pull it from its enclosure and place over the fire. Full instructions for its use are printed on the front of the enclosure.

ii. Stairs

There are six sets of stairs located at each corner of the building: 4 x sets Front of House, 2 x sets Back of House. You are advised to familiarise yourself with the location of the stairs within the building.
C. BOMB INCIDENTS

a. Dealing with a bomb incident

Immediately upon receipt of a warning, the recipient should notify the Security Control Room on the internal phone system dialling 4999. Passing on all relevant information.

It is important that the receiver of the original verbal information asks two important questions: -

1. Where has the device been placed?
2. When will it go off?

This information will help to decide whether all or part of the building is to be evacuated, or if there is time to carry out a search prior to the deadline set.

It is important not to create panic within The CCD. In order to prevent it the following should be remembered:

1. The word ‘bomb’ should never be used.
2. The word ‘scare’ should never be used in conjunction with the word ‘bomb.’
3. The code word for a suspicious object is ‘Jackdaw’ which should always be used. This will remove the possibility of creating panic if a message such as ‘We have a Jackdaw in the Forum,’ were to be overheard by a member of the public.
4. Care must be taken when using radios, as members of the public may overhear any messages relating to the incident.
5. A suspicious object is not a bomb until it has been confirmed as such.
6. Do not run in front of house areas, as this could be misinterpreted and cause panic.

On confirmation of an incident the Security Control Room Operator will:

1. Inform the Security Supervisor or their designee, who will take charge of the incident. They will inform the CEO of The CCD and, if time permits, the organiser(s) of the events.
2. Alert the medical staff to be on standby but wait for a further call.
3. The Security Supervisor or their designee, may instruct the Security Control Room Operator to call a ‘Code 1 – Jackdaw Condition’ on the All Sites channel over the radios.
4. The broadcast of “Code 1 – Jackdaw Condition” will be the signal for Security staff, Fire Marshals and all other members of staff to search their immediate areas.
5. A decision not to search a particular area lies with the Security Manager or their designee. If no explicit instructions are given, all areas are to be searched quickly, thoroughly and methodically.
6. Until a device has been found, the use of radio’s or mobile phones is often the only way of ensuring speedy communication during the search. Once a suspect device has been found all radios and mobile phones should be moved away at least 25m from it. A minimum cordon of 25m should be established immediately around the device.
7. The Security Control Operator will under the direction of Security Manager, or their designee, contact the Gardaí on 999 and inform them of the situation, giving the location of the device and the nearest access point.
8. Security Manager or their designee will, if necessary, instigate the evacuation of all or part of The CCD.
9. The Security Control Operator will advise the officers on the external posts to expect the arrival of the Gardaí and if possible clear the access to it.
10. If the package is discovered not to be a bomb, ‘all in order’ Security Supervisor, or their
designee will instruct the controller to stand down the alerted services and to broadcast the
message over all sites on the radio;

*Code 2 – Stand Down*

b. **Suspect Packages ‘Jackdaw’**

1. On the discovery of a suspect package it must not be interfered with, moved, covered up or
touched but must be left for visual examination by experts.
2. Do not shake or empty the contents of any suspicious envelopes or packages.
3. Place the envelope or package in a plastic bag or some other type of container to prevent
leakage of contents.
4. If a container is not available cover the envelope or package with anything e.g. clothing /
paper / lid of rubbish bin.
5. Leave the room, close the door and ensure that the area is cordoned off so that no one can
enter.
6. Wash your hands.
7. The area must be cleared of everyone not involved in dealing with it.
8. If an employee discovers a suspicious package, call Security on 4999
9. Security Manager or their designee will decide if the Gardaí are to be called. When they
attend they will, if necessary, alert the Bomb Squad and request their attendance. By this
time the evacuation procedure should have been instigated.
c. Bomb Threat Call Checklist

| Check Caller **Number Display** on phone & write down the number. Alert one of your colleagues if possible. |
|---|---|---|
| **Time of Call:** | | |
| What was said? | | |
| | | |
| | | |
| | | |
| | | |
| Was a Code Word given? | | |
| **Questions to Ask?** | | |
| Where is the Bomb? | | |
| When will it go off? | | |
| What does it look like? | | |
| What sort of bomb is it? | | |
| Why has it been placed? | | |
| Who is doing this? | | |
| Did the caller have knowledge of the building e.g. aware of room names or floors? | | |
| **Caller** | Male | Female | Adult | Juvenile |
| **Accent** | Local | Regional | Foreign | Disguised |
| **Voice** | Loud | Soft | High | Deep |
| | Rough | Educated | Pitched | |
| **Speech** | Fast | Slow | Normal | Stutter |
| | Blurred | Distinct | Obscene | |
| **Manner** | Calm | Deliberate | Nervous | Hysterical |
| | Rational | Irrational | Angry | Humorous |
| | Coherent | Incoherent | Drunken | |
| **Background** | Quiet | Road Traffic | Music | Factory |
| | Office | Party Noise | Voices | Other |
| | | | | |
| Additional Comments: | | |
| **Name in Print** | | **Signature** | | |
d. Bomb Threat Call Checklist Guidance

i. Dealing with a bomb threat:

1. Make yourself familiar with the Bomb Threat checklist.
2. If possible, on receipt of a phone call, alert a colleague of the call.
3. Try to keep the caller talking; ask them to repeat the warning.
4. Try to obtain as much information as possible by asking questions from the log.
5. Always stay calm, never get angry or argue with the caller.
6. Try to form an impression of what the caller is like, excitable, calm. Do they have an accent? Roughly how old do they sound?
7. Try to establish where the caller could be. Listen for background noise etc.
8. Always treat the call as genuine unless it is an obvious hoax (e.g. made by a small child.)
9. At the end of the communication, immediately contact the Security Control Room who have a set of procedures in place for dealing with a Bomb Threat. They can be contacted on extension 4999 or (01) 818 4999.
10. Ensure that the Code word for Bomb Threat ‘Magpie’ is used at all times.

ii. Suspect Packages:

1. If a suspect package is found, do not touch it or try to examine it more closely.
2. Isolate the area keeping everyone away from it.
3. Try to establish if it belongs to anyone
4. DO NOT cause panic or alarm; be polite and professional.
5. Contact the Security Control Room as soon as possible and await further instructions. They can be contacted on extension 4999 or (01) 818 4999.
6. Avoid using radios or mobile phones within 25 metres of the suspect package.
7. If the suspect package is located near to a motor vehicle DO NOT MOVE THE VEHICLE OR ANY VEHICLE NEAR IT. Keep all moving vehicles away from the area, isolate it and make safe until assistance arrives.
8. Suspect packages should only be dealt with by trained experts.
9. Ensure that the Code word for Bomb Threat ‘Jackdaw’ is used at all times.
21.2 APPENDIX TWO – FOYER WAYLEAVE DRAWINGS

A. LEVEL G
C. LEVEL 2