

POLICY**Bars and Venues**Ref No: **BaV-17**

Evacuations Policy

April 2024

DOCUMENT CONTROL

Document Name	Evacuations Policy
Document Reference	Bars and Venues Policy 17
Date of Document	APRIL 2024
Review Date	APRIL 2025
Revision Number	Rev 01
Document Owner	James Bingham
Adopted by	Health and Safety Committee
(If Adopted under Delegated approval State Name of Delegated Person)	
Date of Formal Adoption or Ratification	10/04/2023
Adoption Review Date	Oct 2024

Introduction

Fire evacuations and evacuations as the result of a major incident are thankfully a rare occurrence at the Union bars. The former is more common under the premise of a false flag – accidental or purposeful triggering of a fire panel.

It is our responsibility to inform all patrons that the alarm is going off and that they need to evacuate the building.

Please familiarise yourself with all fire escape routes and disabled refuges within the building, and evacuation assembly points outside the building.

Exit via the closest, most available fire exit. If your most direct route is blocked, seek the next most available exit. Your safety is paramount, help others, but if unable to, ensure you exit the building safely – fire fighters can be informed as to the last known location of an individual.

Expected Standards

There are 4 licensing objectives of equal importance:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Staff Responsibilities (Fire)

Venue Management should be made aware immediately and if on site, should be informed as to the location and when on site, should take-charge overall.

General Responsibilities

- To begin an evacuation, set off an alarm. Alarm buttons can usually be found near doors and in stairwells.
- If the alarm goes off the building must be evacuated, regardless of the cause.
- Customers should **not take their drinks outside with them**, as this would be in breach of our premise license. A swift and smooth evacuation takes priority over this policy where necessary.
- Direct customers to the **nearest** fire exit (not necessarily the usual entry and exit point).
- Check the toilets, union offices and bookable rooms.
- Evacuate yourself. **If other people refuse to leave, it is your legal obligation to leave anyway.** Inform your supervisor of the identity and location of anybody you know is still in the building.
- **Close all doors behind you;** mag lock doors should close automatically.
- Ensure that the road outside is kept clear for traffic and emergency services.

- Direct the fire service to the **Premise Information Box** (by the rear door/security booth in 25 Gordon Street; on the wall in the entrance foyer next to the back double doors in the Lewis Building; by Level 4 Reception in the Institute).
- You must prevent re-entry until the emergency services have given the all-clear.
- If a Venue Manager is not there, call them. In their absence, it is your job to inform the emergency services of the location of anybody you know is still in the building (including disabled people in disabled refuges).
- Only re-enter when instructed to do so.
- Bar Staff should enter first to prepare the bar and collect glassware.
- Only allow customers to re-enter when the bar supervisor informs you that the bar is ready.

Management

- It is the responsibility of venue management to oversee all points of evacuation as listed below under the individual roles.
- If the evacuation is the result of a true emergency, venue management must contact the Students' Union UCL Critical Incident Team – as outlined in the Students' Union UCL Major Incident Response Plan.

Bar Supervisors

- During an evacuation in the instance of fire, the bar supervisor on duty (in lieu of venue management) should take charge of the situation and give directions to all staff within the bars team circle – bar staff, security staff, security supervisors.
- Bar Supervisors give direction to all team members, including security staff.
 - » They should instruct team members to carry out the evacuation as listed below.
- Bar Supervisors should make efforts to secure service areas before evacuating.
 - » This is on the basis that the alarm is a false flag – often there is the potential that theft will ensue if this is the case.
 - » If such efforts cannot be made due to the nature of the evacuation, then a safe and orderly evacuation takes precedence.

Bar Staff

- Bar Staff will be directed to work as a team, first informing all customers and individuals within the premises, secondly to assist with the safe and prompt evacuation.
 - » This may include sweeping toilets, foyers, and other accessible locations.
- Once customers have congregated at the designated muster point(s), Bar Staff should ensure customers do not attempt to return to the premises until otherwise told – this may include crowd control, keeping customers off access routes etc.

Security

- Security staff members are expected to liaise with bar supervisors, bar staff and management to determine the appropriate method to clear a building.
- Security Staff will be directed to work as a team, first informing all customers and individuals within the premises, secondly to assist with the safe and prompt evacuation.
 - » This may include sweeping toilets, foyers, and other accessible locations.
- Once customers have congregated at the designated muster point(s), Security Staff should ensure customers do not attempt to return to the premises until otherwise told – this may include crowd control, keeping customers off access routes etc.

Everyday Responsibilities

All staff must keep an eye out for anything blocking fire exits. If there is a blockage, it is your responsibility to do something about it. Security staff are also responsible for this, so if customers refuse to move out of the way of a fire exit, for example, you can ask security to deal with them.

Fire doors must be kept shut.

If you spot any defective fire safety equipment (e.g., a damaged fire extinguisher, a door that does not close properly), inform your manager ASAP.

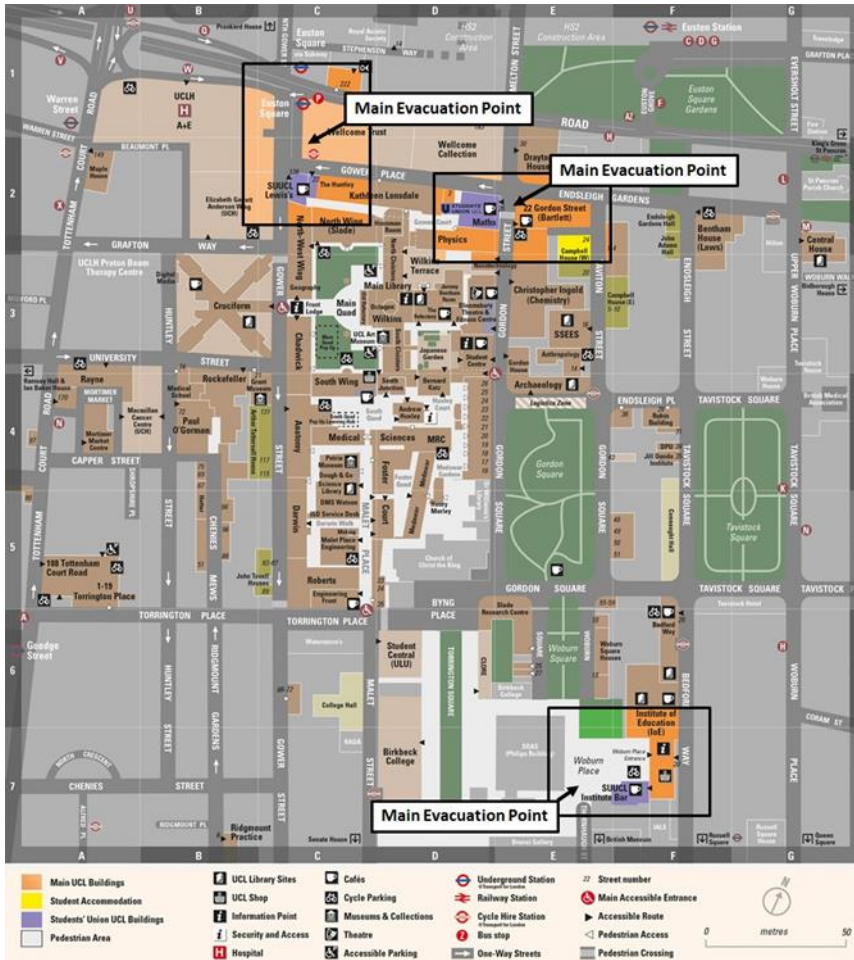
Staff Responsibilities (Non-Fire)

The following is taken from the Major Incident Response Plan:

- If an evacuation of the premises/venue is needed DO NOT use the fire alarm unless it is for a fire.
- On becoming aware of a situation within the venue that requires an evacuation for safety or security reasons staff should consult the duty manager unless the threat or risk is so apparent that an evacuation is required immediately.
- Inform other staff that an evacuation is to take place in a calm manner, including them too once they have assisted in the process.
- Instruct the persons present to leave the venue calmly and by their nearest exit.
- Instruct that they should disperse from the premises and not loiter.
- Staff should usher people out of the venue in a calm manner stating that they are under instruction to vacate the premises immediately.
- Staff should check all areas of the premises, including toilets/rest rooms/staff only areas/storerooms etc and once cleared update the duty manager that the premises have been emptied.
- Depending on the nature of the situation inform UCL Security and the police.
- If the evacuation is due to a suspicious item/package do not touch the item, note its description, location and why it is suspicious, leave it alone and inform UCL Security and police upon arrival.
- If you suspect a crime has taken place preserve the scene so that police may collect evidence or take photographs accordingly.
- If you are aware of people that may be witnesses to the incident, ask them to share their name/number with UCL Security or the emergency services.
- Update UCL Security and SU management and take instructions as required.

Critical Evacuation Information

All instances of evacuation should be taken seriously and as such should adhere to the agreed fire evacuation points. They are as follows:



25 Gordon Street – Phineas

Evacuation Points

Evacuation Point – Out of Office Hours

Congregate on the pavement in front of The Bartlett School of Architecture, 22 Gordon Street.

Evacuation Point – Within Office Hours

Congregate next to the Wellcome Trust Building, directly opposite the entrance steps the Katherine Lonsdale Building, Gower Place.

Evacuation Point – Third Option

Congregate by the waste bins in Gower Court (Physics Yard)

Fire Exits

Ground Floor

Main entrance to 25 Gordon Street.

Side fire exit opposite the Maths Department lifts, next to the Gordon's Café staff only area.

Back doors, onto Gower Court.

All floors above ground

Internal stairwells - If using the main stairwell, it would be best to exit on the ground floor via the reception area. If using the emergency, secondary stairwell, it would be best to exit on the ground floor via the back doors.

External stairwell – accessible via most floors – for the 2nd floor Union offices and Phineas on the 3rd floor, access can be found at the back of the office, by the large conference room, and the double doors next to the Phineas bar itself, respectively.

Lewis Building, 134-136 Gower Street – Huntley and Mully's

Evacuation Points

Evacuation Point – Main

Congregate immediately next to the south entrance of Euston Square Station.

Evacuation Point – Second Option

Congregate by the waste bins in Gower Court (Physics Yard)

Fire Exits

Ground Floor

Lewis Building Foyer – main entrance exit.

Through The Huntley, main door, or side door.

Back external stairs that head down to Gower Court.

Basement

Back door that heads down to Gower Court – beside the Men's Toilets.

Main internal venue stairwell – and through the café.

Middle fire doors – into the office's internal stairwell and through to the foyer.

The back external fire doors – past the closer to the stage, past the cellar door and through the big wooden side door onto Gower Place.

All floors above ground

There are three stairwells in use on the 1st floor:

- The main, office stairwell – exit down there and through the entrance foyer.
- The venue stairwell, down through the café or all the way down and through to Gower Court.
- The emergency stairwell, located at the toilet end of the corridor and exits out onto Gower Street.

Never to be used in a non-emergency.

There are two stairwells in use for the remaining floors:

- The main, office stairwell – exit down there and through the entrance foyer.
- The emergency stairwell, located at the toilet end of the corridor and exits out onto Gower Street.

Never to be used in a non-emergency.

20 Bedford Way – The Institute Bar and Kitchen

Evacuation Points

Evacuation Point – Main

Congregate beside the green statue on the green (Woburn Square), outside the entrance to SOAS.

Make sure people are not congregating on the Level 3 terrace or the Service Road. Direct people to the muster point at Woburn Square, then remain at the top of the Service Road to prevent people from re-entering the building until the all-clear is given.

Evacuation Point – Secondary

Congregate on the concourse area of the Institute Building.

Fire Exits

Fourth Floor – bar level

The main fire escape route from the bar is via the steps down from the terrace. An alternative fire escape can be found through the double doors in the corner next to the pool tables.

Please direct people out of the bar and down the steps. The designated muster point is at Woburn Square. If possible, encourage people not to take their drinks with them, but to leave them in the bar or on the terrace.

If anyone in the bar has restricted mobility and is unable to use the main fire escape route, one of the bar team will need to escort them to the main reception. Once the bar area is clear, check to see if there is anyone in the toilets or the classroom next to the bar then report to reception and inform them that the area is clear.

Second Floor – cellar

Leave the cellar and exit to the outside onto the slip road – either exit via the slip road slope or continue down the slip road to the back, coming out at Bloomsbury Gardens