

**Major Incident Plan**

**Owner: Health & Safety and Safe Stores Team**

**Date: January 2022**

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**Review Process**

This document will be reviewed on an annual basis by the Health & Safety Team in conjunction with Group General Managers & Group Emergency Contacts, and where necessary the procedures may be altered or amended to reflect conditions. Any alterations to the procedures within this document will be communicated to all parties involved and updated documents will be available on the intranet.

Following an incident, the Group General Manager shall be responsible for arranging a de-brief session with all parties involved. This is to ensure that the process in place for dealing with such incidents is relevant, effective and to consider any additional mitigating process that needs to be put in place to avoid a repeated incident.

**Objectives and Scope**

To ensure all major incidents / emergencies have a clear procedure and are dealt with efficiently and effectively within all groups of the Society

1. **Details of Major Incident Plan (MIP)**

Where possible, you should follow the Major Incident Plan (MIP) for each situation to assist you in dealing with such incidents. The Major Incident Plans are set as guidance to all Parties. Any change to MIP’s due to circumstance should ensure that all other parties involved in the MIP chart are informed of the situation at all times.

1. **Roles & Responsibilities**

Where possible the number of people involved to deal with each MIP has been kept to a minimum and also the same person to deal with set procedures wherever possible in order to achieve a consistent approach. In all cases the first point of contact is the Group Emergency Contact (GEC). The roles and responsibilities are set as a minimum requirement in each situation and may need to be re-assessed / adapted as the incident occurs. To ensure the effectiveness of this document, after any major incident, a full de-briefing session will be held. As part of the de-briefing session, the H&S Team and Safe Stores Team and may where necessary review the procedures within this document.

**MIP 1 - Fire and Evacuation (\*Resulting in Disruption to Trading)**

**Definition** - Disruption to trading is classed as closure of the site.

Discovery of a Fire – If you discover a Fire, firstly, SOUND THE ALARM by hitting the nearest break glass point. Clear colleagues / customers / visitors etc. away from the surrounding area and get them to a position of safety, even if the fire appears minor and controllable.

Attack the Fire only if you are familiar with fire fighting techniques and the use of available appliances. DO NOT TAKE PERSONAL RISKS.

Ensure all colleagues are aware of the Policy and Procedure on ‘Fire Evacuation’ and that you have a pre – determined escape plan in place that is regularly reviewed.

**Roles & Responsibilities**

**Site Manager**

Once the Fire Evacuation Procedure has been followed the Site Manager should contact the Group Emergency Contact (GEC) to inform them of the situation. Colleagues should be kept together in order to ensure no one re-enters the building.

**Group Emergency Contact (GEC).**

The Group Emergency Contact (GEC) will attend the site and assess the level of assistance required from other areas of the business as per the MIP chart. The GEC shall be responsible for overseeing the welfare of the colleagues immediately after the incident has occurred. Where required, they shall then request support from the Personnel Services Group to oversee colleague welfare

**Specialist Services Group**

The Specialist Services Group shall be responsible for liaising with the Fire Authority / Police on making the building safe and agreeing re-entry timescales and contacting the loss adjusters

**Health & Safety Team**

The Health & Safety Team shall be responsible for ensuring that an Incident Report is carried out where necessary and liaise with the Fire Investigation Officer for further information.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GEC / Operations Manager / Specialist Services Group / H&S Team shall pass on all relevant information to the GGM/COO. The GGM/COO shall contact the Press Officer (Citypress: 0121 3144193); the Press Officer shall then liaise with the GGM/COO prior to any press release.

Should the GGM/COO and Operations Manager have to attend the site and be unable to co-ordinate internal communication due to logistical / timescale or technological restrictions, they shall contact the Group General Manager of PSG and responsibility will be passed back to Personnel Services Group (PSG) for support.

Following the incident, the GGM/COO shall be responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**MIP 2 - Robbery (Attempted or Actual)**

**Definition** - A crime of taking or attempting to take something of value by force or threat of force and/or by putting the victim in fear.

In the event of an attempted or actual Robbery occurring the following procedure should be followed at all times.

**Roles & Responsibilities**

**Site Manager**

The site manager’s first task is to ensure the safety of the colleagues and customers - if any colleagues or customers have sustained any injuries seek medical assistance, call an ambulance if necessary.

The site manager should then contact the Police by telephoning 999 or by pressing the panic buttons (where available) and then contact the Group Emergency Contact (GEC) to inform them of the situation.

Cordon off the area following the incident and where possible prevent further customers entering the site, the site must now be treated as a crime scene. Ask any customers who were present during the incident to remain at the site until the Police arrive.

If anyone cannot stay, ask if they are ok to write down their name and telephone number before they leave as the Police made need to speak with them.

**Group Emergency Contact (GEC)**

The GEC will attend the site as soon as possible to oversee the Incident, ensuring that the relevant Support Groups are informed and that Senior Managers & Exec Members are kept up to date with details of the incident.

**PSG**

The GEC must prioritise the welfare of the colleagues by liaising with PSG to ensure follow up support is given for all colleagues involved.

**Safe Stores Team**

The GEC will request a visit from a Safe Stores officer, who will attend the site to report on the incident and support the Police investigation.

**Specialist Services Group**

The GEC will liaise with The Specialist Services Group where there has been damage/destruction to any part of the store which is in need of assessment & repair. The Specialist Services Group will be responsible for making the building safe and agreeing re-entry/re-opening timescales.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GGM/COO will contact the press officer (Citypress: 0121 3144193) in the case of media interest. The press officer will then liaise with the GGM/COO prior to any press release.

Following the incident, the GGM/COO is responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**MIP 3 - Contamination (Threat of, or Actual)**

**Definition** – To interfere with a product in such a way that would render it impure (poisoning etc.) or polluted

The threat or actual occurrence of contamination may come from several sources. If a threat or actual contamination should occur, the following procedure should be carried out immediately to restrict the level of risk to other parties.

**Roles & Responsibilities**

**Site Manager**

The site manager should gain as much information as possible. If it is a single product line, remove all stock from sale and from the warehouse; this stock should then be quarantined until further investigations can be made. Inform colleagues of reason for quarantining stock.

If a threat is made where multiple product lines are involved or the product(s) have not been clearly specified then trading should cease immediately and the site should be secured once free of customers whilst a full investigation is conducted.

The site manager should then contact the Police by telephoning 101 to report the incident and then contact the Group Emergency Contact (GEC) to inform them of the situation.

**Group Emergency Contact (GEC)**

The GEC will attend the site as soon as possible to oversee the Incident, ensuring that the relevant Support Groups are informed and that Senior Managers & Exec Members are kept up to date with details of the incident.

The GEC will liaise between the site and senior Management, as further action may be required to limit the threat to the Society.

**Safe Stores Team**

The GEC will request a visit from a Safe Stores officer, who will attend the site to report on the incident and support the Police investigation.

**Health & Safety**

The GEC will request a visit from H&S Team, who will attend the site to oversee the safe disposal of any suspected/confirmed contaminated products.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GGM/COO will be the Society’s liaison point with the Police and will discuss any other threats that have been received. The GGM will then discuss the action plan with the Police to resolve.

The GGM/COO will contact the press officer (Citypress: 0121 3144193) in the case of media interest. The press officer will then liaise with the GGM/COO prior to any press release.

Following the incident, the GGM/COO is responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**MIP 4 - Fatality / Serious Injury**

**Definition** - as a consequence of work carried out or occurring on Society premises.

In all cases of an accident, the injured party and the safety of other colleagues within the area must be the first priority.

Once the incident is under control and the emergency services have been called, the following procedure should be followed –

**Roles & Responsibilities**

**Site Manager**

Where possible you should

* Not move any machinery / broken pieces of equipment etc. or move potential evidence.
* Ask any witnesses to remain until the Health and Safety Team arrives to take statements or similar if the Police are involved.
* If the Police are involved, make every effort to assist them in cordoning off areas etc. must be given.
* Contact Group Emergency Contact (GEC) with details and agree short-term action required until Police arrive.

**Group Emergency Contact (GEC)**

The Group Emergency Contact (GEC) will contact the Group General Manager (GGM) / Chief Operating Officer (COO) with details and discuss further immediate action required. They should attend the site and liaise with Police / Ambulance Service until H&S Manager arrives. The GEC shall be responsible for overseeing the welfare of colleagues immediately after the incident has occurred. Where a fatality has occurred the GEC shall oversee colleague welfare until the GGM/COO of PSG / or senior PSG team member arrives

**Health & Safety Team**

The Health & Safety Team shall be responsible for ensuring that an Incident Report is carried out where necessary and liaise with the Health & Safety Executive / Environmental Health Officer and report the incident under RIDDOR where appropriate.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GEC / Operations Manager / Specialist Services Group / H&S Team shall pass on all relevant information to the GGM/COO. The GGM/COO shall contact the Press Officer (Citypress: 0121 3144193); the Press Officer shall then liaise with the GGM prior to any press release.

Should the GGM/COO and Operations Manager have to attend the site and be unable to co-ordinate internal communication due to logistical / timescale or technological restrictions, they shall contact the GGM of PSG and responsibility will be passed back to Personnel Services Group (PSG) for support.

Following the incident, the GGM/CCO shall be responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**MIP 5 - Structural Failure / Major Utilities Leakage**

**Definition** - The structure is made unsafe in such a way that full evacuation is required / defect that allows the escape of liquid or gas to such an extent that there is a danger to persons within the immediate vicinity.

Should a structural failure occur, or if danger is suspected from the building structure, the Fire Evacuation Procedure should be followed. If the building is shared you should alert other tenants / parties in the area.

For breaches of asbestos/ damage to asbestos containing materials, refer to the emergency procedures in the Asbestos Policy on Colleague Connect

**Roles & Responsibilities**

**Site Manager**

Where possible the following procedure should be followed

1. Once the decision has been made to clear the site, where possible you should switch off the Gas Supply.
2. Ring the Fire Service to inform them of the situation and if possible explain the nature of the incident. (centre of building / side of building / walls / floor / ceiling )
3. Always clear colleagues / others to a safe distance (at least 1½ times the height of the building – 30ft building clear to at least 45ft away)
4. You should ring the Group Emergency Contact (GEC) to inform them of the situation and pass the details given by Police / Fire Service.
5. The GEC shall then be responsible for welfare of colleagues once they arrive on site.
6. No persons should be allowed to re-enter the building until the Police / Fire Service have given the all Clear

**Group Emergency Contact (GEC)**

The Group Emergency Contact (GEC) should contact the Specialist Services Group to inform them of the situation and ask for assistance with regard to Plans of Services etc. In / Out of Building.

Contact should also be made with the H&S Team in order to allow them to carry out a full Incident / RIDDOR report if required

**Specialist Services Group**

If the Specialist Services Group are called on site, no access to the site will be allowed until clearance from the relevant authorities has been given, and the H&S Team (if on site) is made aware. Once the extent of the situation is understood, a full report will be passed to the GGM/COO and an expected date / time to re-occupy the site. When on site, the Specialist Services Group representative / H&S Team will be the liaison for people on the ground, and will report all findings / update situation to the Group General Manager directly

**Health & Safety Team**

The H&S Team will attend the site to carry out an incident report, call and liaise with the Health and Safety Executive, and report the incident under RIDDOR where appropriate.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GEC / Operations Manager / Specialist Services Group / H&S Team shall pass on all relevant information to the GGM/COO. The GGM/COO shall contact the Press Officer (Citypress: 0121 3144193); the Press Officer shall then liaise with the GGM/COO prior to any press release.

Should the GGM/COO and Operations Manager have to attend the site and be unable to co-ordinate internal communication due to logistical / timescale or technological restrictions, they shall contact the GGM of PSG and responsibility will be passed back to PSG for support.

Following the incident, the GGM shall be responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**Gas Escape**

In the event of a major gas escape, the building should be evacuated immediately. All external, NON-POWERED, doors and windows must be opened where possible.

**NO ELECTRICAL SWITCHES SHOULD BE OPERATED EITHER ON OR OFF**

Once evacuated you should contact the emergency call out for TRANSCO and report with details of extent of leakage.

**TRANSCO: 0800 111999**

**MIP 6 - Bomb Threat**

**Definition** – A declaration (verbally or written) of intent to do harm by way of explosion or other means

Should a telephone message be received that a bomb/arson threat is to be made against any Society premises; the person taking the call should obtain as much information as possible from the caller, time permitting, by asking the following questions.

* What time will the device explode?
* Where is the device located?
* What type of device is it?
* Why has it been planted?
* Is there any code to authenticate the call?
* What is your name/name of the organisation you represent?

In addition:

* Listen for background noise: is it a busy road, indicating a use of a public phone box?
* Is it a mobile phone?
* Is there television or radio noise?
* What is the caller’s accent?
* Are they calm or nervous?
* Are they male or female?

Obtain as much information as possible about the caller. If you have call display, is the number of the incoming caller displayed? If so, make a note. As soon as the call is completed the person who received it must inform the site manager immediately.

**Roles & Responsibilities**

**Site Manager**

The following procedure must be followed in all cases where a bomb threat is received.

* Immediately call 999, inform the Police of the details and request assistance.
* Make a decision based on the facts obtained from the call and any advice received from the police.
* The decision may include a search of the premises or a clearing of the site.
* Where possible you should ring the Group Emergency Contact (GEC) to inform them of the situation.
* If the building is to be evacuated, you should use the Society’s fire evacuation procedure to do so.
* No one should be allowed to re-enter the building until the Police have given the all clear.

**Group Emergency Contact (GEC)**

The GEC will attend the site as soon as possible to oversee the Incident and will liaise with the attending police/bomb squad, ensuring that the relevant Support Groups are informed and that Senior Managers & Exec Members are kept up to date with details of the incident, and will make decisions as to any further action that may be required to limit the threat to the Society.

The GEC will be responsible for welfare of colleagues. This may include arranging transport home.

**Safe Stores Team**

GEC will request a visit from a Safe Stores officer, who will attend the site to report on the incident and support the Police investigation.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GGM/COO will be the Society’s liaison point with the police and will discuss if any other threats have been received. If applicable the GGM will then discuss the action plan with the Police to resolve.

The GGM/COO will contact the press officer (Citypress: 0121 3144193) in the case of media interest. The press officer will then liaise with the GGM/COO prior to any press release.

Following the incident, the GGM is responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**MIP 7 - Kidnapping**

**Definition** – to seize and hold a person to ransom

In cases of kidnap, the request for ransom may come from many different sources. All such cases must be treated as serious. Do not discuss the situation with anyone other than the Group Emergency Contact (GEC). Contact them immediately and inform them of all the details that you have received to date.

**Roles & Responsibilities**

**Group Emergency Contact (GEC)**

The GEC will contact the Police on 999, and will follow advice given.

The GEC will ensure that senior management are kept up to date with Police response & Police contact details who are dealing with the incident.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GGM/COO will be the Society’s liaison point for all dealings from there on with the police and any other relevant authorities. The Chief Executive and the GGM/COO will discuss with the police any action plans to resolve the incident.

Following the incident, the GGM/COO is responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.

**PSG**

The GEC must prioritise the welfare of all colleagues by liaising with PSG to ensure follow up support is given for all colleagues involved.

**Safe Stores Team**

The GEC will inform the LP Manager, who will report on the incident and support the Police investigation

**MIP 8 - Act of Terrorism (Threat of, or Actual)**

**Definition** - An act of terrorism - the calculated use of violence (or the threat of violence) against civilians in order to attain goals that are political or religious or ideological in nature; this is done through intimidation or coercion or instilling fear.

In the event of an attempted or actual act of terror occurring at or in the vicinity of your site the following procedure should be followed at all times.

**Roles & Responsibilities**

**Site Manager**

If the threat is immediate, the site manager must instruct colleagues to cease trading immediately and follow **RUN, HIDE & TELL.**

RUN

* Escape if you can
* Consider the safest route
* Is there a safe route and can you get there without exposing yourself to danger?
* Insist others leave with you
* If this isn’t possible HIDE

HIDE

* If you cannot RUN, HIDE
* Find suitable cover
* Remember if you can see the attacker they might be able to see you
* Be aware of your exits and try not to get trapped
* Be quiet, silence your phone and turn off vibrate
* Lock / barricade yourself in and move away from the door

TELL

* Call 999 – What do the Police need to know? If you cannot speak or make a noise listen to the instructions given to you by the operator
* Location – where are the suspects?
* Direction – where did you last see the suspects?
* Descriptions – describe the attacker, numbers, features, clothing, weapons etc.
* Further information – casualties, type of injury, building information, entrances, exits, hostages etc.
* Stop other people entering the building if it is safe to do

If during the incident, Armed Police approach the site you must;

* Follow officer’s instructions
* Remain calm
* Can you move to a safer area?
* Avoid sudden movements that may be considered a threat
* Keep your hands in view

OFFICERS MAY

* Point guns at you
* Treat you firmly
* Question you
* Be unable to distinguish you from the attacker
* Officers will evacuate you when it is safe to do so

When it is safe to do so, the site manager must try to account for all colleagues who were on duty at the time of the incident, if any colleagues have sustained any injuries seek medical assistance, call an ambulance if necessary.

The site manager should then contact the Group Emergency Contact (GEC) to inform them of the situation.

**Group Emergency Contact (GEC)**

The GEC will attend the site as soon as possible to oversee the Incident and will liaise with the Emergency services, ensuring that the relevant Specialist Services are informed and that Senior Managers & Exec Members are kept up to date with details of the incident, and will make decisions as to any further action that may be required to ensure the safety of the colleagues and the security of the site.

The GEC will be responsible for welfare of colleagues and will identify all colleagues, contractors & visitors known to have been at the site at the onset of the incident. The GEC will arrange for transport home for colleagues where necessary.

**PSG**

The GEC will inform PSG of all colleague, visitor & contractor details confirming if each person can be accounted for or not, and if any person has sustained injuries, including, any information of persons that have been taken to hospital, giving hospital name & location details where known. PSG will contact colleagues’ next of kin contacts to inform them of the incident and pass on any relevant information.

**Safe Stores Team**

GEC will request a visit from a Safe Stores officer, who will attend the site to report on the incident and support the Police investigation.

**Specialist Service Group**

The GEC will liaise with the Specialist Service Group where there has been damage/destruction to any part of the store which is in need of assessment & repair. The Specialist Service Group will be responsible for making the building safe and agreeing re-entry/re-opening timescales.

**Group General Manager (GGM) / Chief Operating Officer (COO)**

The GGM/COO will be the Society’s liaison point for all dealings from there on with the Police and any other relevant authorities. The chief executive and the GGM/COO will discuss with the Police any action required to ensure the safety of the colleagues and the security of the site.

The GGM/COO will contact the press officer (Citypress: 0121 3144193) in the case of media interest. The press officer will then liaise with the GGM/COO prior to any press release.

Following the incident, the GGM/COO is responsible for arranging a de-brief session with all parties involved to ensure that the process in place for dealing with such incidents is relevant and effective.