



Emergency & Disaster Plan

1. Purpose

The Emergency and Disaster Plan ensures the safety, security, and well-being of all residents, staff, and visitors. It outlines the procedures and responsibilities for effectively managing emergencies and disasters.

2. Types of Emergencies

The plan applies to the following situations:

- Fire
- Flood
- Gas leak
- Power outage
- Medical emergency
- Suspicious activity
- Death of a resident
- Severe weather
- Cyber-attack or terrorism
- Other crises threatening safety, property, or operations

3. Implementation Criteria

The plan will be implemented when:

- There is an imminent threat to the safety of tenants, staff, or property.
- An incident disrupts normal operations or endangers the reputation of the property.
- Directed by emergency services or senior management.

4. Roles and Responsibilities

Maintenance Manager

- Conduct regular inspections to ensure all emergency equipment (e.g., fire extinguishers, alarms) is functional.
- Provide technical support during incidents, including securing utilities (e.g., turning off water or gas supplies).
- Assist in assessing damage and coordinating immediate repairs to mitigate hazards.
- Serve as a liaison with external agencies (e.g., utility companies) during incidents affecting infrastructure.

Property Management Team

- Ensure all residents and staff are familiar with emergency procedures and assembly points.
- Act as the primary communication link between tenants, emergency services, and senior management.
- Maintain an updated incident log detailing actions taken and decisions made during emergencies.

- Organise and oversee evacuations, ensuring all tenants are accounted for.
- Coordinate post-incident support, including temporary accommodations and access to support services.
- Manage communication with families, institutional representatives, and external stakeholders.

On-Site Staff

- Act as the first point of contact for emergencies, assessing the situation and notifying the appropriate personnel.
- Support evacuation efforts and assist emergency responders.
- Provide emotional and logistical support to affected tenants.
- Preserve the scene for investigation in case of severe incidents (e.g., death or serious injury).

5. Emergency Procedures

Fire

1. Evacuate immediately via designated exits. Do not use lifts.
2. Assemble at the designated assembly point.
3. Notify emergency services and property management.

Flood

1. Shut off the main water supply if safe.
2. Evacuate affected areas and avoid electrical outlets.
3. Notify management and emergency services.

Gas Leak

1. Evacuate the building without using electrical devices.
2. Call the gas emergency number (0800 111 999) and management.

Power Outage

1. Use a portable light source, avoiding candles or open flames.
2. Report the outage to the utility company and property management.

Medical Emergency

1. Call emergency services (999) and provide detailed information.
2. Notify management for follow-up and support.

Suspicious Activity

1. Contact emergency services (999) to report details.
2. Inform property management immediately.

Student Death

1. Notify police and management immediately upon discovery.
2. Do not touch or move the scene; preserve evidence.
3. Management to coordinate with emergency services and next of kin.

Severe Weather or Other Crises

1. Follow instructions from management and emergency services.
2. Shelter in place if evacuation is unsafe.

6. Post-Incident Management

- Conduct debriefings with staff to evaluate response effectiveness.
- Provide tenants with access to counselling or support services.
- Repair damages and restore normal operations promptly.
- Share information with external agencies as required while maintaining confidentiality.

7. Review and Updates

The emergency plan must be reviewed annually and updated as needed based on lessons learned from incidents or changes in regulations.