

SECC Guide to Emergency Procedures v1.2

February 2014

1.0 Forward

This booklet provides guidance on the rules and procedures to be followed should an emergency or incident occur within the Scottish Exhibition and Conference Centre (SECC).

Although it is not viable to legislate for every contingency, the booklet records the actions to be taken in response to a variety of incidents or situations that may occur.

It is intended to be a guide for SECC staff but also serves to make contractors, organisers and promoters aware of the response they can expect if an emergency develops.

Further copies of this booklet are available from the Safety Health & Environmental Manager.

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3.0 Introduction

This booklet provides guidance on the procedures to be followed should an incident or emergency occur within the Scottish Exhibition and Conference Centre (SECC). SECC premises comprise of:

- Conference Centre (Armadillo).
- Exhibition Centre (Main Building).
- Exhibition Station ~ Covered Walkway.
- External areas.
- Multi Storey Car Park ~ Covered Walkway.
- Portacabins and ISO Containers.
- The SSE Hydro.
- The SSE Hydro ~ Energy Centre.
- The SSE Hydro ~ Gate House.

At any given time when the Conference Centre, Exhibition Centre or the SSE Hydro are occupied whether during the build up, open period or breakdown of any concert, conference, event, or exhibition there will be a Control Room Supervisor/ Operator on duty. He/she will be located in the Control Room and can be contacted by radio (Call Sign Sierra Charlie) or telephone (extension 290) from the Information Desk.

Duty Managers/ Venue Services Managers and Event Managers are also on duty for the duration of open periods and generally commencement of breakdown of any concert, conference, event, or exhibition.

When the buildings are closed to the general public a Duty Manager and Company Spokesperson are on call.

4.0 Assault

An incident, which involves any person being assaulted within SECC, must be treated with an immediate response to prevent serious disorder developing. If available two Security Industry Authority (SIA) trained security staff shall attend the scene of the assault, one of whom should be a supervisor.

The following procedures must be followed:

- The victim should be taken from the assault location to a 'quiet' area, i.e. out of general view of large numbers of the public.
- Medical attention shall be arranged through the Control Room as necessary. If the injuries to the victim are serious, the procedure outlined in section 9.0 Medical Emergencies are to be followed.
- Where possible, the person accused of the assault should be clearly identified, extracted from the assault location to a 'quiet' area with Close Circuit Television (CCTV) coverage, a safe distance from the victim.
- The Control Room must be notified to capture CCTV images of the ongoing incident where possible.
- The circumstances of the alleged assault should be established verbally and any witnesses noted. Witnesses may also have to be taken from the assault location to the 'quiet' area.
- Security staff shall contact the Duty Manager/ Venue Services Manager, who shall attend the location. After assessment of the situation s/he shall determine whether further action is necessary.
- If the victim states s/he wishes to 'prefer charges', the accused person should be escorted to a secure location by security guards.
- If the victim has stated s/he wishes to prefer charges and clearly wants Police involvement, either on site Police or the Duty Officer at Anderston Police station are to be informed.
- In the event of a serious assault the Police must be informed whether or not the victim requests it.
- After notifying the Police the accused person and the victim shall be kept within secure location(s). The witnesses shall be advised that they will be required to see the Police on their arrival.
- Should the accused person insist on leaving the premises and there is a perceived risk of further assault or injury to others, the accused should not be held against their will. S/he should be encouraged to leave the premises via a route covered by CCTV. Statements from staff involved in the incident including a description of the accused, (supported by CCTV images) must be made available to the Police.
- If the accused was involved in a serious assault, resulting in serious injuries being sustained to third parties, the Duty Manager in liaison with SIA trained staff must assess the situation and judge whether to detain the accused. Factors in making this decision are the competence of SIA trained staff and the perceived level of risk to them from the accused.
- If possible the crime scene should be preserved. If there are any productions which may be used, in a subsequent court case, i.e. details recorded on CCTV, photographs of injuries or weapons used in the assault, the Police should be notified of such before they speak to the accused person.
- The Control Room Supervisor/ Operator, Stewarding Contractor and all involved must ensure that the circumstances are recorded on Incident Reports.

5.0 Terrorist Activity

There has been a change in terrorist modes of operations within the last several years. These may be in the form of bomb, chemical, biological and radiological (CBR) threats and disruptive attacks often being made without any advance warning. Areas targeted have also changed to the extent that no business can be deemed safe from attack. SECC places a reliance upon receiving notification of escalating levels of threat and/ or impending attacks from Intelligence Agencies such as MI5 or regional Police.

Actions to be Taken on Receiving a Threat (i.e. Bomb Threat)

The SECC could be subject of a terrorist threat either by receipt of written or verbal communication or notification via a newspaper or other agency. Should the SECC be notified of a potential or impending terrorist attack by any of the above the Duty Manager/ Venue Services Manager/ Security Manager should be advised immediately.

If senior SECC Staff are not available, the Control Room Supervisor/ Operator will take control and ensure that the following actions are carried out:

Threat Assessment

- Assess the threat posed by the telephone call/ written information received.
 - Details recorded on the telephone check list/ written document must be appraised.
 - If a written document, minimise physical contact to preserve evidence.
 - Study briefly all the information known.
 - Examine the text of the message and note if a codeword is given.
 - What is the perception of the recipient of the call.
 - Check for any possible grievance the caller/ author could have i.e. have patrons recently been excluded from the Centre for misbehaviour.
- Advise the Duty Manager/ Security Manager at work or on his/ her home or mobile telephone number.
- Record all details within the Control Room Incident Book

Options

- The Duty Manager/ Venue Services Manager/ Security Manager may decide based on the threat assessment to :
 - The call is a hoax and no action is needed.
 - The call is probably a hoax, however it is prudent to carry out a search.
 - The call is probably genuine and a search must be carried out.
- Should the call be determined to have been a hoax Control Room shall notify the Duty Officer at Anderston Police Station.
- Once a decision has been made to conduct a building search, the Duty Manager will notify the police by a 999 call and contact the Company Spokesperson advising of the circumstances and the reason for the recommended course of action.

Building Search – Notification

- Upon deciding to conduct a building search, Control Room must broadcast a general 'all stations' radio message stating that a "Code 2" is in progress and repeat the message to ensure that staff are alerted.
- All staff, excluding search teams must observe 'radio silence'. Radio usage must be kept to a minimum and all mobile phones must be turned off.
- Control Room shall also broadcast during an exhibition, on the public announcement system 'attention please – staff call 100'.
- The "Staff Call 100" message signifies that a bomb threat has been received and to prepare all contractors, exhibitors, SECC staff and stand personnel for the possibility of an evacuation.
- The Duty Manager will confirm that an incident Log is raised in the Control Room and that all stages of the procedures are recorded.

Building Search – Actions

Duty Managers/ Venue Services Managers

On receipt of this broadcast all 'in station' Duty Managers/ Venue Services Managers shall report to the Exhibition Centre Information Desk and await instruction from the 'on duty' or senior Duty Manager.

In House Guards and Halls Staff

'In house' guards and halls staff shall report to the Exhibition Centre Information Desk immediately for instructions.

SECC Staff and In House Contactors

- SECC staff shall search their immediate areas for suspicious items, the senior person notifying Control Room of the outcome.

Public Occupied Locations

- Exhibitors responsible for their stand(s) must carry out a thorough search of them to ascertain whether there are any suspicious bags, cases or packages and notify the Exhibition Organiser, who should notify Control Room of the outcome.
- Stewards allocated to public occupied locations shall search their immediate location, changing rooms, toilets, general access and escape routes and external door escape routes confirming their findings with their supervisor, who should notify Control Room of the outcome.

Unoccupied Areas - Search Teams

Search teams comprising of 'in house' guards and hall staff will be briefed on the remaining areas to be searched, on completion they should notify Control Room of the outcome.

Control Room Actions

Should the ICP not be the Control Room, the designated ICP location will be announced by radio and / or by Public Announcement. Control Room Operators shall record the outcome of the search using the Evacuation Aide Memoire and notify the 'on duty' or senior Duty Manager of the outcome.

Discovery of a Suspicious Package

- Suspicious items must not be handled.
- If possible, discretely attempt to ascertain the ownership of the suspicious item.
- If it is suspected that the suspicious item is a bomb, no radio or mobile telephone messages shall be broadcast. A message should be passed by landline telephone or sent via a runner to the Duty Manager via the Control Room or designated ICP, informing them of the specific location, approximate size of package, any distinguishing features and the immediate area staff are evacuating to.
- Remain in a group and evacuate and establish a cordon around the immediate area, (with a minimum of 100 metres for small devices, i.e. drinks can size). Move to a safe location checking that area upon arrival for any secondary devices. Keep people away from areas where glass fragmentation may occur as a result of an explosion.
- Staff must await further instruction from the Control Room.
- Following the search, once information is collated on the location(s) of all suspicious item(s), the Duty Manager may deem it necessary to move staff/ visitors to a safer location. Whatever decision the location chosen must be proven safe. This may not be Fire Assembly Areas which are exposed to vehicles or glass facades. The Emergency Services, Senior Incident Officer in attendance will give advice if this is requested, but the decision to evacuate will rest squarely with the Duty Manager.
- Only if the Fire Assembly Areas are proven safe are the procedures as outlined under "Evacuation" to be followed. Otherwise a safe evacuation point must be announced over the public announcement system prior to evacuating the building

6.0 Fire

The Conference Centre, Main Building and The SSE Hydro with their associated fire systems are separate systems with each building being separated by fire barriers or a safe distance. In essence either building may be evacuated with the other remaining operational. To ensure safety separation must be enhanced through the positioning of stewards/ fire marshals at strategic locations both internally and externally to the affected building.

The Scottish Exhibition and Conference Centre is continuously monitored by a master and sub addressable fire alarm panels and automatic detection systems. These include heat and smoke detectors, infrared beams, hose reels and wet sprinkler systems, located throughout the building. Manually operated break glass call points, which when broken activate the alarm, are also located throughout the buildings.

The fire alarm system has an in built time delay i.e. from activation of a detector to the broadcast of an automated pre-recorded message in the affected building there is a ninety second delay period in the Conference Centre and Main Building with a four minute delay period in the SSE Hydro.

Note, at times of high risk of unwanted alarms being generated through malicious acts or special effects that simulate the signs of fire, system over rides may be utilised or parts of the system may be isolated. This shall only be carried out if the affected area is continuously monitored by stewards on 'fire watch' patrol.

- Fire situations will normally be identified in the first instance at the Control Room.
- The announcement of a '**Code X Ray**' warning by SECC Control Room staff, followed by the, 'exact location the activated sensor' to all radio users will indicate that a fire alarm sensor has been activated.
- If in the vicinity of the activated sensor you must acknowledge the '**Code X Ray**' giving your call sign and proceed to the location of the activated sensor.
- The nominated Duty Manager shall also identify him/ her self and his/ her call sign and proceed to the 'exact location of the activated sensor'.
- Control Room note attending call signs.

Fire Situation

Should the investigating call sign(s) in the vicinity of the activated sensor **OR** the Duty Manager observe a fire (or indications of a serious fire) s/he must:

- Radio the Control Room and state:
 - Call Sign.
 - There is a '**Code 1**' (there is a serious fire one that cannot be contained or is expanding).
 - Confirm exact location (activated sensor).
- Isolate the local area from the public and staff.
- Attempt to fight the fire ***if it is safe to do so and s/he is competent*** in the use of fire fighting equipment.

The Control Room Supervisor/ Operator should then follow the procedure for an evacuation of the building and arrange for 'in house' guards to meet and direct the Fire

Brigade. Once called only the Senior Fire Officer present may authorize the resetting of the affected fire alarm panel.

No Indications of Fire

Should the investigating call sign(s) in the vicinity of the activated sensor **OR** the Duty Manager observe no indications of fire (i.e. a broken manual call point or contractor activity that may have generated sensor activation) s/he must:

- Radio the Control Room and state:
 - Call Sign
 - There are no indications of a fire or smoke.
 - Confirm their exact location (activated detector).
- The '**nominated Duty Manager** must confirm to Control Room staff that the situation is **safe**, that the activated manual call point has been reset and that the activity or conditions that generated the activation have ceased.

On notification that there are no indications of fire or smoke the Control Room Supervisor/ Operator should:

- Press the fire alarm panel silence for the relevant building.
- Await confirmation from the **nominated Duty Manager** that the situation is **safe, i.e.**
 - Confirmation that if a manual call point been activated, it has been reset
 - OR
 - That the activity or conditions that generated the activation have ceased and any smoke has dispersed.
- On receiving instruction from the **nominated Duty Manager** the affected fire alarm panel shall be reset.

7.0 Evacuations

7.1 Concerts and Special Events

Pre Concert/ Special Event Arrangements

The Duty Manager will inform the Promoter or his representative that in the interests of public safety, an announcement will be made to the audience prior to the start of the Concert or Event. In addition the Duty Manager will inform the Promoter of the process to stop a show.

Pre Concert/ Special Event Announcement

In the Conference Centre the prerecorded message can be broadcast by Control Room or via front-of-house if a special form of words is required.

In the Exhibition Centre Halls there are several compact disc messages for use. In addition to the general safety message there are 15 minute, 10 minute and 5 minute indications to the audience that the event is about to start.

The following general message is broadcast prior to the commencement of the concert/ special event when the audience capacity is as high as practicable without interfering with the concert.

“Ladies and Gentlemen

This is a brief announcement which is made in the interests of public safety.

We do not anticipate problems this evening, but if an emergency should occur, there are emergency exits on the exterior walls of the Hall clearly sign posted. If it is necessary to evacuate the building, the music will stop, the house lights will come on and an announcement will be made from the stage. Please follow the instructions of the stewards who will direct you to the nearest emergency exit.

There are First Aid posts on either side of the stage where Medical and First Aid staff are on hand to provide attention if needed.

Thank you for your attention and I hope you will enjoy the evening ahead.”

These messages may be played from the mixer desk or Control Room if the Production Manager prefers that option.

Note. The third paragraph is omitted in respect of Lomond and Clyde Auditorium Concerts.

Evacuation during the Concert/Special Event

Building Emergency

Emergency situations that require evacuation at SECC will normally be identified in the first instance at Control Room. The Control Room Supervisor/ Operator must immediately contact the Duty Manager and G4S Operations Manager, notifying them of the nature of the problem, e.g. bomb threat (Code 2) fire (Code X-Ray) and which building(s) and specific location therein are affected.

The Duty Manager will instruct the G4S Operations Manager to:

- Immediately inform the Promoter.
- Notify his staff.

The G4S Operations Manager will:

- Inform the Promoter immediately when it becomes clear that a bomb threat, fire or other problem has occurred and advise him/her immediately if it has been decided to evacuate the building.
- Brief his supervisors to prepare their stewards for an evacuation of the Hall(s) in accordance with their plan.
- Inform the steward at the mixer desk to prepare for a possible evacuation. The steward will also advise the promoter's representative or nominee.

Promoter Emergency

The Promoter or his representative will advise the Duty Manager and the G4S Operations Manager if an emergency should occur during the event. They will meet backstage to assess the situation and confirm whether or not the evacuation will take place.

If evacuation is being considered the Duty Manager will instruct Control Room broadcast a general 'all station/ channels' message announcing "Code 3".

The G4S Operations Manager will brief his supervisors to prepare their stewards for an evacuation of the Hall(s) in accordance with their plan.

Evacuation

The Duty Manager will arrange to have the house lights brought up and the Production Manager/G4S Operations Manager will go on stage. As soon as the music/band stops playing, a prepared statement will be read out over the production sound system.

If possible (and time allowing), a public address message will be broadcast to the audience explaining the reason for the evacuation and giving any other relevant information.

Once the decision to evacuate is taken, the Duty Manager will instruct Control Room broadcast a general 'all station/ channels' message announcing "Code 1", and broadcast the evacuation message.

Emergency Evacuation Message

In the event of an evacuation of the Centre becoming necessary, the following message will be broadcast over the public announcement. System:

*"Attention please, Attention please.
An emergency situation has arisen within the centre.
Please leave the building by the nearest available exit, do not use the lifts"*

SECC Control Room Procedures

The Control Room Supervisor/ Operator on duty in the Control Room will take the following action:

- Activate the relevant building fire alarm.
- Contact the Fire Service by 999 call.
- Contact the Police by 999 call.
- In case any casualties require treatment arrange for a Medical team or First Aid personnel to be deployed to each Assembly Area with a Nurse (if present) being located at the Medical Portakabin outside the Main Entrance.
- Ensure that the Company Spokesperson is aware of the circumstances.

The Control Room Supervisor/ Operator shall arrange for the Emergency Services to be directed to an appropriate location within the boundaries of the external SECC area as an emergency vehicle marshalling yard, (i.e. Gatehouse/ North Boom). This area can only be determined when it is known where the emergency has arisen.

Actions

- The Duty Manager will instruct the G4S Operations Manager to evacuate the Hall(s) or entire building to the assembly areas.
- One Medical team or First Aid personnel shall deploy to each Assembly Area with a Nurse (if present) being located at the Medical Portacabin outside the Main Entrance.
- Special care shall be required when moving large numbers of mobility impaired visitors as a group. Where mobility impaired visitors cannot be escorted to Assembly Areas, they must be escorted to designated fire safe area and a steward must remain with them. The steward must inform the Duty Manager of:
 - The safe area location.
 - Numbers of wheel chair/ immobile persons at the location.
 - Numbers of helpers at the location.
- Stewards must inform persons left in the safe location that:
 - It is a designated safe location, with protection from fire and smoke.
 - The Duty Manger/ Fire Brigade is/ will be notified of their location.
 - Should the steward have to report to a Supervisor/ Duty Manager s/he will return to the safe location.
 - The Duty Manager will organise their evacuation as soon as practicable.
 - Medical staff will also attend the safe location.
- Stewards who are backstage will ensure that the artists, bands and crews are escorted from the danger area either off site, or to a pre-determined marshal area, (i.e. Security Portacabin).
- As soon as the occupied area is clear, steward supervisors must report to the Duty Manager by the quickest means that the concert area is free from members of the public and all staff and then proceed to the Assembly Point.
- Stewards are to be positioned to deny access by members of the public/staff into building under evacuation, these will be:
 - Externally and internally
 - At safe locations
 - At strategic points in and around the affected building
 - In line of sight of each other where possible
- Stewards/ fire marshals shall form a line between the public and the building.
- Car Park attendants must maintain road systems within the site clear for access by emergency vehicles. This may require cars to be temporarily held within car parks to prevent road congestion. Authority to release cars from car parks must be obtained from the Duty Manager.

Assembly Areas

If the emergency is of such a nature that members of the public will be in danger close to the building, stewards will assist in directing them to areas of safety which will be not less than 90 metres from the Centre. Provisional areas include the East Assembly Area (Car Park 1) and the West Assembly Area (the avenue in front of the West entrance between (Car Parks 5 and 7). These may alter due to several reasons such as site construction work or adverse effects of the fire, (smoke drift etc).

Members of the public should not be directed to wait in Car Parks that contain vehicles nor on public roads used by emergency vehicles.

Post Evacuation Procedures

After the premises have been cleared whether it is total or partial, no one will be allowed to re-enter the Hall. Stewards will be instructed to prevent members of the public re-entering the building until the all clear has been given by the Duty Manager. This will normally occur only after consultation with the Police, Fire and other emergency authorities.

The Duty Manager in liaison with the Production Manager/G4S Operations Manager shall determine whether or not to continue with the Concert/Special Event. This decision shall depend upon several factors, these are:

- Adverse weather.
- Availability and willingness of main artist to continue.
- Building fire/ smoke.
- Building water damage.
- Crowd temperament.
- Duration into the concert/special event.
- Level of fire brigade activity.
- Time of day.

As a general note it is highly unlikely that a Concert/ Special Event for which the main performance has commenced and that is subject to evacuation would be able to continue.

Building Re-Entry

Prior to any members of the public being allowed to re-enter the building the following must be carried out:

- Once called **only** the Senior Fire Officer present may authorize the resetting of the affected fire alarm panel.
- If the Fire Brigade has not been called the Duty Manager shall instruct Control Room Staff to reset the fire alarm.
- Staff shall re-enter the building only on instruction from the Duty Manager.
- The Duty Manager and staff with megaphones shall regularly inform visitors at the Assembly Areas of our actions and phases of re-entry. It is important that the public are kept informed of developments and possible re-entry time.
- **SECC Essential Staff** shall be tasked to re-enter the building. Essential staff are those staff necessary to ensure the area being re-entered is:
 - Safe for them and the public to re-enter.
 - Fully manned from a fire evacuation perspective.
 - Fully manned from an operational perspective.
- Essential staff and their tasks comprise of:
 - Control Room (if evacuated) to operate Control Room facilities.
 - Catering to prepare catering areas.
 - Technical (Halls & Hydro) staff shall check general safety of evacuated area.
 - Information Desk, for customer service related issues.
 - Building services staff shall:
 - Assess any building damage.
 - Deny access to damaged areas.
 - Ensure environmental conditions are adequate to allow public access.
 - Inform the Duty Manager of their findings.
 - Stewards shall take up positions at access doors.
- Once essential staff are in position and they have identified their areas are safe and operational, they shall notify the Duty Manager by the quickest means possible.
- **SECC Non Essential Staff**, not required to do the above will be required to marshal the public in the assembly areas.
- **Organisers Essential Staff** shall be requested to re-enter the building to man entry door and ticket desks.
- **Once Organisers Essential Staff** are confirmed in position and operational **SECC Non Essential Staff** shall control vehicular movement to allow the public to re-enter the building.
- Deployed Medical Teams shall re-enter the building.

7.2 Conferences and Exhibitions

If evacuation is being considered the Duty Manager will instruct Control Room to broadcast a general 'all station/ channels' message announcing "Code 3".

- Stewards in the conference/ exhibition area (s) shall immediately prepare the area(s) for an evacuation in accordance with their plan (i.e. by opening all emergency "push bar to open" doors and clearing and preparing to marshal the route(s) towards the assembly areas).
- Once the decision to evacuate is taken, the Duty Manager will instruct the Control Room Supervisor/ Operator to broadcast a general 'all station/ channels' message announcing "Code 1", and broadcast the evacuation message. If possible the Duty Manager shall advise the conference/ exhibition organiser explaining the reason for the evacuation.
- The stewards will usher all persons within the affected area using megaphones, towards the emergency exit doors.
- Special care will be required when moving large numbers of mobility impaired visitors as a group. Where mobility impaired visitors cannot be escorted to assembly areas, they must be escorted to designated fire refuge locations. A steward with a radio must remain with them at that location. S/he must inform the steward supervisor of their refuge location and how many are in their group.
- Stewards are to be positioned to deny access by members of the public/staff into any building being evacuated, these must be:
 - At strategic points in and around the affected building
 - In line of sight of each other where possibleOR
 - In radio contact
 - External or internal
 - In safe locations
- Stewards shall marshal evacuees to areas of safety which will be not less than 90 metres from the Centre. Nominated assembly areas include Car Park 1 to the East or the walkway between Car Parks 7 and 5 to the West. These may alter due to several reasons such as site construction work or adverse effects of the fire, (smoke drift etc).
- As soon as possible, steward supervisors must report to the Duty Manager by the quickest means confirming whether the area being evacuated is 'fully evacuated' or if any persons 'remain in the building' confirming their exact refuge location, numbers and mobility status.
- Once evacuation is complete steward supervisors shall ensure stewards are:
 - Positioned in or around the building to deny access.
 - Remaining stewards form a physical barrier between the public and the building at assembly areas.
- SECC staff and other contractors shall assemble up by department under their senior member.
- No-one will be allowed to re-enter the building until the all clear has been given by the Duty Manager which will normally occur only after consultation with the Police, Fire and other emergency authorities.
- The Duty Manager will advise the Company Spokesperson on call at the earliest suitable opportunity.

8.0 First Aid

8.1 Concerts and Special Events

Each event is individually assessed for levels of medical support. Prior to any concert all first aid personnel shall assemble in the Medical Centre Portacabin for a briefing by the Nurse or relief nurse in her absence. This may include ambulance crew including paramedics.

First Aid Points

- For concerts within the halls, first aid points are situated in appropriate locations depending upon the particular event layout.
- For concerts within the Conference Centre, generally first aid points will be positioned on the:
 - Ground Level Foyer,
 - Auditorium Ground level
 - Auditorium Level 3.
 - Auditorium Level 4.
- For events within the SSE Hydro, generally first aid points will be positioned on the:
 - Auditorium Ground Level
 - Auditorium Circle Two Front
 - Auditorium Circle Two Rear.
 - Auditorium Circle Three.
- Concerts within the Lomond Auditorium, first aid staff generally will be positioned at the rear of the Auditorium.
- Medical Centers are located at the east end of the concourse and the SSE Hydro Foyer.

First Aid Points - Equipment

The Medical centre and First Aid points are fully equipped to deal with medical emergencies within SECC.

Communication

The Medical Centre may be contacted by telephoning extension 333; 331 and 338.

Radio Call Signs (Check with Medical)

Radio call signs used for medical staff are:

- Foxtrot 18 – Medical Manager
- Foxtrot 10A – First Aid Supervisor
- Foxtrot 10B – Charge Nurse
- Foxtrot 10C – First Aider
- Mike1,2 3 etc – SECC Contracted Staff

Treatment

- Generally casualties should be initially assessed and minimal treatment applied at the First Aid posts.

- Depending on the treatment required, casualties should be moved to the Medical Centre for further treatment by the Nurse and/or Doctor (if present).

8.2 Conferences and Exhibitions

Treatment of injuries for conferences and exhibitions is primarily through the Medical Centre which is located at the east end of the concourse or the SSE Hydro Medical Centre located in the Foyer. Casualties shall be treated by either the Nurse on duty and/ or First Aid personnel.

All medical staff are required to:

- Familiarise themselves with the Exhibition floor plan of the Exhibition as per the General Instruction.
- Inform Control Room if at any time they have to leave the Medical Centre unattended.
- Regularly tour the Exhibition.
- Retain a portable radio on their possession.

The Medical Centre may be contacted by telephoning extension 333; 331 and 338.

9.0 Medical Emergencies

A medical emergency is defined by one or more people sustaining injury or illness requiring immediate transfer to Hospital. It may also be defined by an incident involving multiple injuries e.g. (structure collapse) regardless of the severity of these injuries.

Procedure

- 'In house' guard or the first person at the scene of a medical emergency must ensure they are in no danger. Once their safety is ascertained contact Control Room (call sign Sierra Charlie) using the Code Word "Code 10" relaying the 'general nature' of the incident and the specific location.
- Control Room must broadcast a general 'all stations' message stating that a "Code 10" is in progress and all call signs not involved must maintain radio silence until clearance is given from Control Room.
- Where possible the Duty Manager should attend.
- Control Room will contact Medical/First Aid staff immediately by telephone at extension 333 or by radio (call sign "Foxtrot 10") and inform them of the circumstances. Medical Staff/First Aiders will attend the scene to carry out a medical assessment.
- 'In house' guard should go to or remain with the casualty until assistance arrives. On lookers should be cleared from the immediate location.
- Medical/First Aid staff shall record particulars of the incident including names and addresses of witnesses with assistance if required from 'in house' guards.
- If the situation requires an ambulance or paramedics (and they are not on site), Medical/ First Aid staff shall make a 999-telephone call immediately. On occasions Control Room shall provide assistance in arranging this.
- To ensure the correct level of ambulance response, the condition of the casualty, (breathing/ not breathing, conscious/ unconscious), details of injuries/ illness and numbers involved must be communicated.
- Control Room shall brief the 'in house' guard at the Gatehouse to direct the ambulance and team to the appropriate location, where they will be met by an 'in house' guard/ steward, who will escort the ambulance team to the casualty.
- If the ambulance staff take the patient to the Hospital, Medical/First Aid staff should ascertain which Hospital will be involved.
- If the incident occurred within the Conference Centre, Main Building Halls or the SSE Hydro, the Duty Manager/ Venue Services Manager shall contact the Organiser/Promoter and appraise them of the circumstances.
- Medical/First Aid staff shall ensure that an incident report is completed and the Duty Manager is notified.
- The Duty Manager will brief the Company Spokesperson of the circumstances if Press or Media interest is likely.
- Medical/First Aid staff shall notify the Health and Safety Executive of any injuries that are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. The Duty Manager/ Safety, Health and Environmental Manager are to be notified of any RIDDOR incidents.

Criminal Behaviour

- If the injuries were sustained as a result of criminal behaviour, i.e. serious assault the Duty Manager must be notified. S/he will determine whether the Police are to be requested to attend.
- If the cause was neglect, carelessness or faulty machinery etc, the Health and Safety Executive must be made aware of the circumstances.
- The Duty Manager will brief the Company Spokesperson of the circumstances if Press or Media interest is likely.

Out with Normal Office Hours

- If the incident occurs out with normal office hours and no SECC Managers are present, Control Room shall telephone both the SECC 'on call' Duty Manager and Company Spokesperson and advise them of the circumstances.
- Should there be a 'serious' accident or an on site fatality the Safety, Health and Environmental Manager/ Safety Advisor must be notified.

Stress

The mental well being of staff involved in the incident must be addressed. This will involve a full debrief on the incident, outcome, lessons learnt and any requirements for counseling.

9.1 Incident Investigation

Serious incidents involving personal injury of one or several parties will require a follow up incident investigation. This shall be carried out initially by the 'on call' Duty Manager, with assistance as required from the Safety, Health and Environmental Manager/ Safety Advisor. The aims of the investigation are to:

- Ascertain and record the true facts including:
 - Exact date and time.
 - Exact location.
 - Type of incident.
 - Incident details.
 - Number and severity of casualties.
 - Personal details of injured parties.
 - Emergency Services that attended.
- Learn from the incident.
- Ensure a repeat incident does not occur.

It is important that during an investigation no attempt is made to proportion blame to individuals or groups.

Investigation Technique

- Ensure the area of the incident is safe.
- Obtain full particulars of the incident. This may involve interviewing all staff and witnesses involved in the incident.
- Preserve the area for evidence which may be required in the event of a future inquiry.
- Provide screens to deny viewing by the media/ public.
- Secure the area, either by locking or placing stewards at strategic locations around the scene of the accident.
- Arrange to have the location of the accident photographed.
- Adopt an open mind approach.
- Establish the background to the incident, for effective incident investigation as many details as possible should be extracted.
- Establish whether health and safety documentation is in place.
- Persist in questioning to establish the true facts.
- Explain the reason and findings.

External Agencies

External agencies such as the Health and Safety Executive/ Police have a legal right of entry to investigate fatalities/ serious incidents. They may interview, record, photograph and seize documentation/ evidence from the scene.

The Duty Manager shall liaise closely with the Health and Safety Inspector/ Police in an effort to identify the possible causes of the accident and any remedial measures necessary to ensure that no repetition occurs.

Particulars of the incident should be left for the information of the Operations Director/ Deputy Operations Director.

10.0 Flooding

The Scottish Exhibition and Conference Centre is located close to the confluence of Rivers Clyde and Kelvin and could be severely affected by flooding. SECC is approximately 6.2 metres above Chart Datum. Contributory factors such as periods of high rainfall coinciding with high tides and prevailing westerly wind directions may increase tide levels that may result in localised flooding.

Flood Monitoring

Flood monitoring can be achieved through several mediums, these are:

Admiralty EasyTide TM has been developed by the UKHO, it provide valuable tidal information on tidal predictions for the current and the next consecutive 6 days. This service is available 24 hours a day, 365 days a year. Information on tides may be obtained on the web site. Details are as follows:

- <http://easytide.ukho.gov.uk/EasyTide/EasyTide/ShowPrediction.aspx?PortID=0407&PredictionLength=7>

National Floodline is a service provided by the Scottish Environmental Protection Agency, (SEPA). It provides information, on the possible risk of flooding and advice on how to be prepared for floods. This service is available 24 hours a day, 365 days a year. Information on flood warnings may be obtained be either a telephone call at local rate or contacting SEPA on the web site. Details are as follows:

- Telephone 0845 988 1188
- www.sepa.org.uk

Floodline Codes

Flood Watch - Current weather and catchment conditions have caused concern. It is possible that a flooding situation may develop. Weather forecasts and river levels are being monitored and further advice will be issued when more detailed information is known -
Be alert.

Flood Warning - Flooding is expected - River levels are high and are likely to continue to rise. Travel conditions will be poor and some disruption is probable -
Act now.

Severe Flood Warning - Serious flooding is expected - Rivers are likely to reach a level that will cause widespread danger, severe disruption and a risk to life. Flooding to significant numbers of properties, businesses and travel networks is expected.
Act now.

Flood Preparatory Actions

If at any time the level of the River Clyde is within 300mm below the top of the capping stones.

OR

Upon receipt of notification of a 'Flood Warning - Flooding is expected'.

The following preparatory works may be initiated to eliminate/ reduce the effects of flooding and impact on SECC:

Duty Manager

The Duty Manager working through the management shall mobilise staff to carry out damage limitation works. These shall include the following:

- Managers briefing or telephoning essential staff to notify them of the situation.
- Essential staff to be placed on 'Stand By' for call out when the building is closed.
- Should the Flood situation deteriorate:
 - Call Centre staff to advise telephone enquiries of potential closure of SECC at short notice.
 - Marketing to notify visitors through the Internet, of potential closure of SECC
- Take necessary measures to ensure the safety of staff and customers.
- Liaise with Director to determine extent of any evacuation.

Protective work shall involve:

- Contact emergency services as necessary.
- Ensure all Lifts are sent to highest level and electrical power is isolated.
- Hire or procure Portable Pumps if possible.
- Isolate electrical power to the affected buildings.
- Only authorised and competent personnel shall switch off electrical circuits that may be affected by flooding.
- Prepare to sandbag the external doors.
- Relocate all portable electrical items to upper floors

Control Room

Control room Supervisor/ Operator shall arrange to:

- Evacuate all vehicles to high point.
- Properly shut all external doors.
- Sandbag all doors and tunnel access points.
- In house guards/ stewards to direct vehicles to high points.
- Place suitable barriers & signage at Car Park Entrance.
- When instructed by the Duty Manager, In house guards/ stewards shall redirect visitors to non-flooding areas away from SECC.

11.0 Utilities Failure

The failure of utility external supply to Scottish Exhibition and Conference Centre (SECC) shall generally deny the fundamental requirements for safe operation of the building. Cooking, heating, lighting and sanitary services shall all be affected. Immediate actions as on each utility failure are as follows:

11.1 Electricity

There are three foreseeable power failure options that may affect the SECC, these are:

- Complete electrical power failure.
- Electrical power dip, resulting in temporary electrical loss of power.
- Electrical power failure of SECC equipment.

Control Room Supervisor/ Operator

- On experiencing a complete or partial electrical power loss inform 'on site' electrician and the Duty Manager.
- Await confirmation from the 'on site' electrician of the extent of the problem.
- Call Scottish Power Fault Report Line on 0845 272 7999.
- On instruction from the Duty Manager Control Room shall evacuate the affected building(s).

Duty Manager

The Duty Manager shall contact the Organiser/Promoter and appraise them of the circumstances.

Complete Electrical Power Failure

The likelihood of failure of the main High Voltage incomer to SECC electrical supply is low. However should this occur it would result in the immediate electrical power loss to the majority of the site, with the exception being Uninterrupted Power Supply (UPS) systems. The site has three emergency generators which are located at:

- Below the Covered walkway.
- Hall 3 – North elevation external.
- The SSE Hydro ~ Energy Centre.

All site generators require 2 to 3 seconds start up period and supply essential electrical supply to limited services to the Conference Centre, Exhibition Centre and SSE Hydro. In addition to these limited essential supplies, other systems have UPS. These are summarised as follows:

Conference Centre	
Back Stage Doors ^(1 & 2)	Fly Tower Safety curtain ⁽¹⁾
Battery charge ⁽¹⁾ – Sound rack room Level 3	Fire Alarm Panels ^(1 & 2)
Door Access System ⁽²⁾	Fire Fighting Lift ⁽¹⁾ (North & South)
Emergency Lighting ^(1 & 2)	PAVA ^(2 & 3)
Laundry Room ⁽¹⁾	Scenic Lift ⁽¹⁾ (North & South)
Loading Dock Bay door ⁽¹⁾	Smoke Extract panels ⁽¹⁾ Levels 3 & 5
Exhibition Centre	
Door Access System ⁽²⁾	Control Room ⁽¹⁾ <ul style="list-style-type: none"> ➤ Electrical Sockets ➤ Lighting ➤ Switchrooms
Emergency Lighting (Concourse only) ^(1 & 2) Emergency Lighting (rest of site) ⁽²⁾	Seminar Suite ⁽¹⁾ <ul style="list-style-type: none"> ➤ Box Office ➤ Emergency Lighting ➤ Passenger Lift - Concourse
Fire Alarm Panels ^(1 & 2)	Smoke Extract panels ⁽¹⁾
North Administration ⁽¹⁾ <ul style="list-style-type: none"> ➤ Essential Sockets (Ground, 1st & 2nd floors) ➤ IT Equipment - 2nd floor (2 x UPS) ➤ Passenger Lift 	South Administration - Marketing/Sales ⁽¹⁾ <ul style="list-style-type: none"> ➤ Electrical Sockets ➤ Lighting ➤ Passenger Lift
PAVA ^(2 & 3)	Sprinkler Room ⁽¹⁾ – (covered Walkway)
Roller Doors 4.1, 4.2 & Concourse roller door	

The SSE Hydro	
Level 1 ~ West Comms Room ⁽²⁾	
SSE Hydro ~ LV1 East	SSE Hydro ~ LV2 West
Level 0 ~ East LV Switch Room ⁽¹⁾	Level 0 ~ West HV/ LV Main Switch Room ⁽¹⁾
East Hospitality Lift ~ Control Panel ⁽¹⁾	West Hospitality Lift ~ Control Panel ⁽¹⁾
Level 1 ~ East Catering Freezers ⁽¹⁾	Level 1 ~ West Catering Walk in Freezer ⁽¹⁾
Level 2 ~ North East ETFE Plant ⁽¹⁾	Level 2 ~ North West ETFE Plant ⁽¹⁾
Level 2 Mezz ~ East Lift Control Panel	Level 2 Mezz ~ West Lift ~ Control Panel ⁽¹⁾
Level 3 ~ South Plant Room ⁽¹⁾	Level 3 ~ East Plant Room ⁽¹⁾
Level 3 ~ West Plant Room ⁽¹⁾	
SSE Hydro Energy Centre ~ LV3	
Gate House ⁽¹⁾	
Generator Room ⁽¹⁾	

Notes:

1 – Essential Supply via generator.

2 – Battery Supply for up to 3 hours duration.

3 – Fire microphone and evacuation message will operate on power failure.

In summary for the Conference and Exhibition Centre's Fire Alarm systems shall remain effective with adequate levels of lighting available for emergency exit only. Total power failure may require the building to be evacuated until the incoming supply has been reinstated.

Electrical Power Dip

A dip in power may (but not always) result in loss of power to various areas of the building. Should the Low Voltage Sub Station be affected the emergency generator would supply the services identified above. Temporary loss of electrical power would result in the Building Management System (BMS), Close Circuit television (CCTV) and PAVA system requiring rebooting. Control of lighting within the halls would be lost.

SECC electrician shall be required to revert the switchgear in Sub Station Number 4 to 'Normal'. This process will result in a second temporary loss of power to the BMS, CCTV and PAVA systems.

Should there be a power dip, the effects on concerts, conferences and exhibitions are as follows:

Concert - Loss of production equipment. Production shall determine whether the concert could continue. It may not be necessary to evacuate the building if the house lights can be 'brought up'.

Conference – Presentations interrupted due to IT equipment crashing. Conference should be able to recommence after power supplies have stabilised.

Exhibition - Loss of lighting within halls. With sodium lights not 're-striking' for a few minutes. Should lighting levels be assessed as too low for safe occupancy the hall may have to be evacuated until power supplies have stabilised.

Electrical Power Failure of SECC Equipment

Unless the electrical power failure is to the main HV incomer or the emergency safety trip is activated within the main HV switch room it unlikely site electrical power would be lost.

If any HV Oil Circuit Breakers (OCB's) trip it will be possible, (in most cases) to close the bus sectional switches on the Low Voltage (LV) Panel Boards to restore power, albeit at a lower capacity. This loss of capacity would generally only affect a concert. Most other events would be able to operate on one transformer. The house electrician shall assess the situation and advise the Duty Manager.

Note - SECC electricians are not certified and must not re-energise High Voltage equipment. This must be carried out by R&B Switchgear limited.

11.2 Gas

Gas supplies to the SECC provide the primary heating source for:

- Cooking (natural gas).
- Domestic Hot Water (DHW) – Calorifiers.
- Heating – Air handling Units (AHU's) and Boilers.

There are three foreseeable gas failure options that may affect the SECC, these are:

- Complete gas failure to the site.
- Partial gas failure to the site.
- Local gas leak.

Complete/ Partial Gas Failure to the Site

The likelihood of failure of the gas supply to SECC is low. However should this occur it would affect cooking, DHW and heating capabilities.

Control Room Supervisor/ Operator must inform the 'on site' gas service engineer and the Duty Manager that there is either complete or partial gas failure to the site the site. The Duty Manager with advice from the 'on site' gas service engineer must carry out a dynamic assessment of the situation to determine whether the building can remain occupied or is to be evacuated. Several factors are to be considered, these being:

- Ambient temperature - external.
- Ambient temperature – Internal.
- Duration into concert, conference or exhibition
- Reinstatement time.
- Visitor numbers within the building.
- Whether catering cooking services are provided.
- Numbers of visitors.

Building temperature and the requirement for natural gas cooking facilities are the prime factors for concern.

Local Gas Leak

The likelihood of failure of the gas supply to SECC is low. Should a member of staff discover a leak the following actions must be carried out:

- Where it is safe to do so isolate the source of the gas leak.
- 'Do not switch on or off any electrical equipment in locations local to the gas leak (i.e. if you can smell gas), as this may create a spark and subsequent explosion.
- Notify all persons within the area, evacuate the immediate area.
- Contact Control Room (Ext. 290).
- Deny access by others into the area of the leak.
- If the leak has been isolated, open doors and windows to allow gas to dissipate.

Control Room Supervisor/ Operator

- Inform 'on site' gas service engineer and the Duty Manager.
- Control Room must broadcast a general 'all stations' radio message stating that a "Code 3" (Gas Leak) is in progress.
- Await confirmation from the 'on site' gas service engineer that there is an immediate risk of explosion resulting from the gas leak
- Call Transco 0800 111 999
- On instruction from the Duty Manager Control Room shall either evacuate the immediate area of the gas leak or the affected building.

Building Services

- 'Do not switch off electrical equipment in locations local to the gas leak (i.e. if you can smell gas) as this may create a spark and subsequent explosion'.
- If possible switch off electrical circuits in the Switch Room that is remote from and powers the affected area.
- Assess the impact on operation and advise the Duty Manager.

11.3 Water

SECC is provided with a potable (drinking) water cold main supply. This is supplied directly to drinking water outlets and catering outlets. It also indirectly supplies via multiple Cold Water Storage Tanks (CWST's) several toilet areas and via a single Wet Sprinkler CWST, supplies internal fire fighting systems, i.e. sprinklers and hose reels. CWST's are located throughout the site; however they should be considered as providing short-term supply only.

Water is used at the SECC for:

- Cooking.
- Cleaning – Surfaces.
- Drinking.
- Fire Fighting – Fire Hose reels and Hydrants.
- Food Preparation.
- Washing - Domestic Hot Water (DHW) – Calorifiers.
- Washing – Cold water.
- Sanitary – Flushing of urinals and Water Closets (WC's).

Control Room Supervisor/ Operator

- Inform duty plumber on notification of low water levels within potable outlets or CWST's.
- Inform the Duty Manager.
- Await confirmation from the duty plumber that a problem exists.
- On instruction from the Duty Plumber call West of Scotland Water 0800 731 0840.
- Duty manager shall assess the impact on operation in liaison with the duty plumber.

The likelihood of failure of water supplies to SECC is low. However should this occur it would result in the loss of basic human health requirements. Should this occur an assessment of the situation must be conducted with a number of factors to be considered, these being:

- Duration into concert, conference or exhibition.
- Reinstatement time.
- Visitor numbers within the building.
- Whether catering cooking services are provided.
- Numbers of visitors.

12.0 Responsibilities

Control Room Supervisor/ Operator (Control Room)

The Control Room Supervisor/ Operator have the following responsibilities:

- To adhere to the site procedures relating to an emergency.
- To decide whether or not the emergency is of a nature which has to be brought to the attention of SECC Management.
- To take initial control should an emergency occur if there is no Duty Manager on site.
- To arrange for a Duty Manager, other SECC staff, or contractors to attend to the matter.
- To enforce communication procedures relating to an emergency.
- To be a first point of contact for organisers, promoters or other clients and visitors who wish assistance or when someone has a complaint to register.
- To communicate with emergency services.

Concert Promoters and Exhibition Organisers

Concert Promoters and Exhibition Organisers have the following responsibilities:

- To comply with instructions from the Duty Manager/ Venue Services Manager/ Control Room staff.
- To inform SECC Duty Manager/ Venue Services Manager of any staff who may require assistance in an evacuation.
- To relay relevant health and safety information to their staff relating to this Guide.
- To assist with the evacuation of members of the public as required.

Duty Manager/ Venue Services Manager

The Duty Manager has the following responsibilities:

- If required, to take control of a situation should an emergency occur.
- To act as evacuation controller during emergency evacuations.
- To decide on necessary actions for disruptive contractors/visitors.
- To ensure the site procedures relating to emergencies are followed.
- To investigate serious accidents on site.
- To liaise with organisers, promoters or other clients and visitors who wish assistance or when someone has a complaint to register.
- To liaise with emergency services.

Company Spokesperson

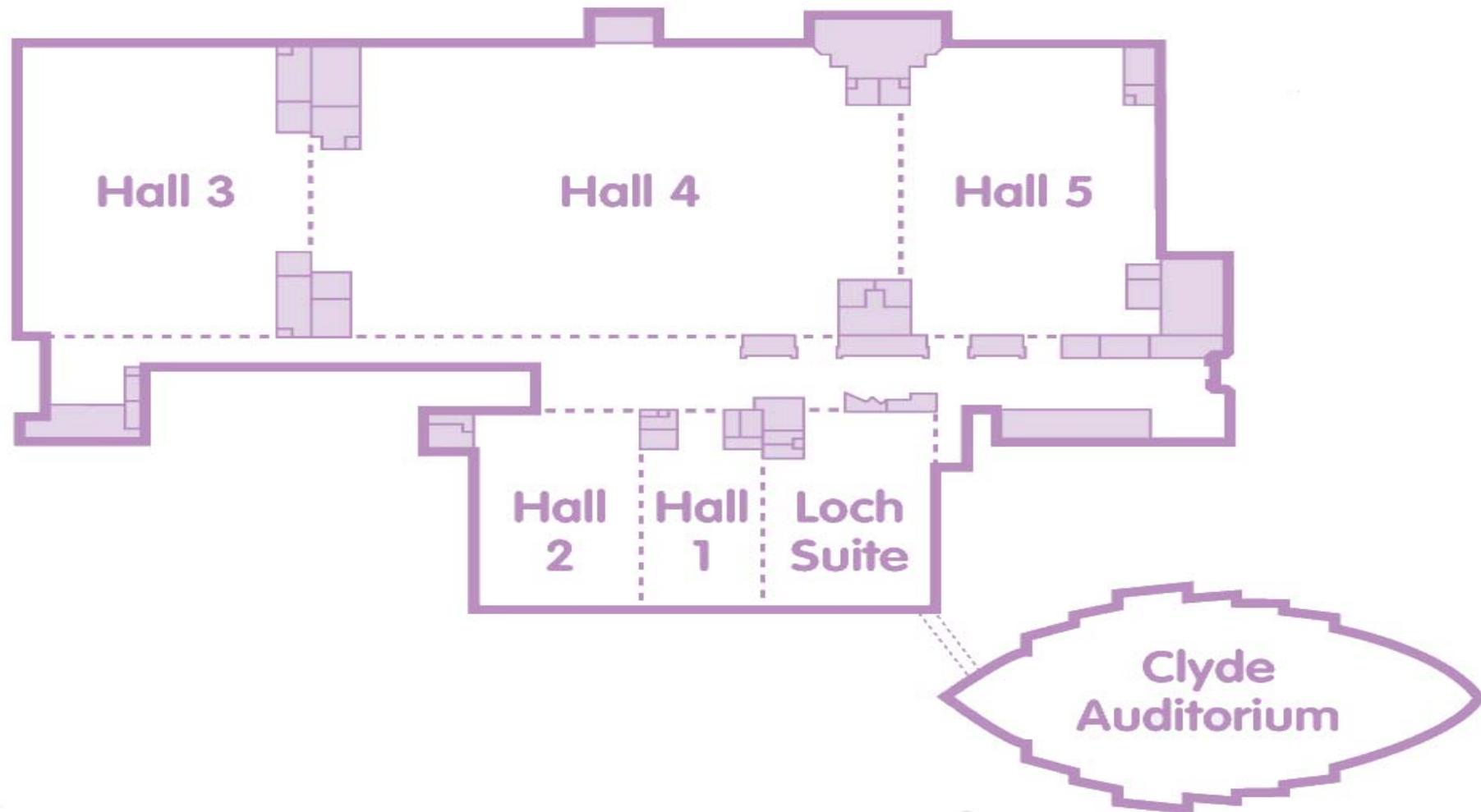
The Company Spokesperson has the following responsibilities:

- To liaise with the Duty Manager/ Venue Services Manager/ Control Room staff and establish the facts of the situation.
- To provide support to SECC site staff.
- To arrange for selected SECC staff from the emergency call out list to be contacted.
- To arrange a suitable location for the presentation of statements to the media.
- To prepare and deliver media statements.
- To liaise with senior SECC Management to brief them on the situation.

13.0 Review

The Safety, Health and Environmental Manager shall review this guide annually or when significant changes occur.

SECTION 14.0 – SECC ~ Conference Centre and Main Exhibition Building Footprint



SECTION 15.0 – SECC Infrastructure

