



GENERIC EMERGENCY EVACUATION PLAN (GEEP) FOR VISITORS WHO MAY REQUIRE ASSISTANCE ATTENDING EVENTS AND PARTICIPATING IN UNIVERSITY ACTIVITIES

Site	North Holmes Road Campus and Surrounding Buildings, Canterbury
Buildings	Anselm (incl. Chaplaincy Centre), Becket, Bungalow, Coleridge House, Daphne Oram, Erasmus, Estates and Facilities Hub, Fisher, Fleming, Glebe House, Governors House, Hepworth, Invicta, Johnson, Laud, Maxwell Davies, Moore, Newton, Old Sessions House, Powell, Ramsey, Somerville, Sports Centre, St Gregory's, St Martin's Priory, Thorne & Fynden. Please note: a specific GEEP has been produced for Verena Holmes and Augustine House. This plan does not consider arrangements for residential premises.
Dates from/to	03/03/2022 - 02/03/2025
Version	2.0

PERSONS DESIGNATED TO ASSIST

The following have been designated to provide evacuation assistance:

Name/function	CCCU Security Personnel
Contact details	Campus Emergency Number: 01227 922111 (Internal: 2111)
Type of assistance	CCCU Security have been trained in the safe evacuation of persons who may require assistance, including evacuation aids such as the evacuation chair. On activation of any fire alarm at the campus, CCCU Security will attend to determine the cause and will conduct a sweep of the premises along with CCCU Fire Wardens, if available. The Security Lodge is based in the main Anselm reception area where 24/7 monitoring of the campus-wide refuge system takes place.

Name/function	CCCU Fire Wardens
Type of assistance	There are Fire Wardens in the majority of buildings at the campus, available Monday to Friday, who have a responsibility for checking all areas of the building on activation of a fire alarm. Fire Wardens will check refuge areas within the premises when carrying out their duties and ensure anyone at the refuge has been able to contact CCCU Security using the voice communication system. They will also advise CCCU Security when they have completed their sweep of anyone at a refuge area. Outside of normal office hours, CCCU Security would provide assistance.

Name/function	CCCU Staff Hosting Visitors That May Require Assistance
Type of assistance	Hosts are to ensure their visitors have followed the CCCU visitor process and have been provided with information on the emergency procedures prior to their visit. For persons that may require assistance, they should ensure this plan is provided to them or their representative (available on the above emergency procedures page) before they arrive, detailing the arrangements in the event of a fire alarm or other emergency arising. If evacuation is required and their visitor/s is in a building where they are unable to safely evacuate using the stairs, they are to accompany them to their nearest refuge point and use the voice communication system to summon assistance; if safe to do so.

Name/function	Event Stewards
Type of assistance	For large events that take place at the campus, the event organiser must have ensured that stewards be present who have been trained in basic fire safety and emergency arrangements and will be able to advise and assist in an evacuation as well as providing information to visitors on emergency procedures including anyone that may require assistance in an emergency.

Name/function	Colleagues Trained in Evacuation Chair Use
Type of assistance	There are a number of staff across the campus who have been trained in the use of the evacuation chair and would be able to provide evacuation assistance to building occupants who may be on floors above or below ground. This also includes CCCU Security Personnel.

ACTION TO TAKE PRIOR TO AND ON ARRIVAL TO THE UNIVERSITY

It will be a requirement for any host of a visitor/s to follow the [CCCU visitor process](#) and provide their visitor/s or their representative with [information on the emergency procedures](#) prior to their visit. If their visitor/s may require assistance in an evacuation or emergency, this plan should be shared to advise on what arrangements are available and the required protocols.

The host must also brief their visitor/s on the evacuation procedures for the campus and specific buildings they intend to visit when they arrive at the University.

If they would require assistance to evacuate, the visitor/s must also be briefed on the systems and arrangements in place to ensure their safety.

For large on-campus events; event staff and stewards must be conversant with the emergency arrangements and be able to provide advice and assistance to attendees.

ACTION TO TAKE ON ALARM SIGNAL

The University operates a full evacuation policy on activation of any fire alarm within its premises. Therefore, as soon as a fire alarm activates, all occupants should proceed to leave the building as quickly as possible by their nearest exit and proceed to their assembly point which can be observed by referring to signage within the buildings or the [campus map](#) at the end of this plan. CCCU Security personnel, CCCU Fire Wardens and Event Stewards (during a large on-campus event) will also be available to direct personnel to their nearest exit as well as to the designated assembly points.

The lifts within all buildings at the campus must not be used during an evacuation, therefore if any occupant is within a University building and cannot evacuate by the normal routes, they along with their host, are to proceed to the nearest refuge area on the floor for which they are based and use the refuge voice communication system to alert CCCU Security who will immediately respond.

Fire alarms can be identified by a loud siren and within the majority of buildings, beacons will continually flash indicating the alarm has been activated.

Occupants should not delay to collect belongings and should not re-enter any building until authorised to do so by CCCU Security personnel or Fire Wardens.

SAFE ROUTE(S)

There are generally multiple exits from University buildings, green directional signage indicates the way to the nearest exit and should be followed in the event of an evacuation.

Refuge areas tend to be in protected stairwells, corridors or lobbies and are marked with signage such as that indicated to the right. The location of refuge areas in buildings can also be observed on the [virtual campus maps](#).



Once outside the building, occupants should make their way to the designated assembly point. The [campus map](#) including the emergency assembly points at the end of this plan can be referred to which details these locations and the easiest and quickest route to reach the assembly point.

As mentioned, CCCU Security personnel, CCCU Fire Wardens and Event Stewards (during a large on-campus event) will also be available to direct personnel to their nearest exit as well as to the designated assembly points.

EQUIPMENT (including communication)

Refuge Alserter System – There are refuge areas with voice communication devices in all accessible campus buildings where lift access is provided. The device allows the user to make immediate contact with CCCU Security who will then know the location of the operated device and can provide two-way communication to the operator. The instructions received should be followed at all times. Refuge areas tend to be positioned in protected areas or stairwells with a minimum 30 minutes protection from fire on all floors above or below ground. The location of refuge areas in buildings can also be observed on the [virtual campus maps](#). Signage is provided and operating instructions are placed next to the communication panels showing the method of operation, please also refer to the [refuge system instructions](#) in this plan. The refuge panel can be seen in the photo below.

The following buildings on campus have refuge areas established:

Anselm	Newton
Daphne Oram	Old Sessions House
Estates & Facilities Hub	Powell
Governors House	Ramsey
Invicta	Somerville
Johnson	Sports Centre
Laud	



** Verena Holmes & Augustine House also have refuge areas established; however, arrangements are covered in separate GEEPs.*

Once operated, Security personnel will advise on what action to take, which will either be to remain at the refuge area due to the alarm activation being investigated, the alarm being confirmed as false or a planned drill taking place. If a real emergency has been confirmed, the advice will be to either remain at the refuge area due to no immediate threat in the vicinity, horizontally evacuating to an alternative refuge area on the same floor or await for staff to respond with evacuation equipment.

Deaf Alerter System – A number of buildings across the campus are equipped with the Deaf Alerter System which can be identified by signage at the entrances. For visitors who have mobile alerter, the system will send a message immediately on activation of any fire alarm advising that they need to evacuate the building. Flashing beacons are also installed in a number of University buildings.

Signage – All campus locations are provided with sufficient fire safety signage (as indicated on the right) such as Fire Action Notices which display the designated assembly points and green wayfinding signage which should be followed to indicate the nearest escape route. All refuge areas are also signed and have operating instructions next to the panel.



Fire Alarm Call Points – Red break glass call points (as indicated on the right) are located throughout the buildings, usually by exits and in communal areas, which should be activated in the event of any occupant discovering a fire, no matter how small.



Emergency Door Release Points – On certain exit routes, doors may be locked under normal circumstances to ensure security of the buildings. Upon activation of a fire alarm the doors should release to allow occupants to escape; however, in the event of failure of the mechanism or in the event of power failure, emergency door release points (as indicated on the right) should be used which will immediately release the door.



Emergency Lighting – All premises have emergency lighting within the building which will operate in the event of a power failure to ensure occupants are provided with adequate lighting levels to enable escape from the premises.

Firefighting Equipment – Fire extinguishers (typically water & CO2) are provided in common areas within the buildings. However, untrained occupants should not attempt to fight any fires within the building unless their exit is blocked.



Evacuation Chairs – Evacuation chairs are present in strategic locations throughout the campus, the buildings where they are located are:

Anselm	Maxwell Davis
Daphne Oram	Newton
Estates and Facilities Hub	Old Sessions House
Fisher	Powell
Johnson	Sports Centre
Laud	St Martin's Priory



** Evacuation chairs are also provided in Verena Holmes & Augustine House; however, arrangements are covered in separate GEEPs.*

Trained staff will retrieve the nearest chair if an occupant requires evacuation using this method. Untrained personnel should not attempt to use the equipment. In the event that an occupant cannot transfer to an evacuation chair, it will be a requirement to remain at a refuge area, along with their host, until the emergency services arrive and provide assistance, as long as it is safe to do so. Fire Wardens or CCCU Security will immediately advise the Fire Brigade of anyone still in the building.

Safe Zone Mobile App – A mobile phone application is available to all University staff and students which can be used to summon immediate assistance from CCCU Security personnel. Staff who are hosting visitors are encouraged to download the app to their mobile phone which can be used in an emergency situation to obtain help in the event that a visitor requires assistance. Further information on the app can be found [here](#).



REFUGE STATION OPERATING INSTRUCTIONS

PLACING A CALL

1. To contact Front of House or Security Staff press and release the Push for Help Button.
2. The indicator will flash rapidly and will emit a busy tone as it tries to contact the master station.
3. After a short delay, the indicator will flash more slowly to inform you the master station knows you are there.
4. The delay will be longer if someone else is talking to the system but will keep trying to connect until the call goes through.

CALL ANSWERED

5. When the operator responds to your call, the 'Call Answered Indicator' lights up to give a visual confirmation.

TALKING TO THE OPERATOR

6. If the operator wants you to talk back, they will ask you to push and hold the Push for Help button.
7. Wait for the button to light up and a double beep to sound, then talk clearly into the microphone situated above the button.
8. When you have finished talking, release the button.

**You should keep calm and avoid any unnecessary stress.
Wait in the designated refuge area until assistance arrives.**

NORTH HOLMES ROAD CAMPUS ASSEMBLY POINTS

