

## **Emergency Procedures**

### **Vigilance**

Keep an eye open for unattended bags and packages around the NEC. Report any suspicious activity immediately.

### **First aid**

First aid will be provided by Medic 1 Direct. They will be located in Hall 9, as shown on the map. If you need first aid please contact a Steward or Reception, who will arrange for a First Aider to come to you. For assistance during the night, the First Aid Team will be available in the organiser offices in Hall 7. Alternatively, during the day or night, please contact the free Helpline number (0808 1694703) for first aid or other emergencies. You can also use the Helpline to request support from one of the Mental Health First Aiders on the Delivery team.

If a child or young person is distressed and needs to talk, they can call the free Careline number (020 3372 0062).

### **Fire procedure**

We will follow The NEC's fire procedure. NEC staff will determine the necessary action, depending on the nature of the alarm – in some cases this may require evacuation of a hall whilst the situation is dealt with.

There are sufficient fire doors throughout the venue. If an evacuation is required, an announcement will be made by NEC staff. Please listen carefully to all announcements made, during the announcement details of the fire assembly point location will be provided.

Please ensure you follow NEC staff guidance at all times.

Group Leaders are responsible for being aware of the fire evacuation procedures and listening to the announcements for details of the evacuation point location. Leaders are also responsible for briefing their groups about evacuation procedures.

Children's and youth leaders need to keep a list of all the children and young people and their tents at all times.

## **NEC emergency announcements**

If you hear the following message, “Attention please. Staff call 100”, followed by continuous chimes broadcast at half-minute intervals:

Your team should immediately inspect your venue/area for any suspicious items or anything untoward. Should anything be discovered, inform reception immediately (if you have a radio contact ‘Control’), stating clearly where you are. Reception will then contact the NEC.

## **Firearms and weapons attack**

‘Stay Safe’ principles (Run Hide Tell) give some simple actions to consider at an incident, as well as the information that armed officers may need in the event of a firearms and weapons attack. Full guidance is contained on the NaCTSO website

<https://www.gov.uk/government/publications/recognising-the-terrorist-threat>

### **Run**

- Escape if you can.
- Consider the safest options.
- Is there a safe route? RUN if not HIDE.
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you.
- Leave belongings behind.

### **Hide**

- If you can’t RUN, HIDE.
- Find cover from gunfire.
- If you can see the attacker, they may be able to see you.
- Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal.
- Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls.
- Be aware of your exits.
- Try not to get trapped.
- Be quiet, silence your phone.
- Lock / barricade yourself in.
- Move away from the door.

### **Tell**

- Call the police - What do they need to know?
- 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 so

## Armed Police Response

- Follow officers' 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.