

No 3 Circle Square, Oxford Road, Manchester

Flood Emergency Response Plan

Curtins Ref: L014-CUR-52.01-XX-T-C-000003

Revision: 01

Issue Date: 13 December 2024

Client Name: GMI Construction

Client Address: Middleton House, Westland Road, Leeds, LS11 5UH

Site Address: Circle Square 3, Manchester

Control Sheet

Rev	Description	Checked	Issued	Date
P01	First Issue	JC	ATL	13/12/2024

This report has been prepared for the sole benefit, use, and information for the client. The liability of Curtins Consulting Limited with respect to the information contained in the report will not extend to any third party.

Author	Signature	Date
Jacob Collin BEng (Hons) Graduate Civil Engineer		13/12/2024

Reviewed	Signature	Date
Andy Losty Meng (Hons) Project Civil Engineer		13/12/2024

Authorised	Signature	Date
Andy Losty Meng (Hons) Project Civil Engineer		13/12/2024

Contents

1.0 Introduction..... 1

1.1 Project Background..... 1

1.2 Purpose of the Plan 1

1.3 Scope of the Plan..... 1

1.4 Plan Owner and Review 2

2.0 Roles and Responsibilities..... 3

2.1 The Environment Agency..... 3

3.0 Situation and Site-Specific Considerations..... 5

3.1 The Site..... 5

4.0 Flood Awareness..... 9

4.1 Flood Warnings..... 9

5.0 Flood Preparation..... 12

5.1 Be Prepared..... 12

6.0 Flood Action..... 14

6.1 What to Do in the Event of a Flood..... 14

7.0 All Clear 18

7.1 What to Do After a Flood 18

8.0 Key Contacts..... 19

Appendix 21

Figures

- Figure 1: Aerial Photograph
- Figure 2: Site Flood Extents
- Figure 3:Ground Floor Level Exits
- Figure 4: Access to Ground Floor Level from Upper and Mezzanine Floor Level
- Figure 5: Ground Floor level Evacuation Routes

Tables

- Table 1: Environment Agency Predicted Flood Levels
- Table 2: Building Floor Levels
- Table 3: Environment Agency Flood Warning

Appendices

Appendix A

EA Business Flood Plan

Appendix B

Flood Emergency Response Plan – Occupier Pack

Appendix C

FloodHub Business Flood Planning Guide (Including Flood Kit Checklist)

Appendix D

Manchester City Council Evacuation Map

1.0 Introduction

1.1 Project Background

- 1.1.1 Curtins was appointed by GMI Construction to provide a Flood Emergency Response Plan for No 3 Circle Square site at Oxford Road, Manchester City Centre.
- 1.1.2 The site is classified as within Flood Zone 1 and 2 as a result of fluvial (river) flood risk to the site.
- 1.1.3 The plan is based on currently available information and preliminary discussions.
- 1.1.4 Proposals contained or forming part of this plan represent the design intent and may be subject to alteration or adjustment in completing the detailed design for this project. Where such adjustments are undertaken and are deemed a material deviation from the intent contained in this document, prior approval shall be obtained from the relevant authority.
- 1.1.5 This plan is to be submitted and formally approved by Manchester City Council prior to occupation of the buildings in which it relates. Although when approved, the document should be considered live and regularly updated by all future occupants / landlords to ensure that contact numbers and procedures are up to date.

1.2 Purpose of the Plan

- 1.2.1 The purpose of the plan is to inform the building management team and the building occupants how to remain safe in the event of a flood emergency. The report also details how they can be aware and prepared in advance for a flood emergency. This report will:
 - Inform the building management team and the building occupants how to be aware of the risks posed to the site by flooding.
 - Inform the building management team and the building occupants how to be prepared for a flood emergency event.
 - Inform the building management team and the building occupants what actions to take in the event of a flood emergency in order to remain safe; and
 - Inform the building management team and the building occupants how to ensure the effective evacuation of the building when necessary / instructed.

1.3 Scope of the Plan

- 1.3.1 The plan provides information on how to prepare for a flood and what to do in the event of a flood emergency. The report is suitable for the purposes set out in the NPPF.

- 1.3.2 Although this flood emergency response plan is directed towards fluvial (river) flood events, occupants should be advised that flooding may occur from other sources. Occupants are advised to follow the same procedures in all cases where flood water may enter the property/site.
- 1.3.3 The plan details flood emergency procedures for No 3 Circle Square only. The plan does not intend to replace any specific instructions which may be given by the emergency services in the event of a flood emergency, although the plan may help to inform building occupants and emergency responders of site-specific details which may need to be taken into consideration. The plan will also help occupants to prepare and act whilst waiting for further instruction from the relevant authorities.

1.4 Plan Owner and Review

- 1.4.1 The plan is owned by the site/building owner and should be maintained and updated by the owner.
- 1.4.2 It is recommended that the Flood Response Plan is reviewed on a regular basis – at least **every three years** or when information changes which requires it to be amended – to ensure that it is consistent with good practice.
- 1.4.3 Details of changes should be recorded, and documentation updated. This should be completed via reissue of the plan or an amendment record within the plan.

2.0 Roles and Responsibilities

2.1 The Environment Agency

2.1.1 The Environment Agency is a Category 1 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.1.2 The Environment Agency has responsibilities in relation to flooding, as it is the lead agency for warning those at risk and improving flood defences.

2.1.3 The Environment Agency provide the following services and actions during a potential flood:

- Issues flood warnings for rivers and the sea,
- Monitors flood events to inform flood information service; and
- Emergency repairs and blockages on 'main' rivers.

2.2 Manchester City Council

2.2.1 Manchester City Council is a Category 1 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.2.2 The Civil Contingencies and Resilience Unit, which is an Association of Greater Manchester Authorities (AGMA) service conducts "emergency planning" on behalf of Manchester City Council.

2.2.3 Manchester City Council are also a partner of the Greater Manchester Resilience Forum (GMRF). This partnership of agencies from across Greater Manchester has responsibility for coordinating and overseeing emergency planning. Its overall purpose is to ensure an appropriate level of preparedness for an effective multi-agency response to emergency incidents which may have significant impact on the communities of Manchester.

2.2.4 Manchester City Council provides the following services and actions during a potential flood:

- Co-ordinates emergency arrangements,
- Maintains safe conditions on the road,
- Puts flood warning signs on the highways,
- Clears blocked ordinary watercourses,
- Clears blockages from highway drainage systems; and
- May take action to protect property from flooding if the highway drainage system fails and property could be flooded by water from the highways.

2.3 The Emergency Services

2.3.1 Greater Manchester Police, Greater Manchester Fire & Rescue Service, and the Ambulance Service, are Category 1 responders as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.3.2 The Emergency Services provide the following services and actions during a potential flood:

- The Police would retain overall responsibility for Co-ordination of activities but would liaise with Senior Fire and Senior Ambulance Officers.
- Fire & Rescue will assist other agencies in the rescuing of people trapped as a result of flooding. Fire and Rescue will assist other agencies in the removal of large quantities of flood water.
- The Ambulance service will respond to medical emergencies.

2.4 United Utilities

2.4.1 United Utilities is a Category 2 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.4.2 United Utilities provides the following services and actions during a potential flood:

- Clearing blockages in public sewer systems; and
- May take action to protect property from flooding if the cause of the flooding is water from the public water mains or public sewage system.

2.5 Other Category 2 responders

There are a number of other Category 2 responders including those listed below. During a flood emergency the operator/authority is responsible for controlling their assets.

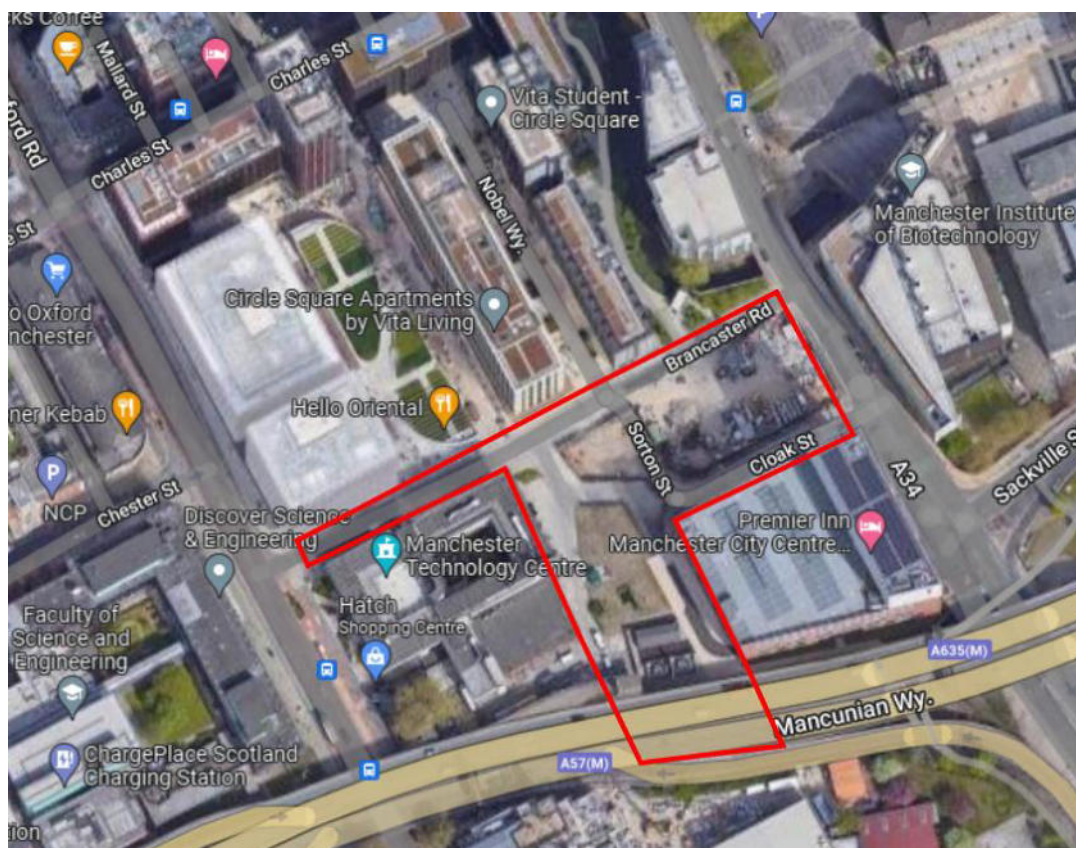
- Gas distributors
- Electricity distributors and transmitters
- Water and sewerage undertakers
- Telephone service providers (fixed and mobile)

3.0 Situation and Site-Specific Considerations

3.1 The Site

- 3.1.1 The site comprises of a ground + 14 storey office with ground floor commercial uses. It also includes Symphony Gardens, a landscaped outdoor garden area. The site is bound by Newman Street to the North, Princess Street to the East, Premier Inn and SMCP, and Mancunian Way to the South and Manchester Technology Centre to the West. Refer to Figure 1 for the site location.

Figure 1: Aerial Photograph



3.2 Site-Specific Considerations

- 3.2.1 The site area lies predominately in Flood Zone 1 with the North Boundary located within Flood Zone 2; indicating that the fluvial (river) risk of flooding is low with areas of medium.
- 3.2.2 The River Medlock; which is designated as a “Main River” is located approximately 10m to the north of the site. The river flows in a south to north direction where it becomes culverted below Charles Street. The river generally flows in a westerly direction further downstream.
- 3.2.3 Watercourses in the wider vicinity of the site are as follows:

- There is a lost watercourse approximately 100m north of the application site, which appears to connect to the River Medlock downstream of the site.
- The Rochdale Canal is located approximately 360m north-west of the site.
- The Corn Brook is located approximately 550m south of the site.
- The Grey Irwell River is located approximately 1.5km north-west of the site.

3.2.4 The maximum flood levels from the River Medlock; which are predicted to affect the site are detailed in Table 1.

Table 1: Environment Agency Predicted flood levels at node Ea013_0251_MEDL01_1481

Flood event	1 in 100 year	1 in 100 year +35%CC	1 in 100 year +70%CC	1 in 1000 year
Flood Level (AOD)	32.46m (AOD)	33.44m (AOD)	33.70m (AOD)	33.97m (AOD)

AOD- Above Ordnance Datum

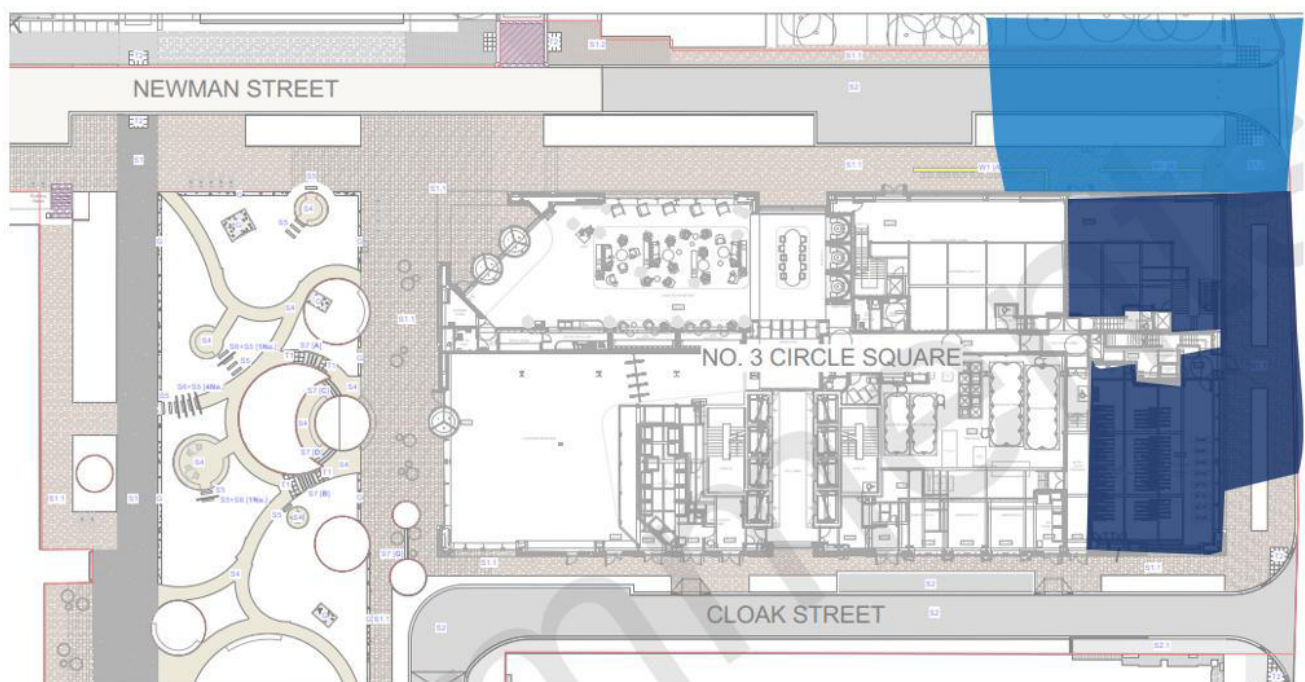
3.2.5 The building floor levels and the protection from fluvial (river) flooding are detailed in Table 2.

Table 2: Building Floor Levels

Level	Floor Level	In excess of	Description
Ground Floor	33.4 to 35.00	May flood in excess of a 1 in 100 year +35%CC event when flood levels are above 33.40 (100 year +35%CC level is 33.44) up to 1 in 1000-year level of 33.97	The Ground floor level is set between 33.40 and 35.00. At 33.4 is Commercial Unit 1, At 33.50 is the Cycle Store At 33.50 is the Tank Room At 34.00 is Commercial Unit 2 At 34.42 is Substation 2 & 3 At 34.52 is Substation 1 At 35.00 is the Landlord Reception, Customer Reception, Bin Store, Goods in/out Lobby, Cycle Store Lobby and Cycle Store Stairs. All areas with levels lower than 33.44m will be impacted by flooding in excess of a 100 Year 35%CC event. All other areas will not be affected by flooding (located above the 1000 Year event flood level).

- 3.2.6 Flood water is expected to enter the site from the north-eastern corner of the site; from breach of the Medlock wall to the north of the site. Commercial Unit 1 is expected to flood first and as water levels rise (in excess of a 1 in 100-year event) the cycle store may flood, when flood levels exceed the 100 year +35%CC event – in excess of 33.40 The tank room is below the flood levels for the 1000 year event, however the floor levels surrounding this areas are higher which will protect the area from flooding. Figure 2 demonstrates the flood extents anticipated.
- 3.2.7 The light blue areas indicate the extent of lower ground floor areas and lower external areas predicted to flood when an event in excess of 1 in 100-years +35%CC occurs.
- 3.2.8 The dark blue areas indicate the extent of ground floor areas predicted to flood when an event in excess of 1 in 100-year +70%CC occurs.

Figure 2: Site flood extents



3.3 Site-Specific Flood Protection Measures

- 3.3.1 The ground floor areas for have been above the maximum predicted 1 in 100 years plus 35% climate change event flood level.
- 3.3.2 The first floor and upper floors have been set above the 1 in 1000 year predicted flood level.

3.4 Site-Specific Flood Preparation Measures

- 3.4.1 The building management team(s) should hold a copy of the Flood Response Plan and be fully clear of the requirements during each phase of a flood event.

-
- 3.4.2 All building occupants should be provided with a copy of the occupier pack (**Appendix B**), which is a concise version of the Flood Emergency Evacuation Plan. Any amendments/updates to the plan should ensure that the occupier pack is up to date.
- 3.4.3 All building occupants and the building management team should sign up to get flood warnings by phone, email or text message by one of the following methods:
- By visiting <https://www.fws.environment-agency.gov.uk/app/olr/home>
 - By calling Floodline on 0345 988 1188
- 3.4.4 Occupants will need to provide the address they are registering; phone number they can be contacted on day or night; and an email address. More information regarding flood warnings are detailed in section 4 of this Plan.
- 3.4.5 Section 5 of this Plan details the requirements to be implemented prior to a flood event or flood warning.
- 3.4.6 Section 6 of this Plan details the requirements to be implemented during a flood event.
- 3.4.7 Section 7 of this Plan details the requirements to be implemented after a flood event.

4.0 Flood Awareness

4.1 Flood Warnings

- 4.1.1 The site is located within a flood warning area. The Environment Agency issue flood warnings if there is a possibility of a flood event.
- 4.1.2 The development should be registered with the Environment Agency and Floodline prior to occupation.
- 4.1.3 All occupants and building management should sign up to receive these targeted flood warnings which can be done via the Environment Agency website <https://www.fws.environment-agency.gov.uk/app/olr/register> or by calling on 0345 988 1188.
- 4.1.4 If you are registered you can call Floodline on 0345 988 1188, select option 1 and Quick dial number 03612 for more information.
- 4.1.5 The building management should put in place a process where flood warnings from the Environment Agency can be received 24 hours a day. The site management team should be on site 24-hours a day
- 4.1.6 Table 3 below shows the warning codes as issued by the Environment Agency and the responses that the occupants should take in the event of a flood warning being issued. These warnings will be received by the occupants once they have signed up to the Environment Agency flood warning service.

Table 3: Environment Agency Flood Warning Codes

Warning	Message	Timing	Action
Flood Alert 	Flooding is possible. Be prepared.	2 hours to 2 days in advance of flooding.	Be prepared to act on your flood plan. Prepare a flood kit. Monitor local water levels and the flood forecast on the Environment Agency website.
Flood Warning 	Flooding is expected. Immediate action required.	Half an hour to 1 day in advance of flooding.	Act now to protect your property. Turn off gas, water, and electricity supply if safe to do so. Put flood protection equipment in place. Move family, pets and valuables to a safe refuge. Keep a flood kit ready.

Severe Flood Warning 	Severe flooding. Danger to life.	When flooding poses a significant threat to life and different actions are required.	Stay in a safe place with a means of escape. Be ready should you need to evacuate from the property. Co-operate with the emergency services and call 999 if you are in immediate danger.
Warning Removed	No further flooding is currently expected for your area.	Issued when a flood warning is no longer in force.	Flood water may still be around and could be contaminated. If you've been flooded, ring your insurance company as soon as possible.

4.1.7 During flood situations, the Environment Agency regularly updates its social media accounts on Facebook (<https://www.facebook.com/environmentagency>) and Twitter (<https://twitter.com/EnvAgency>)

4.1.8 Updates on Flood Warnings will be issued on;

The Radio:

- BBC Radio Manchester – 95.1 FM
- Capital FM – 102FM
- Smooth 100.4FM
- Heart – 105.4 FM
- Hits Radio (Key103) – 103FM

On Television:

- BBC North West
- ITV Granada

4.1.9 The Met Office also issue severe weather warnings for extreme weather including rain, snow, wind, fog and ice. There are three warnings;

- Be Aware (Yellow)
- Be Prepared (Orange)
- Take Action (Red)

4.1.10 The National Flood Forum; a national charity supports and represents communities at risk of flooding. They provide assistance to help communities understand flooding. This can be accessed at www.nationalfloodforum.org.uk.

4.1.11 The following social media accounts may also be useful:

-
- Greater Manchester Police
Twitter: @gmpolice
Facebook: [gtrmanchesterpolice](#)
 - Manchester fire and rescue
Twitter: @manchesterfire
Facebook: [manchesterfire](#)
 - Northwest Ambulance Service
Twitter: @NWAmbulance
Facebook: [nwasofficial](#)
 - United Utilities
Twitter: @UnitedUtilities
Facebook: [OfficialUnitedUtilities](#)
 - Manchester City Council
Twitter: @ManCityCouncil
Facebook: [ManCityCouncil](#)
 - Manchester Evening News
Twitter: @MENnewsdesk
Facebook: [ManchesterEveningNews](#)
 - BBC News
Twitter: @BBCBreaking
 - Sky News
Twitter: @SkyNewsBreak
Facebook: [skynews](#)

5.0 Flood Preparation

5.1 Be Prepared

- 5.1.1 As Circle Square is located with Flood Zone 2, it is highly recommended that all occupants are always prepared for a flood event.
- 5.1.2 There is a range of guidance material from Manchester City Council, Central Government and the Commercial sector, to help you prepare for the risks you may face. No one can predict what is around the corner, but when the unexpected happens it pays to be prepared. The document <https://www.gmemergencyplanning.org.uk/> provides basic information on simple precautions that can be taken to prepare for a range of emergency situations, along with advice on how to cope, should they occur.
- 5.1.3 The building management should refer to the EA Business Flood Plan (**Appendix A**) to record how to turn off gas, water and electricity.
- 5.1.4 The building management team(s) should notify the occupants of the situation. All occupants of the building should be supplied with a copy of the Business Flood Planning Guide, by Floodhub including a Flood Kit Checklist (**Appendix C**).
- 5.1.5 Users with reduced mobility are instructed to register with Manchester City Council in order that the emergency service can be directed to assist. The building management should also be aware of occupants with reduced mobility.

5.2 Check Your Risk of Flooding

- 5.2.1 Building management should:
- Find out if the site is at immediate risk of flooding by checking current flood warnings and river and sea levels.
 - Find out if the site is at risk of flooding in the next 5 days; and
 - Sign up for flood warnings.

This can be done by going online at <https://www.gov.uk/check-flood-risk>

5.3 Make a Plan

- 5.3.1 The Environment Agency have produced a Personal Flood Plan generic template (**Appendix A**). The personal flood plan includes a list of things you should do and provides space to note down important contact details such as utility companies and insurance. The building management team must complete a Personal Flood Plan for Circle Square 3 along with signing up for flood warnings.

- 5.3.2 The basic requirements of the emergency plan should be displayed at suitable and prominent locations within all buildings, especially on ground floor and mezzanine level.

5.4 Think before you flush

- 5.4.1 Think before you flush is United Utilities campaign to help reduce the misery, cost, bad smells and potential flooding and pollution caused by avoidable blockages. By keeping the sewer system clear, from disposable items such as nappies and wet wipes which should not be flushed, occupants can help keep the water flowing and allow the sewer system to do the job of taking used water and sewage away from our homes and businesses, which helps to prevent flooding and aids the recovery after flooding has subsided.
- 5.4.2 Further information on how to help prevent blockages in the system can be found on United Utilities website <http://www.unitedutilities.com/thinkbeforeyouflush.aspx>

5.5 Create an Emergency Flood Kit

- 5.5.1 An 'Emergency Flood Kit' holds important personal information and items which may help in an emergency. It should be small enough for anyone to carry and kept in a safe place that everyone in your household can find. In a flood, you may not have time to find these essential items, so it is important to prepare in advance, the Flood Kit should contain items such as:
- Multiple copies of the flood plan.
 - Bottled water and non-perishable food
 - Blankets and warm and waterproof clothing.
 - First Aid Kit • Mobile phones and chargers.
 - An up to date staff contact list, including out of office numbers.
 - Important documents, such as those which will maintain business continuity or insurance documents. These should be placed in plastic packets to prevent damage. •
 - Two-way radios for staff members, so that each department and key personnel may have one if necessary. •
 - Torches and batteries •
 - Camera – to take images and record damage for a potential insurance claim. •
 - Images of the business premises prior to a flood. •
 - Keys •
 - A battery-operated radio to keep up to date with the news and weather forecast.
- 5.5.2 The document Business Flood Planning Guide is included in **Appendix C** and contains a cut-out label which can be attached to the grab bag and a checklist of items to be included in the grab bag.

6.0 Flood Action

6.1 What to Do in the Event of a Flood

6.1.1 In the event of a Flood Warning being received, the actions outlined in this section should be taken.

6.1.2 If a flood warning is issued by the Environment Agency, or if a severe weather warning has been issued by the Met Office, the following action should be taken by the building management:

6.1.3 Where Flood Warnings or Severe Flood Warnings are received the following actions should be undertaken by the building management:

- Flood warnings should be communicated to all occupants by the building management team. All occupants should be notified by the building management team of the Flood Warning and reminded to take the necessary precautions.
- Flood Alert Notices should be displayed by the building management team in prominent, clearly visible places on the premises (i.e. within notice boards, ground floor/ mezzanine areas, and lift areas) to indicate to everyone the current flood alert status issued by the Environment Agency and any recommend precautions.
- All occupants should be notified by the building management team of the Flood Warning and reminded to take the necessary precautions. Flood Alert Notices should be displayed by the building management team in prominent, clearly visible places on the premises (i.e. within notice boards, ground floor/ mezzanine areas, and lift areas) to indicate to everyone the current flood alert status issued by the Environment Agency and any recommend precautions.
- All users of the Ground Level areas of the building that are at risk of flooding, should be contacted directly by the building management team and advised to remove cycles/property and vacate the basement level whilst the Flood Warnings are in effect.
- Notify occupants to locate their Flood Kit and ensure that the contents are safe to use.
- The building management team should refer to the Personal Flood Plan included in **Appendix A** to find out where and how to turn of gas, water and electricity.
- That entry into the Lower Ground areas is safe for both building management staff and residents during the removal of property and the inspection prior to the closure of the area.

6.1.4 If flooding is imminent is or flood water is seen in the area, then the following actions should be taken by the building management, in addition to the above:

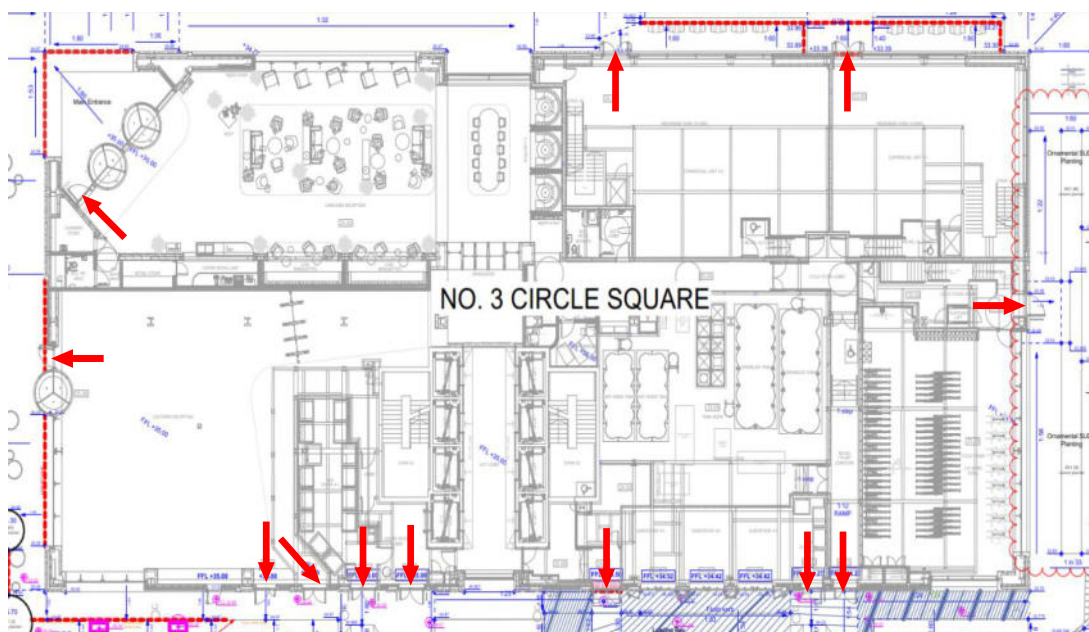
- Ensure that gas, water and electricity are switched it off.
- All lifts should be placed 'Out of Service'.

6.1.5 Occupiers should listen to situation updates on local radio and via Floodline Warnings Direct.

6.2 Invacuation

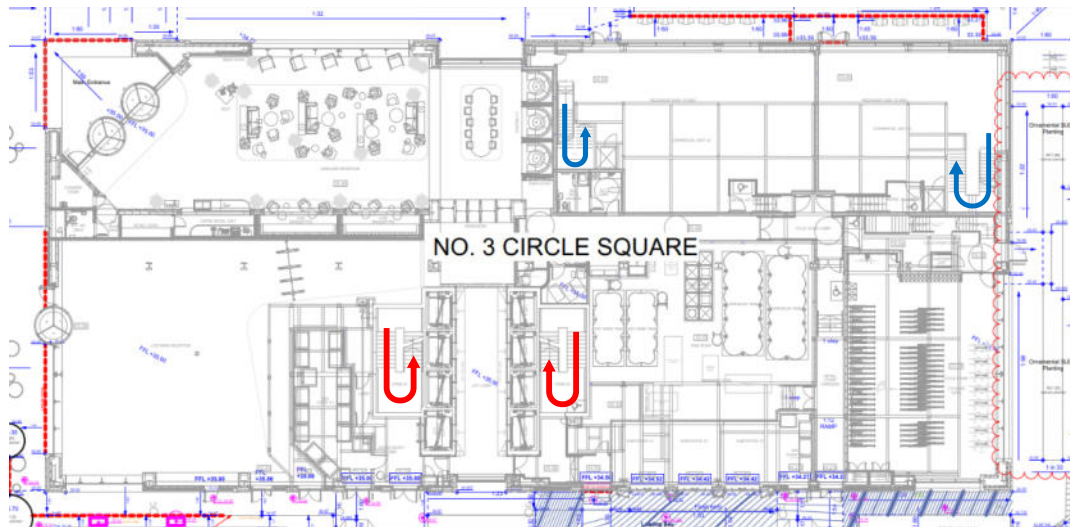
- 6.2.1 In the event that flood waters have (or are likely to start) entering the building, the actions outlined in this section should be taken.
- 6.2.2 As soon as flood water has started to enter the property all users are to remain within their offices on the mezzanine level and above.
- 6.2.3 Access to the ground floor and mezzanine levels of all buildings will be restricted on instructions from the building management team. Ground Floor Access should be limited and monitored with the flood levels.
- 6.2.4 The building management team will carry out a full inspection of the Lower Ground level to ensure no users are within these areas. Once clear these areas will be closed and access restricted. Notices to this effect will also be placed around the building as described above.
- 6.2.5 Occupants of the Ground floor should evacuate when necessary to exit towards exits shown in Figure 3, and then towards Newman Street.

Figure 3: Ground Floor level Exits



- 6.2.6 If necessary, occupants of the upper and mezzanine floors should evacuate down to the Ground floor via the staircases indicated by blue & red arrows in Figure 4 and exits as noted in 6.2.6 and Figure 3. Blue arrows indicate routes from the mezzanine floor. Red arrows indicate routes from the upper floors.

Figure 4: Access to Ground Floor Level from Upper and Mezzanine Levels



6.2.7 At no point during a flood event is it recommended to evacuate and enter flood waters unless instructed to do so by emergency services. In the event of an emergency and it is required to enter flood waters all efforts should be taken to reduce risk including wearing appropriate personal protective equipment i.e. wellingtons and waterproof clothing. Occupants should be aware of the following risks (however this is not an exhaustive list);

- Submerged Hazards
- Changes in level
- Debris in the water
- Sewage and other contaminants
- Exposed manholes
- All efforts should be taken to not ingest flood waters, if you do so, seek medical advice.

6.2.8 Any instructions issued by the emergency services which conflict with this flood response plan will override any advice within this document.

6.2.9 It should be noted that flooding could occur with no prior flood warnings issued. No attempt should be made to evacuate. Occupants should retreat to safe refuge as soon as flood waters arrive at the buildings. Where possible, occupants should also follow all advice as detailed within this document.

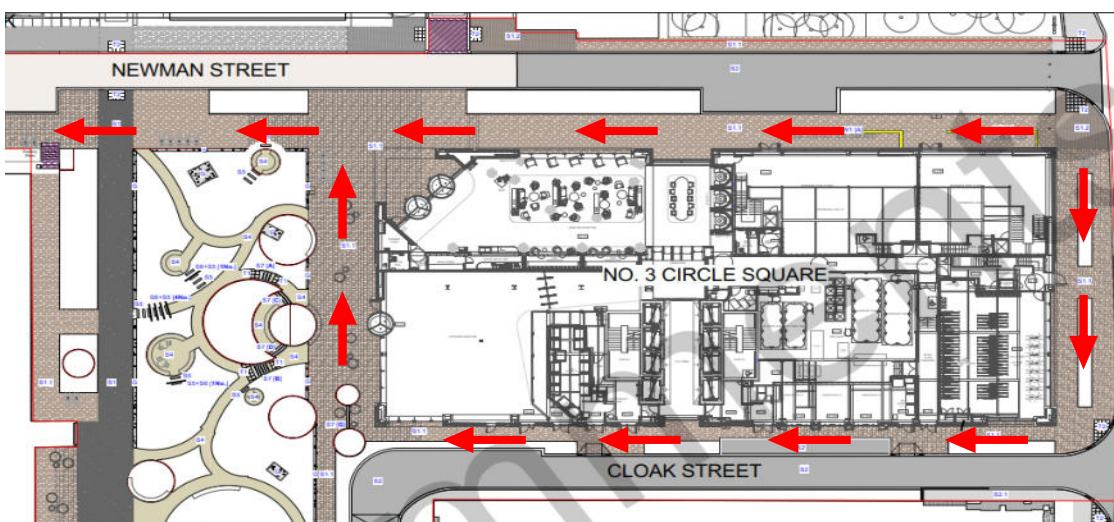
6.3 Evacuation

6.3.1 Manchester City Council divides Manchester City Centre into 3 sectors and 36 zones. This will assist the emergency services in managing a phased and controlled evacuation should there be an emergency.

6.3.2 The building is located in sector B and Zone 26, refer to the map enclosed in **Appendix D**.

- 6.3.3 In the unlikely event of an evacuation, occupants should follow instructions from the emergency services and follow the evacuation routes provided.
- 6.3.4 Access to the lower ground floor should be avoided during these events.
- 6.3.5 If it is necessary to enter the flood waters, under the emergency services instruction, then all efforts should be taken to reduce risk including wearing appropriate personal protective equipment i.e. wellingtons and waterproof clothing.
- 6.3.6 Occupants should be aware of the following risks (however this is not an exhaustive list);
- Submerged hazards
 - Changes in level
 - Debris in water
 - Sewage and other contaminants
 - Exposed Manholes
 - All efforts should be taken to not ingest flood waters, if you do so, seek medical advice.
- 6.3.7 In an evacuation scenario, the evacuation routes are illustrated in Figure 5. Occupants are advised to exit north towards **Newman Street**.

Figure 5: Ground Floor level Evacuation Route



6.4 Use of Lifts

- 6.4.1 In the event of a flood, lifts should be placed out of service by the building management.
- 6.4.2 Lifts should remain out of service and not be used until the emergency services have declared that the building is safe.

7.0 All Clear

7.1 What to Do After a Flood

7.1.1 Once flood waters have fully receded, caution is advised when entering the lower ground floor (cycle storage and lower external areas) and ground floor areas; and when leaving or entering the site. Occupants should not attempt to enter areas which have been flooded until advised by emergency services. Occupants should be aware that there could be damage within the building and should therefore take care when re-entering the property.

7.1.2 Occupants should also consider the following after a flood event;

- Seek medical assistance if any health issues appear.
- Either only drink bottled water or if necessary boil all tap water until it is declared safe by the water supply company.
- Avoid contact with any remaining flood water items of items having had contact with flood water unless wearing protective equipment.
- Check the safety of electricity and gas before use. A qualified electrician needs to check any electrical equipment and circuits that have been exposed to flood water.
- Contact insurers and/or landlord as soon as possible and follow their advice. Most companies have a 24-hour helpline. Do not throw away damaged goods until your insurer has authorised you to do so. It is a good idea to take photographs of the damage.
- Dispose of any contaminated food including tinned food, fresh/frozen food and packaged items that have been exposed to flood water.
- Do not throw rubbish and furniture outdoors, wait for an organised collection.
- Ventilate the building but be aware of security.

8.0 Key Contacts

Environment Agency

Telephone - 0345 988 1188

Website - www.environment-agency.gov.uk

Government Emergency Planning

www.gov.uk/government/publications/the-national-flood-emergency-framework-for-england

BBC Website

Website - www.bbc.co.uk/news/uk-15250977

The Met Office

Telephone - 0370 900 0100

Website - www.metoffice.gov.uk

Manchester City Council

Emergency - 0161 223 7222

Telephone - 0161 234 5000

Website - www.manchester.gov.uk

Maritime & Coastguard Agency

Telephone - 0203 817 2000

Website - www.gov.uk/government/organisations/maritime-and-coastguard-agency

Greater Manchester Fire and Rescue

Telephone - 0161 736 5866

Emergency - 999

Website - <http://www.manchesterfire.gov.uk>

Greater Manchester Police

Emergency - 999

Telephone - 101 (non-emergency)

Website - www.gmp.police.uk

North West Ambulance Service NHS Trust

Emergency - 999

Telephone - 0845 112 0 999

Website - www.nwas.nhs.uk

United Utilities (sewer flooding, leaking water main or sewerage pollution)

Telephone - 0345 672 3723

Website - <http://www.unitedutilities.com>

Manchester City Council (highways flooding)

Telephone - 0161 234 5005

Website - www.manchestercitycouncil.gov.uk

Appendix

Appendix A

EA Business Flood Plan

would your business stay afloat?

A guide to preparing your
business for flooding



Flooding is the most common and widespread natural disaster in the UK. Since 1998 there has been at least one serious flood every year. Businesses like yours are more likely to be flooded than destroyed by fire. As our climate changes we can expect to see more extreme weather – and more floods.

We aim to reduce the likelihood of flooding by managing land, rivers, coastal systems and flood defences. While we do everything we can to reduce the chance of flooding, it is a natural process and can never be completely eliminated.

By taking action to prepare in advance for flooding, most businesses can save between 20 and 90 per cent on the cost of lost stock and movable equipment, as well as some of the trouble and stress that goes with such an event.

This is a simple guide to some of the easy actions that you can take to make sure that your business is as well prepared as possible.

It tells you about how to find out if your business is at risk, our flood warning service and what our flood warning codes mean. It also has a simple template to use to design a flood plan for your company.

For more information about flooding, visit our website at **www.gov.uk/flood** or call Floodline on **0345 988 1188**.

Make sure that your business is prepared for flooding.

How do I find out if my business is at risk from flooding?

There are two quick and easy ways for you to find out if you're at risk.

call us on
0345 988 1188

Our Floodline service is open 24 hours, calls are charged at local rate. By taking your postcode, our operators will check and see if your business is in a flood risk area.

Look at our website
www.gov.uk/flood

You need to be aware of flooding and keep an eye on the water levels and weather situation at all times. You can do this by checking the flood forecasts and the river and sea levels on our website.

Our online flood map uses the latest technology and data gathered over many years to give the most accurate view of flooding in your area.

By entering your postcode you can find out if your business is at risk. Areas at risk from flooding are shown in dark blue and areas at risk from extreme flooding in light blue.

My business is at risk from flooding. What should I do now?

Start preparing now. If the weather conditions are right, flooding can happen at any time.

Remember, floods can happen at any time and any day – make sure you provide a number that can be contacted at all times – even out of working hours.

Sign up for flood warnings.

The first thing you should do is find out if you can receive flood warnings. In areas of high flood risk, we offer a service called Floodline Warnings Direct. This is a free, 24 hour service that sends automated flood warnings by telephone, SMS text, email, fax or pager.

To find out if you can receive this service, call Floodline on 0345 988 1188.

If your business isn't in an area covered by our warnings you can still check the latest flood warnings in force on our website.

When the situation is serious, flood warnings will also be broadcast on local television and radio news.

What practical steps can I take to protect my business?

Now that you've checked your risk and found out about flood warnings, it's time to start thinking about preparing a flood plan specifically for your business.

Taking simple steps can go a long way to protecting your business from flooding. Preparing a flood plan could:

- Significantly reduce financial losses, damage to property and business interruption;
- Help compliance with regulatory requirements (for example, Occupier's Liability Act 1984);
- Reduce exposure to civil or criminal liability;
- Enhance your company's image and credibility with employees, customers, suppliers and the community;
- Help fulfil your moral responsibility to protect employees, the community and the environment;
- Help you to obtain insurance cover.

What is a flood plan?

Just as many businesses have health and safety policies and contingency plans for an emergency, they should also have flood plans.

A flood plan is a written document that outlines how your business will respond to a flood.

This might include a list of steps you will take in case of a flood and the order you will take them in. It could also include the purchase of flood products and insurance.

A written plan can make information **easy** to access during a flood, **easy** to communicate to staff, and **easy** to remember.

Small businesses should make sure there is a plan of action in case of flooding. As the business owner, this may be your responsibility.

If your business is **medium sized**, flood preparation might be the responsibility of a team of people from different areas of the business.

If your business decides to have a flood planning team, this could be led by the business owner or Managing Director.

The leader of the flood planning team will need to let staff know about the plan once it is finished.

All members of the team should also keep a copy of important flood contacts at home for easy access.

Key areas to consider in your flood plan are:

- human resources;
- maintenance/facilities;
- finance and purchasing.

Once you have completed your plan don't forget about it. Look at it regularly and make sure it is up to date and in the event of a flood **use it**.



business flood plan



A written flood plan is recommended for businesses.

It should include:

- A list of important contacts, including Floodline, building services, suppliers and evacuation contacts for staff;
- A description or map showing locations of key property, protective materials and service shut-off points;
- Basic strategies for protecting property, preventing business disruption and assisting recovery;
- Checklists of procedures that can be quickly accessed by staff during a flood.

If a flood is imminent, your main priority is to make sure that your staff are safe. However there may be other actions that you can take to prepare your building and it's contents to minimise damage and post-flood repair and restoration costs.

Business flood plan

Flood plan for _____ dated _____

Registered address _____

Postcode _____

Staff contact list

Name	Address	Telephone/mobile	Emergency contact	Emergency telephone and address

Note staff who may require assistance in the event of a flood.

Name	Office location

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Answer the following if applicable

	Description of location	How to protect from a flood (for example, move, cover, tie down)
First Aid Kit		
Oil based products (gasoline, oil, cooking oil etc.)		
Chemicals (including cleaning products)		

Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

think about:

- Computers;
- Tables / heavy furniture;
- Vehicles;
- Paper files;
- Electrical items;
- Chairs / stools;
- Databases;
- Soft furnishings;
- Computer files;
- Staff files.

ways to protect items

- Make a copy of important documentation and store in safe location;
- Raise items above ground level;
- Buy flood protection products;
- Buy new flood-resistant items;
- Move items to a safer location if possible – to an upper level of the building or off site.

Valuable item	Protective action	New location (if applicable)	Done
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐

Suggested basic building materials to help protect your property

If materials are not needed, leave the relevant section blank

Materials	Used for	Items to protect / where to use	Storage location	Done
Sand and sand bags (unfilled), shovel	Creating flood barriers (used with plastic sheeting)			☐
Tools – hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			☐
Wood – plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			☐
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			☐
Strong plastic bags	Putting around legs of tables and chairs			☐
Pallets	Raising stored stock above flood level			☐
Emergency power generator	Maintaining function of air conditioning units (can help dry out a building), running fridges and freezers, medical equipment if appropriate			☐

Identify people who can help you before, during and after a flood, and what they can do.

We have suggested ways they might be able to help, but you'll need to discuss this with them.

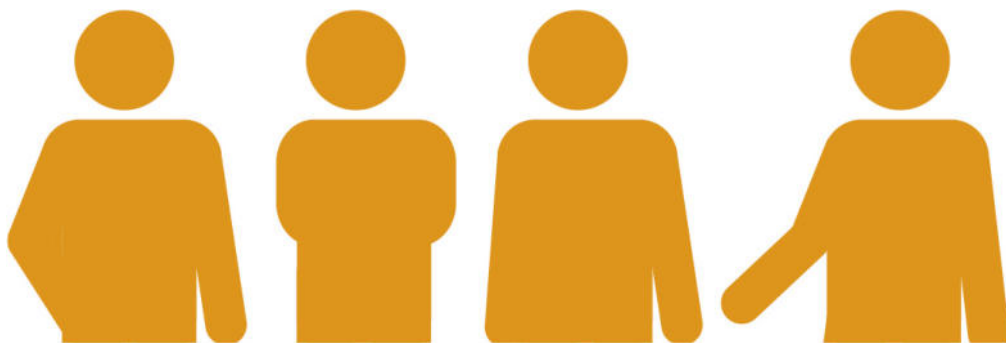
Name	Address	Telephone day	Telephone evening	Mobile

Ways people can help

- assistance with installing flood products;
- assistance with transporting stock/materials to new location if possible;
- provision of emergency storage;
- provision of emergency supplies or medical support if required.

discussion guide

This discussion guide sums up the key areas of flood planning. Some of this information can be found in this pack to help get you started.



Research

- Look at your existing business policies, and think about whether they are appropriate in the event of a flood.

Staff

- Make a list of **employees' contact details in the event of an evacuation**. This might include mobile telephone numbers, or numbers for their home or the home of a friend or relative;
- Think about staff who **may need special assistance** in the event of a flood (for example, elderly, deaf, blind etc.)

Security procedures

- **Locking windows, doors and setting the alarm**. You might need more than one person to help do this;
- Insurance policies – **Are you insured for flood damage**, business interruption and lost revenue?
- Employee manuals – You might **add flood safety to staff information packs**, or adapt job descriptions to include flood warden duties;
- Hazardous materials plan – You must ensure that **chemicals, oils and other substances in your possession are kept safe** and do not contaminate flood water;
- Health and safety assessment – Plan to **check the functioning of flood products and flood warning systems regularly**, just as you do for fire safety equipment.

Check codes and regulations that might apply to your business in the event of a flood. The following could provide guidance on the right actions to take:

- Occupational health and safety regulations;
- Environmental regulations.



Important contacts

Make a list of important telephone numbers, including contacts for gas, electricity, water and telephone providers.

Key locations

- **Know the location** of cut-off points for gas, electricity and water. Ideally, these should be marked on a map that is stored with your flood plan;
- Know the location of chemicals, oils or other materials that could be dangerous or contaminate flood water. These should be stored safe from floods and other damage.

Protective actions

- Note key stock, equipment and possessions that may need special protection from flood water;
- Consider things you may need during or after a flood (for example, sandbags, plastic sheeting, loudspeaker);
- See if it's **possible to move key operations**, such as shipping or customer services, to another building.

Suppliers and external links

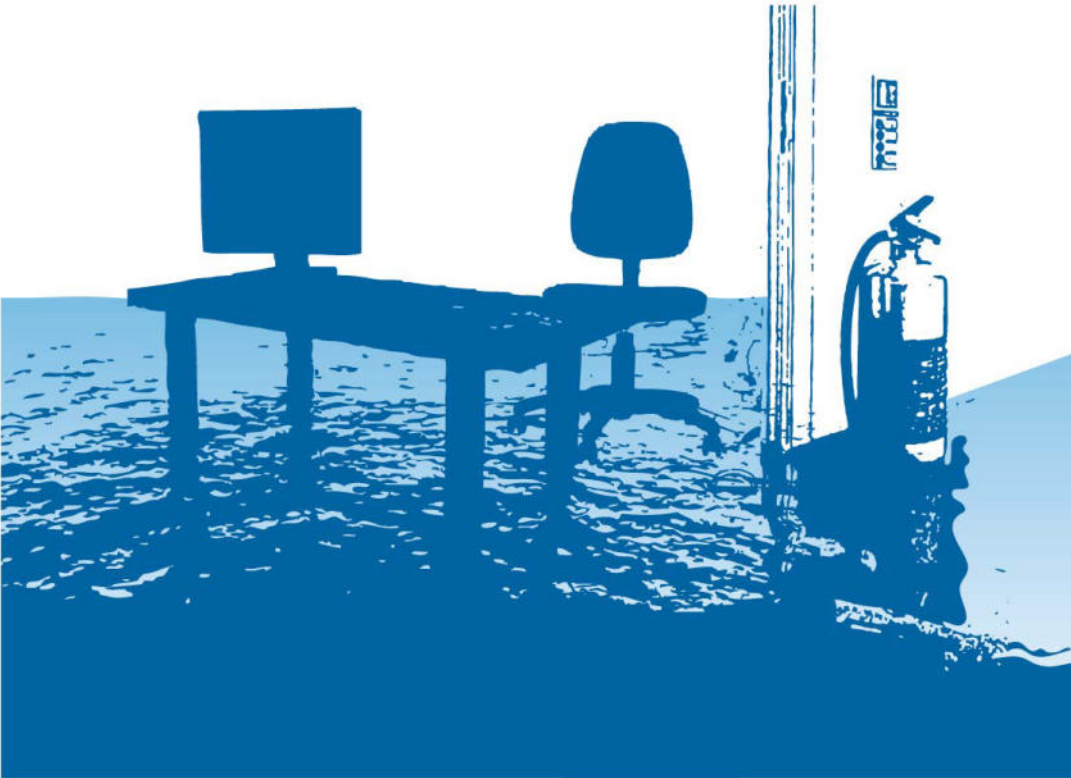
- Identify products and services you won't need in the event of a flood, or which suppliers may not be able to provide. **Make back-up plans** or arrangements for short-notice cancellation of deliveries;
- Consider contracting in advance with companies whose help you may need after a flood.

business checklist

Are you prepared for flooding?

If you answer no to any of the questions overleaf, there may be more you can do to protect your business.

The individual sections will give you valuable information on effective actions you can take to prepare for a flood.



If you can answer yes, please ☒, otherwise leave blank for no.

Know if you're at risk

- ☐ Do you know if you're at risk of flooding?
- ☐ Are flood warnings available in your area?
- ☐ Do you know how you can receive flood warnings?

Preparing a flood plan

- ☐ Do you know how your business will respond to a flood?
- ☐ Do you have a list of useful numbers including Floodline, local authority and insurance company?
- ☐ Do you know how to shut off your gas/electric/water supplies?
- ☐ Are your stock, fittings and valuable equipment stored above flood level?
- ☐ Have you developed flood contingency plans with suppliers and/or clients?
- ☐ Can you call someone to help you in the event of a flood?

Staff training and evacuation

- ☐ Are you aware of correct flood safety procedures for you and your staff?
- ☐ Have you trained your staff on flood safety procedures?
- ☐ Can your staff work quickly and efficiently to protect your business in the event of a flood?

Protecting your property

- ☐ Have you installed flood protection products?
- ☐ Do you have a stockpile of useful materials including plywood, plastic sheeting, sandbags (unfilled), sand, nails, hammer, shovel, blocks of wood and a saw?
- ☐ Have you installed non return valves in your toilets and drains?
- ☐ Do you and your staff have high ground where you can park your cars?
- ☐ Are your electrical sockets above flood level?
- ☐ Do you have computer equipment in the basement?

Flood insurance

- ☐ Do you have sufficient insurance cover in the event of a flood situation?
- ☐ Do you know what information your insurer will require to support a claim?

Evacuation

- ☐ Do you have an easy way to let your staff know about an evacuation?
- ☐ Do you know which roads will stay open in your area during a flood?
- ☐ Have you identified where staff can shelter in the event of a flood?
- ☐ Could you control staff panic during a flood?

understand your flood warning codes

Our warning service has three types of warnings - Flood Alert, Flood Warning and Severe Flood Warning - that will help you prepare for flooding and take necessary actions.

ONLINE FLOOD RISK FORECAST

What it means

Be aware.
Keep an eye on the weather situation.

When it's used

Forecasts of flooding on the Environment Agency website are updated at least once a day.

What to do

- Check weather conditions.
- Check for updated flood forecasts on our website.



What it means

Flooding is possible.
Be prepared.

When it's used

Two hours to two days in advance of flooding.

What to do

- Be prepared to act on your flood plan.
 - Prepare a flood kit of essential items.
 - Monitor local water levels and the flood forecast on our website.
-



FLOOD WARNING

What it means

Flooding is expected.
Immediate action required.

When it's used

Half an hour to one day
in advance of flooding.

What to do

- Move staff, stock and valuables to a safe place.
 - Turn off gas, electricity and water supplies if safe to do so.
 - Put flood protection equipment in place.
-



SEVERE FLOOD WARNING

What it means

Severe flooding.
Danger to life.

When it's used

When flooding poses a
significant risk to life.

What to do

- Stay in a safe place with means of escape.
 - Be ready should you need to evacuate.
 - Co-operate with the emergency services.
 - Call 999 if you are in immediate danger.
-

WARNING NO LONGER IN FORCE

What it means

No further flooding is
currently expected in
you area.

When it's used

When river or sea
conditions begin to
return to normal.

What to do

- Be careful. Flood water may still be around for several days.
 - If you've been flooded, ring your insurance company as soon as possible.
-

useful contacts

Fill in the contact details you may need if your business floods.
Keep it in a safe place, where you can hold of it quickly.

	Company name	Telephone number/s
Environment Agency Floodline		0345 988 1188
Electricity supplier and meter number		
Gas supplier and meter number		
Water supplier and meter number		
Telephone provider		
Local authority emergency services		
Insurance company 24-hour number and policy number		
Insurance agent		
Local radio station for news alerts and weather updates		
Companies that may be able to help you after a flood		
Electrician		
Plumber		
Builder		
Equipment repair/suppliers		
Security services		
Water pumping services		
Emergency power suppliers		

**Would you like to find out more about us,
or about your environment?**

Then call us on

08708 506 506* (Mon-Fri 8-6)

email

enquiries@environment-agency.gov.uk

or visit our website

www.gov.uk/environment-agency

incident hotline 0800 80 70 60 (24hrs)

floodline 0345 988 1188 (24hrs)

*** Weekday Daytime calls cost 8p plus up to 6p/min from BT Weekend Unlimited. Mobile and other providers' charges may vary.**



Environment first: Are you viewing this on-screen?

Please consider the environment and only print if absolutely necessary. If you're reading a paper copy, please don't forget to reuse and recycle if possible.

Appendix B

Flood Emergency Response Plan – Occupier Pack

1.0 Flood Emergency Response Plan – Occupier Pack

1.1 Purpose of the Occupier Pack

- 1.1.1 The purpose of the Occupier Pack is to inform the building occupants how to remain safe in the event of a flood emergency. The report also details how they can be aware and prepared in advance for a flood emergency.
- 1.1.2 Although this flood emergency response plan is directed towards fluvial (river) flood events, occupants should be advised that flooding may occur from other sources. Occupants are advised to follow the same procedures in all cases where flood water may enter the property/site.
- 1.1.3 The plan details flood emergency procedures for No. 3 Circle Square only. The plan does not intend to replace any specific instructions which may be given by the emergency services in the event of a flood emergency, although the plan may help to inform building occupants and emergency responders of site-specific details which may need to be taken in to consideration. The plan will also help occupants to prepare and act whilst waiting for further instruction from the relevant authorities.

2.0 Roles and Responsibilities

2.1 The Environment Agency

2.1.1 The Environment Agency is a Category 1 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.1.2 The Environment Agency has responsibilities in relation to flooding, as it is the lead agency for warning those at risk and improving flood defences.

2.1.3 The Environment Agency provide the following services and actions during a potential flood:

- Issues flood warnings for rivers and the sea,
- Monitors flood events to inform flood information service; and
- Emergency repairs and blockages on 'main' rivers.

2.2 Manchester City Council

2.2.1 Manchester City Council is a Category 1 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.2.2 The Civil Contingencies and Resilience Unit, which is an Association of Greater Manchester Authorities (AGMA) service conducts "emergency planning" on behalf of Manchester City Council.

2.2.3 Manchester City Council are also a partner of the Greater Manchester Resilience Forum (GMRF). This partnership of agencies from across Greater Manchester has responsibility for coordinating and overseeing emergency planning. Its overall purpose is to ensure an appropriate level of preparedness for an effective multi-agency response to emergency incidents which may have significant impact on the communities of Manchester.

2.2.4 Manchester City Council provides the following services and actions during a potential flood:

- Co-ordinates emergency arrangements,
- Maintains safe conditions on the road,
- Puts flood warning signs on the highways,
- Clears blocked ordinary watercourses,
- Clears blockages from highway drainage systems; and
- May take action to protect property from flooding if the highway drainage system fails and property could be flooded by water from the highways.

2.3 The Emergency Services

2.3.1 Greater Manchester Police, Greater Manchester Fire & Rescue Service, and the Ambulance Service, are Category 1 responders as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.3.2 The Emergency Services provide the following services and actions during a potential flood:

- The Police would retain overall responsibility for Co-ordination of activities but would liaise with Senior Fire and Senior Ambulance Officers.
- Fire & Rescue will assist other agencies in the rescuing of people trapped as a result of flooding. Fire and Rescue will assist other agencies in the removal of large quantities of flood water.
- The Ambulance service will respond to medical emergencies.

2.4 United Utilities

2.4.1 United Utilities is a Category 2 responder as identified in Schedule 1 of the Civil Contingencies Act (2004).

2.4.2 United Utilities provides the following services and actions during a potential flood:

- Clearing blockages in public sewer systems; and
- May take action to protect property from flooding if the cause of the flooding is water from the public water mains or public sewage system.

2.5 Other Category 2 responders

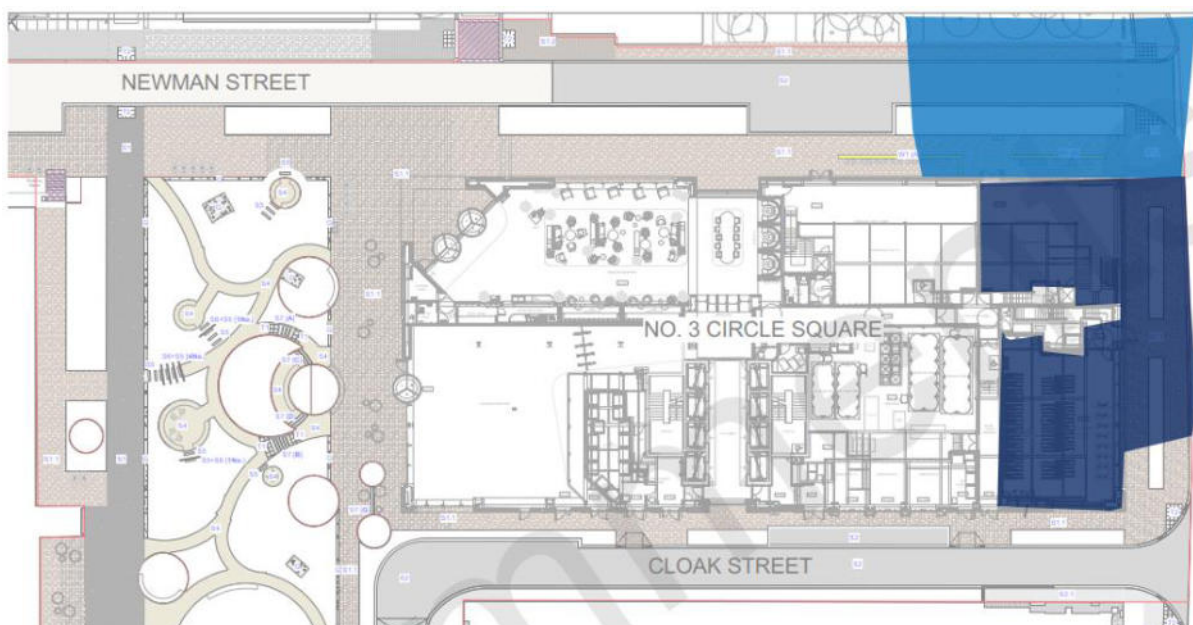
There are a number of other Category 2 responders including those listed below. During a flood emergency the operator/authority is responsible for controlling their assets.

- Gas distributors
- Electricity distributors and transmitters
- Water and sewerage undertakers
- Telephone service providers (fixed and mobile)

3.0 Site-Specific Considerations

- 3.1.1 The site area lies predominately in Flood Zone 1 with the North Boundary located within Flood Zone 2; indicating that the fluvial (river) risk of flooding is low with areas of medium.
- 3.1.2 The River Medlock; which is designated as a “Main River” is located approximately 10m to the north of the site. The river flows in a south to north direction where it becomes culverted below Charles Street. The river generally flows in a westerly direction further downstream.
- 3.1.3 Watercourses in the wider vicinity of the site are as follows:
- There is a lost watercourse approximately 100m north of the application site, which appears to connect to the River Medlock downstream of the site.
 - The Rochdale Canal is located approximately 360m north-west of the site.
 - The Corn Brook is located approximately 550m south of the site.
 - The Grey Irwell River is located approximately 1.5km north-west of the site.
- 3.1.4 Flood water is expected to enter the site from the north-eastern corner of the site; from breach of the Medlock wall to the north of the site. Commercial Unit 1 is expected to flood first and as water levels rise (in excess of a 1 in 100-year event) the cycle store may flood, when flood levels exceed the 100 year +35%CC event – in excess of 33.40 The tank room is below the flood levels for the 1000 year event, however the floor levels surrounding this areas are higher which will protect the area from flooding. Figure 2 demonstrates the flood extents anticipated.
- 3.1.5 The light blue areas indicate the extent of lower ground floor areas and lower external areas predicted to flood when an event in excess of 1 in 100-years +35%CC occurs.
- 3.1.6 The dark blue areas indicate the extent of ground floor areas predicted to flood when an event in excess of 1 in 1000-year occurs.

Figure 2: Site flood extents



3.2 Site-Specific Flood Protection Measures

- 3.2.1 The ground floor areas for have been set at a minimum of 600mm above the maximum predicted 1 in 100 years plus 35% climate change event flood level.
- 3.2.2 The first floor and upper floors have been set above the 1 in 1000 year predicted flood level.

3.3 Site-Specific Flood Preparation Measures

- 3.3.1 The building management team(s) should hold a copy of the Flood Response Plan and be fully clear of the requirements during each phase of a flood event.
- 3.3.2 All building occupants should be provided with a copy of the occupier pack (**Appendix B**), which is a concise version of the Flood Emergency Evacuation Plan. Any amendments/updates to the plan should ensure that the occupier pack is up to date.
- 3.3.3 All building occupants and the building management team should sign up to get flood warnings by phone, email or text message by one of the following methods:
- By visiting <https://www.fws.environment-agency.gov.uk/app/olr/home>
 - By calling Floodline on 0345 988 1188
- 3.3.4 Occupants will need to provide the address they are registering; phone number they can be contacted on day or night; and an email address. More information regarding flood warnings are detailed in section 4 of this Plan.
- 3.3.5 Section 5 of this Plan details the requirements to be implemented prior to a flood event or flood warning.
- 3.3.6 Section 6 of this Plan details the requirements to be implemented during a flood event.
- 3.3.7 Section 7 of this Plan details the requirements to be implemented after a flood event.

4.0 Flood Awareness

4.1 Flood Warnings

- 4.1.1 The site is located within a flood warning area. The Environment Agency issue flood warnings if there is a possibility of a flood event.
- 4.1.2 The development should be registered with the Environment Agency and Floodline prior to occupation.
- 4.1.3 All occupants and building management should sign up to receive these targeted flood warnings which can be done via the Environment Agency website <https://www.fws.environment-agency.gov.uk/app/olr/register> or by calling on 0345 988 1188.
- 4.1.4 If you are registered you can call Floodline on 0345 988 1188, select option 1 and Quick dial number 03612 for more information.
- 4.1.5 The building management should put in place a process where flood warnings from the Environment Agency can be received 24 hours a day. The site management team should be on site 24-hours a day
- 4.1.6 Table 3 below shows the warning codes as issued by the Environment Agency and the responses that the occupants should take in the event of a flood warning being issued. These warnings will be received by the occupants once they have signed up to the Environment Agency flood warning service.

Table 3: Environment Agency Flood Warning Codes

Warning	Message	Timing	Action
Flood Alert 	Flooding is possible. Be prepared.	2 hours to 2 days in advance of flooding.	Be prepared to act on your flood plan. Prepare a flood kit. Monitor local water levels and the flood forecast on the Environment Agency website.
Flood Warning 	Flooding is expected. Immediate action required.	Half an hour to 1 day in advance of flooding.	Act now to protect your property. Turn off gas, water, and electricity supply if safe to do so. Put flood protection equipment in place. Move family, pets and valuables to a safe refuge. Keep a flood kit ready.

Severe Flood Warning 	Severe flooding. Danger to life.	When flooding poses a significant threat to life and different actions are required.	Stay in a safe place with a means of escape. Be ready should you need to evacuate from the property. Co-operate with the emergency services and call 999 if you are in immediate danger.
Warning Removed	No further flooding is currently expected for your area.	Issued when a flood warning is no longer in force.	Flood water may still be around and could be contaminated. If you've been flooded, ring your insurance company as soon as possible.

4.1.7 During flood situations, the Environment Agency regularly updates its social media accounts on Facebook (<https://www.facebook.com/environmentagency>) and Twitter (<https://twitter.com/EnvAgency>)

4.1.8 Updates on Flood Warnings will be issued on;

The Radio:

- BBC Radio Manchester – 95.1 FM
- Capital FM – 102FM
- Smooth 100.4FM
- Heart – 105.4 FM
- Hits Radio (Key103) – 103FM

On Television:

- BBC North West
- ITV Granada

4.1.9 The Met Office also issue severe weather warnings for extreme weather including rain, snow, wind, fog and ice. There are three warnings;

- Be Aware (Yellow)
- Be Prepared (Orange)
- Take Action (Red)

4.1.10 The National Flood Forum; a national charity supports and represents communities at risk of flooding. They provide assistance to help communities understand flooding. This can be accessed at www.nationalfloodforum.org.uk.

4.1.11 The following social media accounts may also be useful:

-
- Greater Manchester Police
Twitter: @gmpolice
Facebook: [gtrmanchesterpolice](#)
 - Manchester fire and rescue
Twitter: @manchesterfire
Facebook: [manchesterfire](#)
 - Northwest Ambulance Service
Twitter: @NWAmbulance
Facebook: [nwasofficial](#)
 - United Utilities
Twitter: @UnitedUtilities
Facebook: [OfficialUnitedUtilities](#)
 - Manchester City Council
Twitter: @ManCityCouncil
Facebook: [ManCityCouncil](#)
 - Manchester Evening News
Twitter: @MENnewsdesk
Facebook: [ManchesterEveningNews](#)
 - BBC News
Twitter: @BBCBreaking
 - Sky News
Twitter: @SkyNewsBreak
Facebook: [skynews](#)

5.0 Flood Preparation

5.1 Be Prepared

- 5.1.1 As Circle Square is located with Flood Zone 2, it is highly recommended that all occupants are always prepared for a flood event.
- 5.1.2 There is a range of guidance material from Manchester City Council, Central Government and the Commercial sector, to help you prepare for the risks you may face. No one can predict what is around the corner, but when the unexpected happens it pays to be prepared. The document <https://www.gmemergencyplanning.org.uk/> provides basic information on simple precautions that can be taken to prepare for a range of emergency situations, along with advice on how to cope, should they occur.
- 5.1.3 The building management should refer to the EA Business Flood Plan (**Appendix A**) to record how to turn off gas, water and electricity.
- 5.1.4 The building management team(s) should notify the occupants of the situation. All occupants of the building should be supplied with a copy of the Business Flood Planning Guide, by Floodhub including a Flood Kit Checklist (**Appendix C**).
- 5.1.5 Users with reduced mobility are instructed to register with Manchester City Council in order that the emergency service can be directed to assist. The building management should also be aware of occupants with reduced mobility.

5.2 Check Your Risk of Flooding

- 5.2.1 Building management should:
- Find out if the site is at immediate risk of flooding by checking current flood warnings and river and sea levels.
 - Find out if the site is at risk of flooding in the next 5 days; and
 - Sign up for flood warnings.

This can be done by going online at <https://www.gov.uk/check-flood-risk>

5.3 Make a Plan

- 5.3.1 The Environment Agency have produced a Personal Flood Plan generic template (**Appendix A**). The personal flood plan includes a list of things you should do and provides space to note down important contact details such as utility companies and insurance. The building management team must complete a Personal Flood Plan for Circle Square 3 along with signing up for flood warnings.

- 5.3.2 The basic requirements of the emergency plan should be displayed at suitable and prominent locations within all buildings, especially on ground floor and mezzanine level.

5.4 Think before you flush

- 5.4.1 Think before you flush is United Utilities campaign to help reduce the misery, cost, bad smells and potential flooding and pollution caused by avoidable blockages. By keeping the sewer system clear, from disposable items such as nappies and wet wipes which should not be flushed, occupants can help keep the water flowing and allow the sewer system to do the job of taking used water and sewage away from our homes and businesses, which helps to prevent flooding and aids the recovery after flooding has subsided.
- 5.4.2 Further information on how to help prevent blockages in the system can be found on United Utilities website <http://www.unitedutilities.com/thinkbeforeyouflush.aspx>

5.5 Create an Emergency Flood Kit

- 5.5.1 An 'Emergency Flood Kit' holds important personal information and items which may help in an emergency. It should be small enough for anyone to carry and kept in a safe place that everyone in your household can find. In a flood, you may not have time to find these essential items, so it is important to prepare in advance, the Flood Kit should contain items such as:
- Multiple copies of the flood plan.
 - Bottled water and non-perishable food
 - Blankets and warm and waterproof clothing.
 - First Aid Kit • Mobile phones and chargers.
 - An up to date staff contact list, including out of office numbers.
 - Important documents, such as those which will maintain business continuity or insurance documents. These should be placed in plastic packets to prevent damage. •
 - Two-way radios for staff members, so that each department and key personnel may have one if necessary. •
 - Torches and batteries •
 - Camera – to take images and record damage for a potential insurance claim. •
 - Images of the business premises prior to a flood. •
 - Keys •
 - A battery-operated radio to keep up to date with the news and weather forecast.
- 5.5.2 The document Business Flood Planning Guide is included in **Appendix C** and contains a cut-out label which can be attached to the grab bag and a checklist of items to be included in the grab bag.

6.0 Flood Action

6.1 What to Do in the Event of a Flood

6.1.1 In the event of a Flood Warning being received, the actions outlined in this section should be taken.

6.1.2 If a flood warning is issued by the Environment Agency, or if a severe weather warning has been issued by the Met Office, the following action should be taken by the building management:

6.1.3 Where Flood Warnings or Severe Flood Warnings are received the following actions should be undertaken by the building management:

- Flood warnings should be communicated to all occupants by the building management team. All occupants should be notified by the building management team of the Flood Warning and reminded to take the necessary precautions.
- Flood Alert Notices should be displayed by the building management team in prominent, clearly visible places on the premises (i.e. within notice boards, ground floor/ mezzanine areas, and lift areas) to indicate to everyone the current flood alert status issued by the Environment Agency and any recommend precautions.
- All occupants should be notified by the building management team of the Flood Warning and reminded to take the necessary precautions. Flood Alert Notices should be displayed by the building management team in prominent, clearly visible places on the premises (i.e. within notice boards, ground floor/ mezzanine areas, and lift areas) to indicate to everyone the current flood alert status issued by the Environment Agency and any recommend precautions.
- All users of the Ground Level areas of the building that are at risk of flooding, should be contacted directly by the building management team and advised to remove cycles/property and vacate the basement level whilst the Flood Warnings are in effect.
- Notify occupants to locate their Flood Kit and ensure that the contents are safe to use.
- The building management team should refer to the Personal Flood Plan included in **Appendix A** to find out where and how to turn of gas, water and electricity.
- That entry into the Lower Ground areas is safe for both building management staff and residents during the removal of property and the inspection prior to the closure of the area.

6.1.4 If flooding is imminent is or flood water is seen in the area, then the following actions should be taken by the building management, in addition to the above:

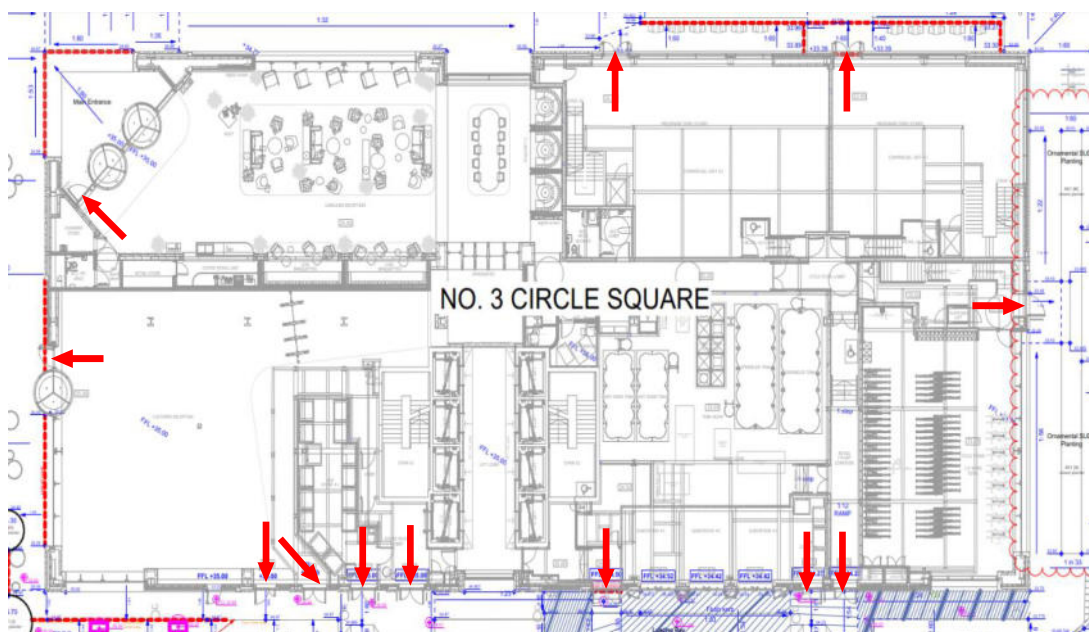
- Ensure that gas, water and electricity are switched it off.
- All lifts should be placed 'Out of Service'.

6.1.5 Occupiers should listen to situation updates on local radio and via Floodline Warnings Direct.

6.2 Invacuation

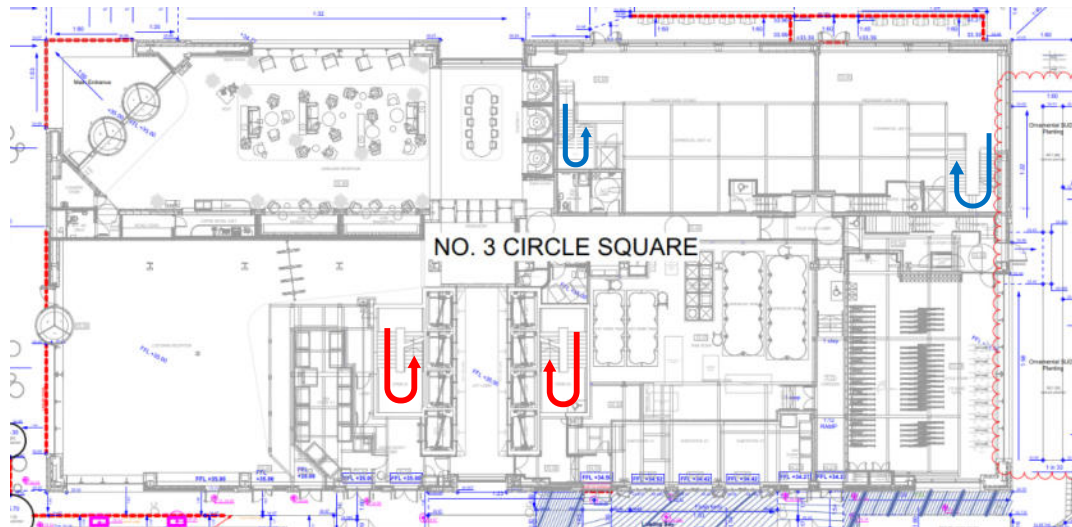
- 6.2.1 In the event that flood waters have (or are likely to start) entering the building, the actions outlined in this section should be taken.
- 6.2.2 As soon as flood water has started to enter the property all users are to remain within their offices on the mezzanine level and above.
- 6.2.3 Access to the ground floor and mezzanine levels of all buildings will be restricted on instructions from the building management team. Ground Floor Access should be limited and monitored with the flood levels.
- 6.2.4 The building management team will carry out a full inspection of the Lower Ground level to ensure no users are within these areas. Once clear these areas will be closed and access restricted. Notices to this effect will also be placed around the building as described above.
- 6.2.5 Occupants of the Ground floor should evacuate when necessary to exit towards exits shown in Figure 3, and then towards Newman Street.

Figure 3: Ground Floor level Exits



- 6.2.6 If necessary, occupants of the upper and mezzanine floors should evacuate down to the Ground floor via the staircases indicated by blue & red arrows in Figure 4 and exits as noted in 6.2.6 and Figure 3. Blue arrows indicate routes from the mezzanine floor. Red arrows indicate routes from the upper floors.

Figure 4: Access to Ground Floor Level from Upper and Mezzanine Levels



6.2.7 At no point during a flood event is it recommended to evacuate and enter flood waters unless instructed to do so by emergency services. In the event of an emergency and it is required to enter flood waters all efforts should be taken to reduce risk including wearing appropriate personal protective equipment i.e. wellingtons and waterproof clothing. Occupants should be aware of the following risks (however this is not an exhaustive list);

- Submerged Hazards
- Changes in level
- Debris in the water
- Sewage and other contaminants
- Exposed manholes
- All efforts should be taken to not ingest flood waters, if you do so, seek medical advice.

6.2.8 Any instructions issued by the emergency services which conflict with this flood response plan will override any advice within this document.

6.2.9 It should be noted that flooding could occur with no prior flood warnings issued. No attempt should be made to evacuate. Occupants should retreat to safe refuge as soon as flood waters arrive at the buildings. Where possible, occupants should also follow all advice as detailed within this document.

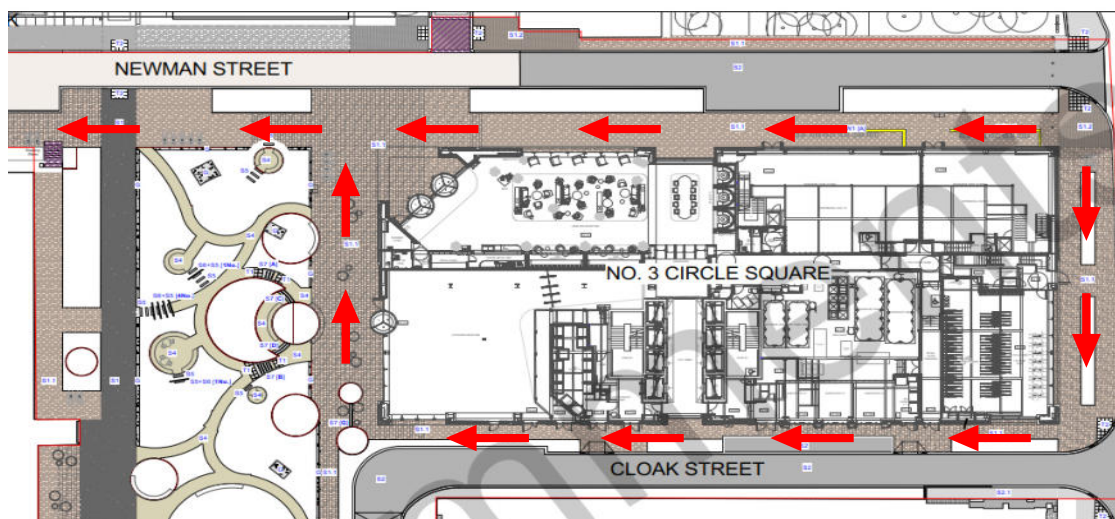
6.3 Evacuation

6.3.1 Manchester City Council divides Manchester City Centre into 3 sectors and 36 zones. This will assist the emergency services in managing a phased and controlled evacuation should there be an emergency.

6.3.2 The building is located in sector B and Zone 26, refer to the map enclosed in **Appendix D**.

- 6.3.3 In the unlikely event of an evacuation, occupants should follow instructions from the emergency services and follow the evacuation routes provided.
- 6.3.4 Access to the lower ground floor should be avoided during these events.
- 6.3.5 If it is necessary to enter the flood waters, under the emergency services instruction, then all efforts should be taken to reduce risk including wearing appropriate personal protective equipment i.e. wellingtons and waterproof clothing.
- 6.3.6 Occupants should be aware of the following risks (however this is not an exhaustive list);
- Submerged hazards
 - Changes in level
 - Debris in water
 - Sewage and other contaminants
 - Exposed Manholes
 - All efforts should be taken to not ingest flood waters, if you do so, seek medical advice.
- 6.3.7 In an evacuation scenario, the evacuation routes are illustrated in Figure 5. Occupants are advised to exit north towards **Newman Street**.

Figure 5: Ground Floor level Evacuation Route



6.4 Use of Lifts

- 6.4.1 In the event of a flood, lifts should be placed out of service by the building management.

- 6.4.2 Lifts should remain out of service and not be used until the emergency services have declared that the building is safe.

7.0 All Clear

7.1 What to Do After a Flood

7.1.1 Once flood waters have fully receded, caution is advised when entering the lower ground floor (cycle storage and lower external areas) and ground floor areas; and when leaving or entering the site. Occupants should not attempt to enter areas which have been flooded until advised by emergency services. Occupants should be aware that there could be damage within the building and should therefore take care when re-entering the property.

7.1.2 Occupants should also consider the following after a flood event;

- Seek medical assistance if any health issues appear.
- Either only drink bottled water or if necessary boil all tap water until it is declared safe by the water supply company.
- Avoid contact with any remaining flood water items of items having had contact with flood water unless wearing protective equipment.
- Check the safety of electricity and gas before use. A qualified electrician needs to check any electrical equipment and circuits that have been exposed to flood water.
- Contact insurers and/or landlord as soon as possible and follow their advice. Most companies have a 24-hour helpline. Do not throw away damaged goods until your insurer has authorised you to do so. It is a good idea to take photographs of the damage.
- Dispose of any contaminated food including tinned food, fresh/frozen food and packaged items that have been exposed to flood water.
- Do not throw rubbish and furniture outdoors, wait for an organised collection.
- Ventilate the building but be aware of security.

8.0 Key Contacts

Environment Agency

Telephone - 0345 988 1188

Website - www.environment-agency.gov.uk

Government Emergency Planning

www.gov.uk/government/publications/the-national-flood-emergency-framework-for-england

BBC Website

Website - www.bbc.co.uk/news/uk-15250977

The Met Office

Telephone - 0370 900 0100

Website - www.metoffice.gov.uk

Manchester City Council

Emergency - 0161 223 7222

Telephone - 0161 234 5000

Website - www.manchester.gov.uk

Maritime & Coastguard Agency

Telephone - 0203 817 2000

Website - www.gov.uk/government/organisations/maritime-and-coastguard-agency

Greater Manchester Fire and Rescue

Telephone - 0161 736 5866

Emergency - 999

Website - <http://www.manchesterfire.gov.uk>

Greater Manchester Police

Emergency - 999

Telephone - 101 (non-emergency)

Website - www.gmp.police.uk

North West Ambulance Service NHS Trust

Emergency - 999

Telephone - 0845 112 0 999

Website - www.nwas.nhs.uk

United Utilities (sewer flooding, leaking water main or sewerage pollution)

Telephone - 0345 672 3723

Website - <http://www.unitedutilities.com>

Manchester City Council (highways flooding)

Telephone - 0161 234 5005

Website - www.manchestercitycouncil.gov.uk

Appendix C

FloodHub Business Flood Planning Guide (Including Flood Kit Checklist)

Business Flood Planning Guide



Photo © Chris Downer

Contents

Page Number

Introduction	3
Side A	4
Checklist	4
Important contacts	4
Information on your properties gas, water and electricity and water supplies	5
Document and equipment list	6
Floodkit checklist	7
Side B	8
Environment Agency flood alerts and warnings	8
Flood Alert	9
Flood Warning	9
Severe Flood Warning Stage	9
Evacuation plan	10

Introduction



Many businesses in the UK are at risk from flooding. Therefore a flood plan is a very useful resource for businesses that are located in a flood risk area. Flood plans enable businesses to plan and prepare for a flooding event and help them to become more resilient to the effects of flooding. The flood plan is a written document located on the premises which provides information on how to reduce the impact of flooding and help with business continuity.

Flood plans enable business and land owners to take action once a flood alert or warning has been received, for example, by deploying any temporary resistance and resilience measures to protect the property or land from the impacts of flood water. This will reduce financial losses to a business and allow for continuity.

When creating a business flood plan, or when your business has one in place, it is important that the site manager or other senior members of staff provide employees with information and/or training about the flood plan and what they should do if they find themselves in that situation. Aside from the flood plan, other documentation may be kept alongside it, for example, a map showing the locations of key items which will need protecting and the areas where utility supplies can be cut off.

You can download a copy of a business flood plan from the Flood Hub website at **www.thefloodhub.co.uk**. The template provided can be edited on the computer for you to fill in with your personal details, which you can then print off, laminate and keep in an appropriate and easy to find location, such as in the staff room.

Side A

The first side of your flood plan should include:

A checklist for completing your flood plan, a list of important contacts, information of the premises utility supplies, information regarding important documents and equipment and a flood kit checklist, all of which must be regularly updated and maintained.

1) Checklist



Firstly, create a checklist with steps to check off once you have finished creating your flood plan. The checklist can be reviewed prior to a flood event to ensure that you have done everything you can to prepare for it.

What you can include in your checklist:

- o Ensure that site managers and head office staff are signed up to the Environment Agency flood alerts and warnings and ensure that all staff understand what they mean
- o Investigate the different property flood resilience (PFR) measures that could be used on your property (make sure you consider both flood resistant and flood resilience methods).
- o Check that your business insurance covers flood damage to buildings, contents and stock, as well as business interruption and lost revenue cover.
- o Back up records and store them off site, out of the flood risk area, both paper or electronic records (it is critical to be aware of what data is crucial to business continuity so there is minimal disruption to your operation).
- o Make a flood kit.
- o Create a list of all the staff on the premises and their contact details.
- o Make a note of any vulnerable staff who may require assistance when evacuating the premises.

2) Important contacts



Next, create a list of important contacts. This can be used prior to a flood to help you prepare, during the time of the flood for advice/support/to easily contact other staff members or the emergency services, and during the aftermath of the flood, for example to contact your insurance company, customers and suppliers. This contact list will be useful if you have to evacuate your business premises as you can keep it with you and have all the numbers you need in the wake of a flood.

Having this contact list already written down in one place will save you time in the emergency and should be easily accessible at all times during the flooding event. Make sure that this list is kept up to date with the numbers of staff members as well as useful agencies, local councils, etc.

Suggested important contacts are:

- The Environment Agency's Floodline (**0345 988 1188**) can be contacted if you are in need of any flooding advice or if you are unsure of the immediate risk to yourself and staff. Their incident hotline (**0800 80 70 60**) should be used to report a flood.
- It is useful to have the contact details of your utility suppliers in case you are having trouble locating and turning off your supplies.
- Radio stations can provide regular updates on the latest news, travel and weather conditions.
- Local Authorities can provide information about resources available in your area. For example, the location of the nearest emergency assistance centre or the contact details of your local flood action group, should yourself and/or your employees require them.
- Your insurance company is an important contact to have as they will advise you on what course of action and procedures to take to ensure your claim remains valid.
- Important customers and supplier contact details to arrange business continuity.

3) Information on your property's gas, electricity and water supplies

Ensure yourself and the employees involved in the flood plan know the location of your gas, electricity and water main supplies and how to turn them off. If you or your employees require assistance, contact your supplier and mark taps or switches with labels to help everyone remember. It is important to make a note in your flood plan of where they are all located. By keeping your electric on during the flood, there is a risk of electrocution and this may be heightened if your workplace has a large volume of electrical equipment. In addition, having the gas supply on could cause fires, endangering yourself and employees.

It is important to switch these off before flood water enters your property if possible, as there are extra risks that could occur as a result of them being left on. You must NEVER switch off the electricity whilst standing in water.

4) Documents and equipment

This part of the flood plan should be updated and checked on a regular basis, despite whether your business is in a flood risk area. This is so that if you can't access important documents and equipment in a flood or an unexpected flash flood, they are saved and backed up. Any equipment, products or documents that need to be protected or moved during a flood should be identified and placed on a list along with their location so they can be quickly accessed.

Important documents should be regularly backed up on either an external hard drive stored out of the flood risk area, an online storage system such as Google Drive, or better still – both! This is a crucial part of the flood plan and is key to business continuity so that any data and/or equipment can be stored in a safe area and be protected from damage from flood water.

Documents and equipment to consider:

- Paper files – make a copy of any important documentation and store in a safe location.
- Databases – make a copy of it on an external hard drive and store in a safe location.
- Stock, equipment and electrical items should be raised above ground level or to an upper level of the premise.
- Vehicles – move all company and employees vehicles to a safer location, preferably on higher ground away from potential flood water damage. This could be off site and prior arrangement and agreements made with any land owners.
- Hazardous materials – The containers must be protected if they are in a flood risk area and moved to a safe location. They may also be protected by barriers or secured so that they cannot float in the flood water.

5) Floodkit checklist

In the event of a flood reaching the severe flood warning stage and all employees having to evacuate the business premises, it may be necessary to prepare a flood kit in case members of staff are not able to reach an evacuation centre or go home. It can be useful to put a flood kit checklist in your flood plan to ensure it is well equipped and stocked with some essentials that may be required. Items such as batteries should be regularly replenished.

Some items to consider putting in your kit:

- Multiple copies of the flood plan.
- Bottled water and non-perishable food.
- Blankets and warm and waterproof clothing.
- First Aid Kit
- Mobile phones and chargers.
- An up to date staff contact list, including out of office numbers.
- Important documents, such as those which will maintain business continuity or insurance documents. These should be placed in plastic packets to prevent damage.
- Two way radios for staff members, so that each department and key personnel may have one if necessary.
- Torches and batteries
- Camera – to take images and record damage for a potential insurance claim.
- Images of the business premises prior to a flood.
- Keys
- A battery operated radio to keep up to date with the news and weather forecast.

Side B

The second side of your flood plan should include:

The actions you should carry out at flood alert, flood warning and severe flood warning stage. Outlined below is an explanation of what each warning stage means, and recommended examples of what you can do at each stage; however these should be amended to suit your specific business needs.

Environment Agency flood alerts and warnings

The Environment Agency (EA) flood alerts and warnings are a free of charge service that you can sign up to **if your business is located in a flood risk area**. The alerts and warnings can be received via landline and mobile phone calls, text messages, or email by anyone signed up at a property. It is useful for multiple staff members to be signed up for the warnings, and for more than one device to be signed up, should one run out of battery or stop working.

Sign up for EA flood alerts and warnings at **www.gov.uk/sign-up-for-flood-warnings** or by calling Floodline on **0345 988 1188** which is a 24 hour service. You will need to provide the address you are registering, a phone number and an email address.

These flood warnings can be used as a trigger to put your flood plan into action and so it is important to understand what each warning means and decide what actions you wish to take at each stage.

Please remember that you should tailor your flood plan actions to suit the specific needs and situations of your business, but the following points suggest some of the main actions you can consider taking at each stage and adding to side B of your flood plan.

When acting on your flood plan, ensuring that you and your staff members are safe is always the priority.

Flood Alert Stage - Flooding to low lying land and roads is possible

Make sure that the business owner, head office staff and other employees stay vigilant and begin to make early preparations for a potential flood. There is the possibility that your flood plan may need to be put into action.



- Monitor the situation and regularly check the weather forecast for any updates.
- Check the local rivers current river level.
- Ensure you have access to your flood plan, flood kit and property flood resilience products.

Flood Warning Stage - Flooding is expected

Put your flood plan into action as immediate action is required to protect yourself, your employees and your premises. Many people use this stage as a trigger to put your flood plan into action.



- Start to back up any critical databases or data needed for continuity if they aren't already.
- If possible, evacuate staff who are not needed to put the flood plan in place prior to a severe flood warning being issued.
- Move all staff cars/vehicles on the premises out of the flood risk area.
- Deploy temporary flood resistance products, following instructions on side A of this plan carefully.
- Move important stock, equipment and data upstairs to safety.
- Make safe and seal any chemicals or contaminants if evacuation is required.

Severe Warning Stage - Severe flooding is expected

Severe flooding is expected. There is significant risk to life and the property. Prepare to evacuate and cooperate with emergency services.



- Turn off all gas, electricity and water supplies if safe to do so - see details on side A of this plan if needed.
- Evacuate yourself and all staff from the premises and cooperate with the emergency services.
- Take the flood kit with you if necessary.

Along with the Environment Agency flood alerts and warnings, the following are alternative flood warning options which you can choose to use instead:

- Gauge Maps.
- Met Office weather warnings
- Local news and radio
- The British Red Cross Emergency app.
- See it for yourself at your local river using gauge boards, if it's safe to do so.

Evacuation plan

It is useful to have an evacuation plan in place and noted on your flood plan. This section should contain details of where you should go if you need to evacuate and cannot make your way home, and should include the address and contact details of an emergency assistance centre if they are known. This section should also include the names and contact numbers of any vulnerable members of staff who may require assistance in an evacuation.

Steps to take whilst evacuating should be added to side B of your flood plan where relevant. Most evacuations happen at severe flood warning stage.

Steps to consider:

- Ensure the safety of yourself and your staff members.
- Locate your flood kit if you have one.
- Turn off gas, water and electricity supplies if safe to do so.
- Make your way to the emergency assistance centre.

A flood plan template can be downloaded from the Flood Hub website at www.thefloodhub.co.uk. Here you can also find more information regarding planning, preparing and recovering from a flood event. By following this guide, you can fill in your plan to suit your needs and store it in a safe and accessible place..

Appendix D

Manchester City Council Evacuation Map

Emergencies in Manchester City Centre: What to do

Some things in life we can plan, such as birthdays and weddings, but life isn't always that predictable. There are lots of emergencies that affect the UK every year, but fortunately in Manchester they don't happen often. While we can't prevent emergencies happening, we can plan ahead to minimise the impact.



Please note: during an emergency unless instructed otherwise, you should:



Go in – Wait inside until the all-clear is given by the emergency services.

Stay in – Close and stay away from all windows and doors. Remain calm and wait for further advice.

Tune in to your local radio station or internet/social media for further information or instructions, including updates on schools.



Manchester Business Continuity Forum (MBCF)

The MBCF is a free source of advice and guidance to help organisations prepare for business disruptions and emergencies. In the event of a major emergency, the MBCF will (where possible) share information about the incident with its members. To sign up to the Forum and for more information visit www.manchester.gov.uk/mbcf



CityCo

CityCo is Manchester's city centre management company. It is an independent, not-for-profit membership organisation that works in partnership with public and private sector businesses to strengthen the performance and reputation of Manchester City Centre. In the event of a major emergency, CityCo will help to distribute agreed messages and updates from the emergency services by live radio transmissions (where possible), alongside email and Twitter alerts. For more information and benefits of membership visit www.cityco.com

Grab bag check list

- ☐ Torch
- ☐ Mobile phone, charger and contact list
- ☐ Radio
- ☐ Information and documents
- ☐ Keys
- ☐ Money
- ☐ First aid kit
- ☐ Bottled water



Initial emergency messages may contain information on the following:

- Brief details of the incident
- Affected areas, eg. which zone (s)
- Areas (zones or sectors) to be evacuated
- Updates on the situation (ongoing response, security arrangements in place, if it is safe to return etc).

It is strongly recommended that businesses sign-up to follow local emergency services via Twitter for up-to-the minute updates on emergencies (see links below).



What should I do if an evacuation of my zone is required?

- Follow the advice of the emergency services
- Implement your building evacuation plan and make sure everyone is out and accounted for
- Use security staff and other nominated staff to direct people to assembly points
- Secure your building (if possible)
- The Emergency Services will inform you of when it's safe to return to the affected areas of the city centre.



How can I prepare?

You should prepare an evacuation plan for your premises and consider:

- How staff/visitors will be alerted. Ensure that they know what to do and where to go
- Who has responsibility for building evacuation and how are they trained?
- Pre-identify fire assembly points a safe distance from your building
- Pre-identify bomb assembly points (both primary and secondary) in different zones, based on minimum cordon distances, eg. 100m, 200m and 400m

- An assembly point outside the City Centre
- Consider the option of invacuation areas/the use of protected spaces, should an incident not warrant immediate evacuation (or in the event of a firearms attack)
- How would you support staff or visitors with specific needs (eg. visual impairments)?
- Prepare a 'grab bag' to take with you. Contents might include a torch, mobile phone and charger, radio, business continuity plan, information and documents, keys, money, first aid kit and bottled water.

Social media accounts

Greater Manchester Police

 @gmpolice

 gtrmanchesterpolice

Greater Manchester Fire and Rescue Service

 @ManchesterFire

 manchesterfire

North West Ambulance Service

 @NWAmbulance

 nwasofficial

Manchester City Council

 @ManCityCouncil

 ManCityCouncil

Manchester Evening News

 @MENnewsdesk

 ManchesterEveningNews

BBC News

 @BBCBreaking

Sky News

 @SkyNewsBreak

 skynews

Emergencies in Manchester City Centre: What to do

Manchester City Centre has been divided into 3 sectors and 36 zones. This will assist the emergency services in managing a phased and controlled evacuation should there be an emergency in the City Centre.

