

LEEDS KIRKGATE MARKET

FIRE ALARM ACTIVATION, INVESTIGATION AND
EVACUATION PROCEDURE

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LEEDS MARKETS - FIRE ALARM ACTIVATION, INVESTIGATION AND EVACUATION PROCEDURE

The Health & Safety at Work Act stipulates that an employer is responsible for the provision of training, instruction and information to its employees - this procedure forms part of this requirement.

The procedure has been categorised into four scenarios, dependant on the time of the fire alarm activation, as follows:

- A. The market is fully open.
- B. Before and after opening (closed to customers).
- C. The market is closed – access by arrangement only.
- D. The market is closed - call-out officers only.

The general principle for scenario A is, in the main, transferable to the other four but with significant variances in the number of staff on duty, tenants and customers in the market, the number of doors open etc.

The effective management of an investigation/evacuation procedure is essential to ensure the health, safety and welfare of all users of the Market - if further information or clarity is required on any aspect of this document then please contact Kevin Bradbury, Facilities Manager or myself.

Chris Ashby
Deputy Markets Manager
April 2023

KEY ROLES & OFFICERS

PANEL OFFICERS	CALL SIGN & MOBILE NO	RESPONSE OFFICERS *	CALL SIGN
ROLL CALL OFFICERS	CALL SIGN/ MOBILE NO	Security call signs - KM 32-35 mob:	
FIRE INCIDENT OFFICERS (All other staff)			

SCENARIO A - THE MARKET IS OPEN

- This procedure is applicable when the market is open for trading i.e:

Mon, Tues & Wed	08.00 - 17.30
Thurs, Fri & Sat	07.30 - 17.30

- and for additional trading days e.g. Sundays in December.

ALARM ACTIVATION

On activation of the fire alarm the following procedure must be followed:

The fire panels are also referred to as 'Nodes'. For the purpose of the procedures (including the fire risk assessments) and for ease of understanding they will be referred to as 'Panels' throughout this procedure.

- Using the panel in the lobby/entrance area of the market offices (Westminster Building), the nearest Panel officer must immediately silence the fire alarm until the reason for the activation is known. For the duration of the activation investigation this officer will be defined as the Panel officer.
- On identifying the location of the activation and type of device from the panel display the Panel officer must contact the duty chargehand via the hand-held radio and give him the **exact** location of the activation.
- Duty chargehand must ensure they have the allocated mobile phone with them at all times.
- If the duty chargehand is not available then the Panel officer must contact another Response officer from the list on page 3.
- The duty chargehand must acknowledge and immediately report to the area of the activation - for the duration of the activation investigation he will be defined as the Response officer.

The following points (1 to 5) are relevant to all five scenarios (A-E):

1. All activations must be treated as a priority and dealt with immediately – remember each activation has the potential to be a real fire situation.
2. Any recent spate of erroneous activations for certain devices/locations/panels etc must not allow complacency/reduction in priority when responding.
3. Once communication has been established between the Panel officer and the Response officer other employees must not intervene in the investigation - unless the information given is advantageous in dealing with the activation.
4. FOR THE DURATION OF THE ACTIVATION ALL OTHER STAFF MUST MAINTAIN RADIO SILENCE UNLESS THEY ARE REPORTING SOMETHING WHICH IS RELATING TO THE ONGOING INCIDENT.

On identifying the activated device and arriving at the location the Response officer will be faced with two scenarios i.e. either a 'false' alarm or a fire situation.

FALSE ALARM

- The Response officer must inform the Panel officer of the reason for the activation (e.g. vandalism, accidental damage, trader or member of the public's actions etc). It may be necessary to speak with the trader to find out if a member of staff was responsible for the activation.
- The fire alarm system is monitored by Leeds City Council Security, so in the event of an activation contact must be made with the monitoring station (0113 3760339) to appraise them of the situation and specifically to instruct the officer not to contact the fire service if the activation is believed to be a false alarm at this point.
- If the Panel Officer and Response Officer are both in agreement that the activation is a 'false' alarm (i.e. no fire or threat) then the system can be reset.
- Ring LCC security again to confirm it is a false alarm and the system has been reset ok.
- If for any reason Leeds City Council Security asked for a fire service response without the Panel officer's instruction then the Response officer must instruct a member of staff to meet the fire service.
- The Panel officer/Response officer must liaise with the fire service/maintenance section regarding the appropriate action to be taken - which will normally be to simply reset the system.
- Record full details of the activation and action taken on the register located at the side of the panel.
- The panel officer to contact Information Centre and request an "all clear" message be put over the public address system.
- Complete a CF50 form and email to:

FIRE

- In the event of a fire incident the Response officer or the Panel officer must re-activate the fire alarms. The Response officer using a call-point device on the market, or alternatively the Panel officer activating the 'evacuate' button on the panel - whichever is the quickest.
- The Response Officer advises the Panel Officer of the exact location, nature and extent of the incident.
- Panel officer must immediately ring 999 to inform the fire service a response is required and to give full details and exact location of the fire.
- The Panel officer must instruct an officer to meet the fire service.
- The Panel officer must instruct a suitably trained officer (insert officer names) to go to the location of the fire to assist the Response officer with the coordination of the emergency arrangements.

- The Panel officer to then instruct all available officers to report to the location of the fire.

The immediate priority for the Response officer and the officer(s) is to evacuate the area around the location of the fire and to keep this area clear.

If an evacuation of the market is required the Response officer and officer at the location of the fire must delegate duties to the available staff as follows:

(1) Allocate door duties – allocate officers to as many market entrance doors as possible to assist people leaving and also to prevent people entering via the area of the door allocated.

*If sufficient staff are not available for each door then officers can be allocated more than one door i.e. those doors which are in close proximity.

(2) Assist with the evacuation of the market - Officers not allocated a door will be deployed to assist in the general evacuation of customers and tenants from the market by directing all persons to the nearest available exit. Officers must take into consideration wheelchair users, customers with pushchairs etc.

Loud hailers and high visibility vests are available for use during the evacuation; these are stored in the cupboard in the basement area in Westminster buildings. Also consider taking the 'grab bag' with essential emergency items included.

- On arrival the fire service will take overall responsibility for managing the fire and overseeing the evacuation of the market as required.

IN ALL CIRCUMSTANCES OFFICERS MUST ONLY ATTEMPT TO EXTINGUISH A FIRE IF IT IS SAFE TO DO SO - THEY MUST NOT PUT THEIR OWN SAFETY, OR THAT OF OTHERS, AT RISK.

- All remaining Markets service staff not directly involved in the evacuation must report to the assembly point, in most situations this will be designated as the basement area of the Market NCP.
- The Panel officer to allocate a Roll call officer from the list – if one is not on duty then the Panel officer must nominate another officer to this role.
- The roll call (for market service staff only) will be undertaken with the staff at the assembly point and by liaison with the Panel officer/Response officer to ensure all staff are accounted for – note: at the evacuation stage the majority of staff will be assisting with the evacuation of the market.
- The Roll Call Officer to ensure that they have signing in sheets for the market team from the following locations:
 - Multi Storey Car Park Basement
 - Markets office
 - Central toilets

As part of the evacuation a member of staff from each of these three locations is required to take the signing in sheet and give this to the Roll Call officer at the assembly point.

- Staff at the assembly point must remain there until otherwise instructed.

- If not already aware the Panel officer to brief Steve Mason, Head of Markets on the situation.

After the Evacuation

- Roll Call Officer to complete the roll call by ensuring all staff involved in the evacuation are accounted for.
- The fire service, in consultation with the most senior market officer on duty, will decide the next course of action e.g. when to allow public and tenants to re-enter the market.
- Details of the incident and action taken must be recorded and a review of the evacuation procedure undertaken by the Deputy Markets manager and Facilities manager.

If the fire incident results in the market, or parts of the market, having to remain closed for any length of time then reference must be made to the Markets service '*Business Continuity Plan*' – file path: xxxxxxxxx

SCENARIO B – BEFORE AND AFTER OPENING

This procedure is applicable when the market is open for tenant access before and after trading, i.e:

Mon, Tues & Wed	06.00 – 08.00 & 17.30 – 18.30
Thurs, Fri & Sat	06.00 - 07.30 & 17.30 – 18.30

- The doors open for tenant access before customer opening times are:

06.00	Ludgate Hill entrance (George Street)
06.30	Post Office entrance

- The doors open for tenant egress when the market is closed to customers Mon – Sat are:

17.30 – 18.30	Post office entrance
17.30 – 18.30	Ludgate Hill entrance

- All doors open outside of trading hours are staffed by security or an attendant to prevent unauthorised entry.
- Any tenant who requires access to the market outside of these times must make prior arrangements with the Information Centre.

ALARM ACTIVATION

- On activation of the fire alarm the investigation procedure is in essence the same as scenario A but takes into account that there should be no customers, and significantly reduced number of tenants, on the market. It also takes into consideration the possibility that there may not be a Panel officer available in the office on George Street.

- Therefore scenario B is based on the principle that the majority of all responses and investigations during these times will be undertaken by shopfloor staff, using the fire alarm panels on the market, as opposed to the office.

The location of the shopfloor panels are:

PANEL	NODE (from 2011)	LOCATION
3	10 & 11	Middle entrance, Vicar Lane
4	Repeater	Ludgate Hill, George Street
5	Repeater	Kirkgate/New York Street
7	4, 5 & 6	Row A adj. sprinkler room
8	1 & 2	Kitchen area

- On activation of the alarm the duty chargehand must go to the nearest panel and silence the alarms until the cause of the activation has been established.
- If the chargehand is on door security duty at this time he must leave the door and immediately respond to the activation. He should then instruct another member of staff to report to the door he is covering if possible. If staffing resource is not available then the door can be left unstaffed while the activation/investigation is completed.
- For the duration of the incident the duty chargehand will be referred to as the Panel Officer.
- Once the location and device activated has been identified the Panel officer must direct a Response officer to go to the location of the activation. As the duty chargehand is likely to be the Panel officer this Response officer will either be an assistant chargehand or senior market officer (Kevin Bradbury, Anthony Wiles/John Waite/James Capstick).
- If a Response officer is not available due to reduced staffing the Panel officer must himself go to the location of the activation.

FALSE ALARM

- If it is a false alarm than the arrangements for resetting the alarm in scenario A will apply.

FIRE

- The Response officer, or the Panel officer, must re-activate the fire alarms. The Response officer using a call-point device on the market, or by the Panel officer activating the 'evacuate' button on the panel - whichever is the quickest.
- The Panel Officer must immediately ring 999 to inform the fire service a response is required and give full details/exact location of the fire.
- The Panel officer must instruct an officer to meet the fire service.
- The Panel officer to then instruct all available officers to report to the location of the fire.
- The immediate priority for the Response officer is to evacuate the area around the location of the fire and to keep this area clear.

IN ALL CIRCUMSTANCES OFFICERS MUST ONLY ATTEMPT TO EXTINGUISH A FIRE IF IT IS SAFE TO DO SO - THEY MUST NOT PUT THEIR OWN SAFETY, OR THAT OF OTHERS, AT RISK.

If an evacuation of the market is required the Panel officer/Response officer must delegate duties to the available staff as follows:

(1) Door duties – only the doors listed in the tables on page 7 will be open and these will already be staffed by attendants or security.

The Panel/Response officer must radio all staff on door duty to notify them of the situation and also to instruct them to ensure all tenants still in the market leave quickly and also to prevent any person entering the market through their allocated door.

Panel officer to consider opening other doors to expedite the evacuation process if required.

As there may be a requirement to unlock doors in an emergency evacuation the duty chargehand must ensure he has keys for all external doors with him at all times.

Additional Emergency Egress doors are available at:

- The wooden door at the bottom of Row J
- Plant room 7, Row A (bottom of Fresh Produce Area).

(2) Assist with the evacuation of the market - Officers not on door duty will be deployed to assist in the evacuation of tenants and their representatives still in the market by directing all persons to the nearest available exit.

- On arrival the fire service will take overall responsibility for extinguishing the fire and overseeing the evacuation of the market as required. Market staff and tenants must follow instructions given by the fire service.
- Reduced staffing levels means that a radio roll call by the Panel officer will suffice to account for all the staff on duty.

After the Incident/evacuation:

The Panel officer to inform the Head of Markets and/or the Deputy Markets manager and the Facilities manager of the situation.

- Agree with the fire service if/when market staff and tenants can re-enter the market.
- Details of the incident and action taken must be recorded and a review of the evacuation procedure undertaken by the Deputy Markets manager and Facilities manager.

SCENARIO C – MARKET CLOSED (ACCESS BY ARRANGEMENT ONLY)

This is the procedure to be followed when the market is closed to customers but open to Market service staff, and tenants/contractors (by arrangement), i.e:

Evening team (Mon-Fri)	18.30 – 22.00
Saturdays	18.30 – 20.00
Sundays	08.00 – 18.00
Other times by arrangement e.g. bank holidays, contractors working nights etc.	

- Customer access is only permitted by arrangement during these times and only a limited number of market service staff will be on duty.
- A Market Inspector is now on duty most Sundays, when working in the office the Inspector must inform the duty Chargehand or LCC Cleaning services supervisor on their arrival and departure from the office.
- All market doors will be locked during these times except by prior arrangement – any door open must be staffed accordingly.
- Tenant access to the market during these times is by prior arrangement and agreement with operational managers only.
- The Facilities manager (Kevin Bradbury) and/or Assistant Facilities Manager (Anthony Wiles/James Capstick/Gary Crossley) are responsible for notifying the duty chargehand of all tenants/persons who have received authorisation to access the market during these times.
- Any person requesting access to the market that has not been approved by the Facilities manager or an Assistant Facilities Manager must be refused access by the duty chargehand/LCC Cleaning services supervisor.
- Any contractor working on behalf of the Markets service will have an induction briefing with the Facilities manager or an Assistant Facilities Manager officer prior to the work commencing. For extended contract work, for example a contractor working nights, bespoke site instructions relevant for the duration of the contract will be agreed with the Facilities manager/ Assistant Facilities manager prior to the work commencing.

ALARM ACTIVATION

- On activation of the fire alarm the investigation procedure is, in principle, the same as scenarios A and B except for the significant reduction in numbers of persons in the market.
- If sufficient Response officers are not on duty then the Panel officer must go to the location of the activation himself - there is no requirement to immediately silence the alarms during this procedure.

FALSE ALARM

- The procedure for dealing with a false alarm is the same as that listed for scenario B.

FIRE

- The procedure for dealing with a fire situation is the same as that listed for scenario B except there is no requirement to re-activate the alarm/evacuation message as this will have been left activated.
- The Panel officer to instruct any available officers to assist with evacuating all persons from the market.
- Panel officer must decide which doors to unlock and open and ensure all persons leave the market.
- As a result of this requirement to unlock doors in an emergency evacuation the duty chargehand must ensure he has the keys for all external doors with him at all times.
- The Panel Officer must allocate a member of staff to meet the fire service. If no members of staff are available the Panel Officer must meet the fire service.

Additional Emergency Egress doors are available at:

- The wooden door at the bottom of Row J.
- Plant room 7 Row A (bottom of Fish Market and Game Row).

IN ALL CIRCUMSTANCES OFFICERS MUST ONLY ATTEMPT TO EXTINGUISH A FIRE IF IT IS SAFE TO DO SO – THEY MUST NOT PUT THEIR OWN SAFETY, OR THAT OF OTHERS, AT RISK.

After the Incident/evacuation

- In the event of a fire or an evacuation the Panel officer to inform the Facilities manager or the Deputy Markets manager of the situation.
- Details of the incident and action taken must be recorded and a review of the evacuation procedure undertaken by the Deputy Markets manager/Facilities manager.

SCENARIO D - THE MARKET IS CLOSED

Monday to Friday	22.00 – 06.00
Saturday	20.00 – 08.00
Sunday	18.00 – 06.00
Other times by arrangement e.g. bank holidays, contractors working nights etc.	

- This procedure is applicable when the market is closed and unoccupied and relates to Leeds City Council's Security Services security officers responding to fire/intruder alarm call-outs.

Any variations to these hours will be reported by the Facilities manager on the day of the changes to Leeds City Council Security. Details of new start and end times for monitoring will be passed as well as the reason for the changes. Security will be contacted again when all staff have left the market.

ALARM ACTIVATION

- Leeds City Council Security Services monitor the alarms out of hours and upon activation the following procedure will apply.
- LCC Security Services will contact the fire service and dispatch an officer to site.
- LCC Security Services will request LeedsWatch monitor all markets cameras to identify a location of a potential fire.
- LCC Services Security have been issued with full site instructions for dealing with alarm responses on the market.
- On arrival at the market the officers will enter the office and check the fire panel to identify the location of the activation.
- As the market is fully closed the fire alarm system will be on 'Live Monitoring' therefore one officer will go to the location of the activation and the other will meet the fire service.
- As the market is closed with no market staff on duty the fire service will either wait outside the entrance on row J for the arrival of the keyholder or gain their own access to the market as follows:
 1. Via the fireman's entrance at Back New York Street,
 2. Via the louvre panels above the 1904 entrance doors - which open on activation of the fire alarm, or;
 3. Make a forced entry

FALSE ALARM

- The Security services officers will reset the system and leave a report for the market team confirmed by an email report.

FIRE

- The Fire service has overall responsibility for fighting a fire – the Security Services Security officers must follow their instructions.
- As there are no persons in the market an evacuation will not be required.
- Once the situation is under control the Security Services security officers must report the incident to the out of hours contact officer who will then contact the Deputy Markets manager/Facilities manager.

After the Fire/Incident

- The Security Services officers/Market out of hours contact officer to arrange for any emergency repairs that may be required.

- Details of the incident and action taken must be recorded and a review of the incident undertaken by the Deputy Markets manager/Facilities manager.