

Manchester F&B Network

Security, Crime Trends & Resilience

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#mcrfb



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City Officer, CityCo

City Centre Resilience

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City Centre Resilience

- Resilience as a base line is the capacity to recover quickly from difficulties through overarching proactive and reactive means
- Evacuation and contingency plans
- Critical functions and infrastructure
- Brand exposure and social media management
- Urban Resilience is about surviving and thriving, regardless of the challenge. It is the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience

“Although major emergencies are thankfully rare, smaller scale disruptive incidents affect us much more frequently and highlight the need for us to be prepared.”

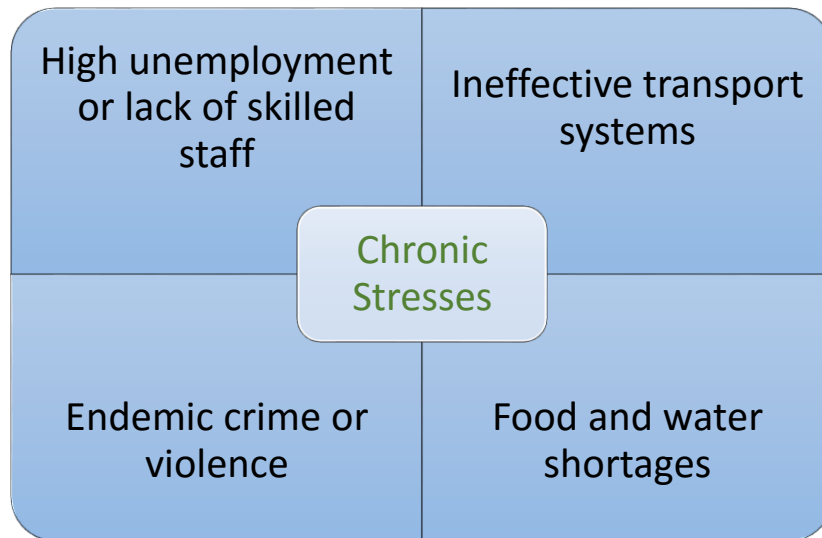


MANCHESTER BUSINESS
CONTINUITY FORUM
BUSINESS CONTINUITY WHATEVER THE DISRUPTION

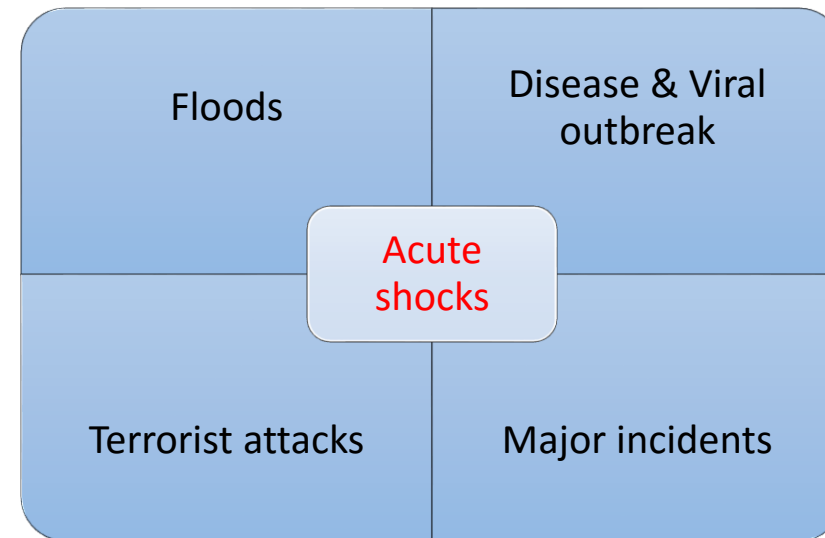
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The Living City - City Centre Resilience

- Manchester city centre is a 24 hour ecosystem
- Issues develop and situations alter every day that impact the business community whether they are 'chronic stresses' or 'acute shocks'



- Weaken the fabric of a city on a day-to-day or cyclical basis



- Sudden, sharp events that threaten a city



Acute Shocks Examples

- Cyber attack
- Adverse weather
- Flooding
- Biological or viral outbreak - Novovirus
- Contaminated water or food supply



What's On ▶ Food & Drink ▶

norovirus outbreak hits Manchester restaurant

The country

restaurant is among nine sites where hundreds of customers and staff have reported falling ill across the



Resilience for Acute Incidents

- Emergency preparedness: The planning a company engages in order to prevent and properly react to negative events
- Crisis management: The steps a company immediately takes after a negative event occurs to protect company assets
- Disaster recovery: The actions undertaken to fix whatever damage (usually technology-related) was caused by the event
- Business continuity: The blueprint to restore a company's operations to pre-crisis levels

Common Business Contingency Q&A

Before

- ✓ Grab bag
- ✓ Staffing lists off-site and ICE
- ✓ Primary, Secondary, Tertiary and 'non-fire' evacuation planning for staff and public
- ✓ Dynamic Lockdown, Invacuation, Evacuation procedures
- ✓ FOH staff training and awareness
- ✓ Your contractors, insurance policies
- ✓ Consider your role during a localised or city wide incident

During

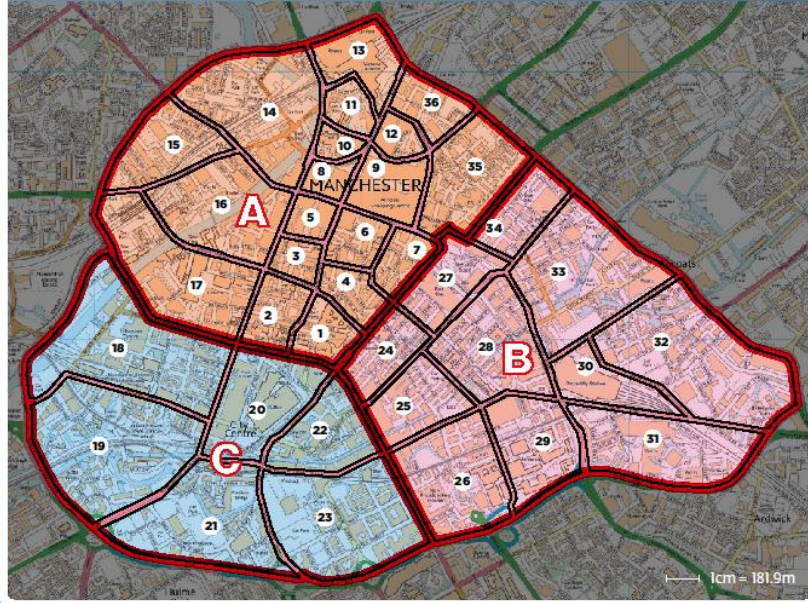
- ✓ Contingency 'checklist' & crisis management plan
- ✓ Your immediate safety 999/101?
- ✓ Where are your staff?
- ✓ Public, guests, customers expectations
 - In, out, or lockdown
- ✓ City-wide contingency zoning
- ✓ Expectations from a multi-agency response
- ✓ How do you maintain situational awareness and communication

After

- ✓ Staff welfare, recovery and retention
- ✓ Business Contingency Communication
 - Internal
 - External
- ✓ Business Resilience plan
 - Emergency contacts
 - Alternative Premises
- Collaboration and co-operation with neighbours & the city
- Brand communication, social media
- Business as usual or business on hold?

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.



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).



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.



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.

Grab bag check list

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



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

Social media accounts

Greater Manchester Police
 @gmpolice
 gtrmanchesterpolice

Greater Manchester Fire and Rescue Service
 @ManchesterFire
 manchesterfire

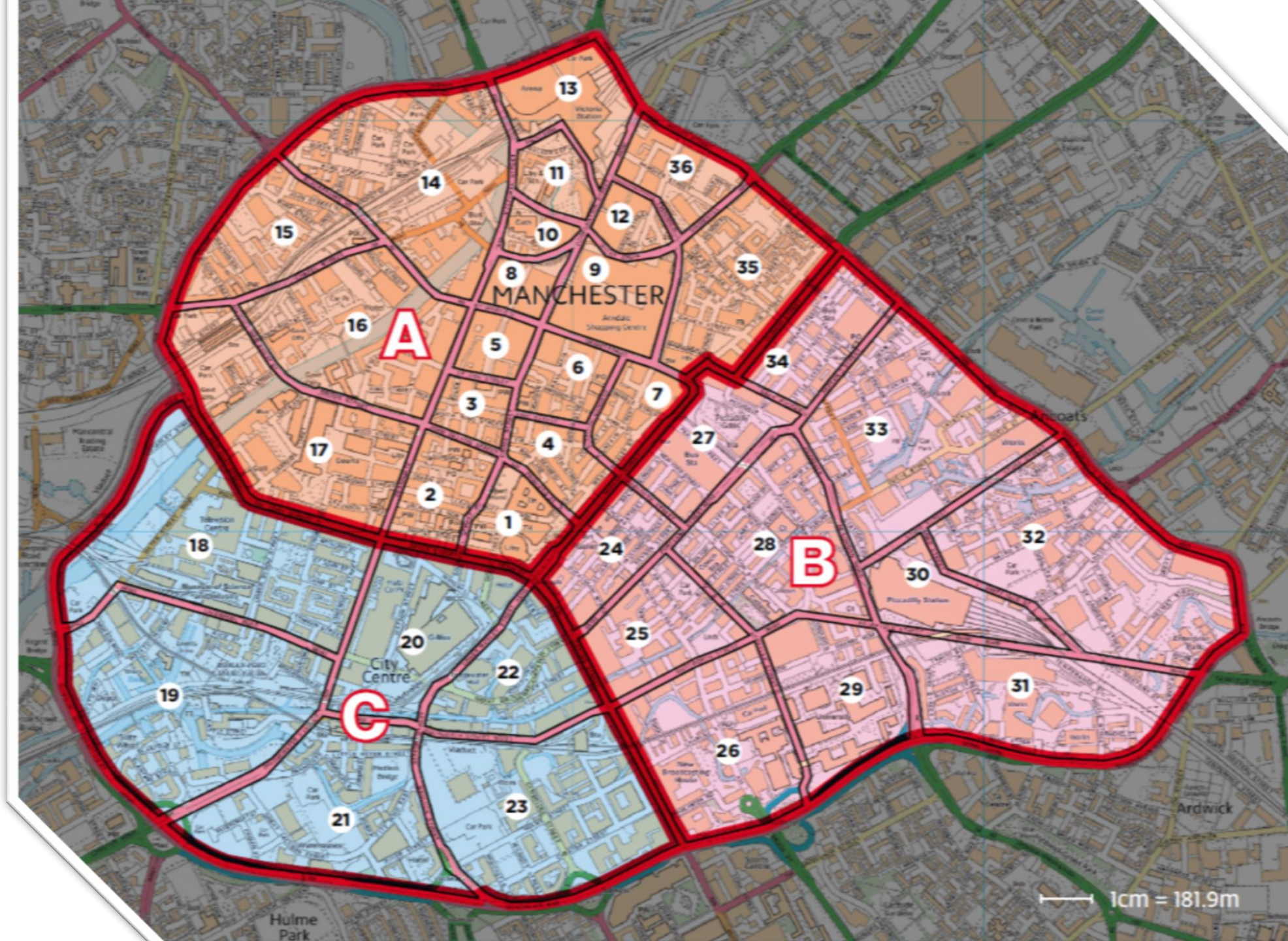
North West Ambulance Service
 @NWAmbulance
 nwasofficial

Manchester City Council
 @ManCityCouncil
 ManCityCouncil

Manchester Evening News
 @MENnewsdesk
 ManchesterEveningNews

BBC News
 @BBCBreaking

Sky News
 @SkyNewsBreak
 skynews

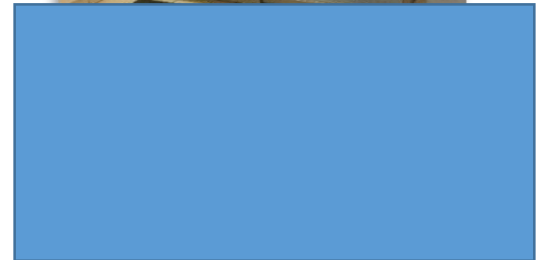
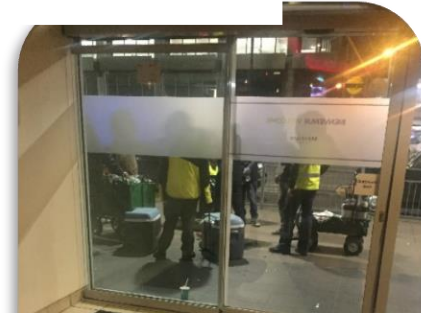
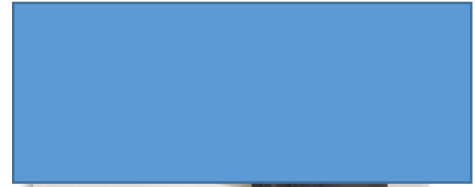


Micro-Resilience for City Centre Businesses

- We often focus on a macro methodology for resilience and business continuity but Urban Resilience often requires a micro management approach
- For the city centre, micro resilience is often about managing or reacting to city specific 'chronic stresses' or 'acute situations' within a locality or at an individual premises
- Many chronic issues affect footfall, walk-ups, customer reviews, reputation, staff retention and brand exposure. Every hour they aren't managed or contained can result in lost revenue and be a threat to the business

'Chronic Stress' Examples

- Social disorder
- Roughsleeping & Begging
- Spice use and drugs paraphernalia
- Anti-Social Behaviour (ASB)
- Pop-Up Soup Kitchens
- Squats, tents, encampments



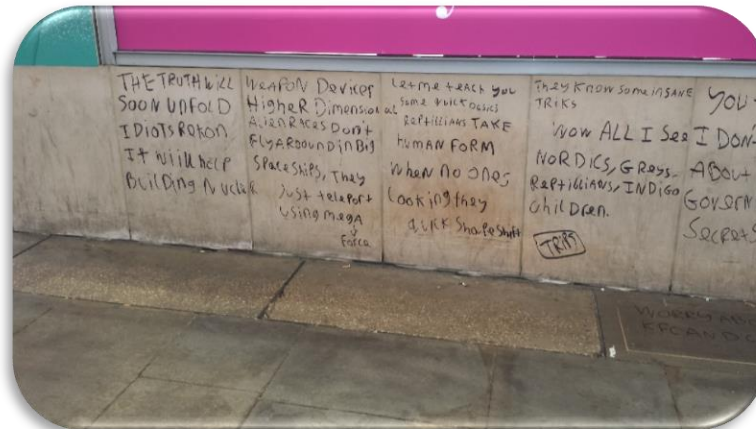
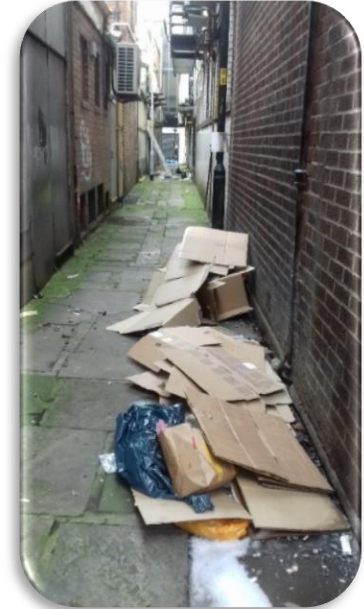
'Chronic Stress' Examples

- Traffic and Transport
- Road Closures
- Brexit



'Chronic Stress' Examples

- Poor waste management
- Fly tipping
- Protests



Micro-resilience planning, what goes wrong?

- Failure to accept relationship with chronic stresses
- Non-site specific contingency plans
- Lack of awareness of how to mitigate or react
- Lack of engagement and support with individual premises
- Waiting for an incident to occur, then reacting
- Staff turnover, lack of training
- Front line staff often non-informed or not aware of the complexities

Ensuring best practice for micro-resilience

- Understand chronic stresses unique to the local area and city of Manchester (and engage with the discussion)
- Individual premises business continuity planning and supporting individual site management
- Proactive and reactive measures in place for an individual site
- Risk assessing on-going chronic stress at a premises
- Ensure that front of house, on the ground staff are trained and confident
- Shared Intelligence with other premises and wider business community
- My greatest experience of supporting business continuity in the city centre is the human factor



The MBCF supports local businesses with contingency planning and emergencies.

Partnership Forum:

- ✓ Free training, advice, info
- ✓ Joined up network approach
- ✓ Good practice
- ✓ Foster mutual support
- ✓ Shared Intelligence

In the event of a major emergency or pre-planned event, MBCF will, where possible, share information about the incident to its members.



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.

A partnership of agencies from across Greater Manchester has responsibility for coordinating and overseeing emergency planning.

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 Greater Manchester.



Manchester – A resilient city

22:35 – Taxis, hotel rooms, triage areas, nearby businesses respond

23:00 – Lockdown and business continuity plans

05:00 – Blood donations, office space offered

07:00 – Tea and coffee from local F&B, Restaurants offer food to responders

08:00 – Co-ordinated business response

10:00 – Business contingency briefing, over 50 businesses

11:00 – Overwhelming city response of support



Manchester News MEN  @MENnewsdesk

23 May

#RoomForManchester: If you're stranded in town or can help someone who is please let us know and we'll try to help!

twitter.com/Mario4Presiden...

NEXT TIME:

**Talent and Recruitment
January 2018**



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