

# 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](http://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](http://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.

