



Emergency and Crisis Policy

Emergency and Crisis Policy: Gas Leaks, Power Failure, Flooding, Bomb scares

GAS LEAKS

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, you should call the free Gas Emergency Services emergency line immediately on **0800 111 999**

Also:

- Open all doors and windows to ventilate the property
- Turn off the gas supply at the meter (and leave it switched off until you're sure it's safe to turn it back on again)
- Do not turn on/off any electrical switches
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition
- If there are any electrical security entry phones/locks do not use them, open door manually

POWER FAILURE

In the event of a total power failure by external sources or dangerous electrical occurrence, the following action is to be taken:

1. Staff should switch off all electrical appliances.
2. Call **105** to report the power failure

FLOODING

1. If flooding occurs then the damaged/flooded area should be evacuated immediately.
2. If the flooding is severe then the Person-in-charge will summon the Fire Brigade to pump out the water.
3. It may be necessary to evacuate the home, this should be done as for the fire evacuation procedure.

**EMERGENCY NUMBER FOR BURST PIPES OR WATER LEAKS IS –
SEVERN TRENT WATER LTD 0800 783 4444**

BOMB SCARES

In the event of a Bomb alert at the home the following action will be taken:

1. The Person-in-charge is to be informed immediately, who will take the following action
 - a. Sound the fire alarm immediately.

- b. call the Police – **999**

Supervise the evacuation of the Home as quickly as possible to the Evacuation Area which is at the front of the house away from the building.

- c. Ensure staff are instructed to shut all doors as each area is evacuated.
- d. Once everyone is assembled at the evacuation area conduct a roll call.
- e. Inform the police of any person unaccounted for.
- f. It is not permitted to enter the building until the all clear has been given by the police.

Paul Battershall
General Manager