



## **Torr's Exotics Emergency Response Plan**

### **Introduction to Emergency Response Plans**

An Emergency Response Plan (ERP) is a formal document that outlines the procedures to follow during an emergency. It aims to protect lives, minimize injuries, and reduce property damage. Developing an effective ERP is crucial for organizations, communities, and individuals.

### **Key Components of an Emergency Response Plan**

#### **1. Risk Assessment**

- Identify potential emergencies (natural disasters, accidents, etc.)
- Evaluate the likelihood and impact of each risk

#### **2. Emergency Procedures**

- Define specific actions to take for each type of emergency
- Include evacuation routes and assembly points

#### **3. Roles and Responsibilities**

- Assign roles to team members
- Specify who is responsible for communication, evacuation, and first aid

#### **4. Communication Plan**

- Establish a method for alerting individuals of an emergency
- Identify key contacts and communication channels

#### **5. Training and Drills**

- Schedule regular training sessions for staff and stakeholders
- Conduct drills to practice the emergency procedures

## 6. Resources and Equipment

- List necessary emergency supplies (first aid kits, fire extinguishers, etc.)
- Ensure accessibility and maintenance of emergency equipment

## 7. Recovery Plan

- Outline steps to return to normal operations after an emergency
- Include assessment of damage and resource allocation for recovery

## **Implementation of the Emergency Response Plan**

- Distribute the ERP to all relevant personnel.
- Ensure that everyone understands their roles and responsibilities.
- Regularly review and update the plan based on new risks or changes in the organization.

## **Fire procedure**

This document outlines Torr's Exotics guidance on the action to be taken regarding Fire. In accordance with The Regulatory (Fire Safety) Order 2005 and the Management of Health & safety Regulations 1999

## **Process**

The procedures in managing the risk of fire, and the actions to be taken on discovering a fire.

On behalf of the Torr's Exotics, the Fire Officer will ensure that a fire risk assessment of the premises is carried out and that:

- The findings of the risk assessment are acted upon
- A fire can be detected in reasonable time
- Reliable warning systems are in place
- Persons in the building can get out safely
- A record of who is in the building at any one time is kept using visitors book & in-out boards
- A record of staff contact details are kept in fire book
- Adequate firefighting equipment is available

- Those in the building know what action to take in the event of a fire
- Training is provided for all employees on fire awareness via Huddle
- Management team and appointed staff partake in Fire Warden training

Evacuation of employees and clients takes priority over animals at all times. Whilst we appreciate employees may wish to evacuate animals at no time should they feel pressured in to putting their safe evacuation in jeopardy to evacuate/treat an animal. The fire service will be notified of animals' whereabouts in the building on arrival.

## **FIRE PREVENTION & PRECAUTIONS**

All employees must: -

- Read the Fire Action notice (copy displayed beside each fire exit)
- Keep all areas clean, tidy and free from obstructions
- Switch off unnecessary lights and electrical equipment, especially if the area is vacated
- Use equipment that generates heat with extreme caution and stow only when cold
- See also the local rules regarding fire safety in the Operating Areas
- Report to managers any damage to electrical equipment

Employees and visitors must not smoke in ANY areas.

All fire extinguishers & smoke alarms are inspected and maintained on an annual basis. Any concerns regarding the extinguishers/smoke alarms should be raised with the Operations Manager. Emergency lighting is tested on a monthly basis.

The locations of fire hazards, fire alarm points, fire extinguishers and fire exits are shown on the schematic site plans and described at the end of the Fire Action notice.

### **Fire Drills:**

1. Fire drills will occur routinely throughout the year and organized by the fire officer.
2. The Fire Officer must record all drills and tests, plus any actions required/taken thus on the Fire Drills & Alarm Tests Record. The outcome of fire drills will be communicated to all Hospital employees.

The automatic fire detection/alarm system will be serviced annually. These will be visually inspected monthly by the Fire Officer.

## **Reception of the Fire Brigade:**

In the event of fire, the Fire Officer or the most senior person present must inform the fire brigade of the names of any persons not accounted for at roll call, and provide plans showing the layout of the building and give information on the fire/health hazards present, especially the location of any gas, flammable substances and animals. This is stored, framed, above the fire panel in the reptile room.

## **FIRE ACTION**

Action on discovering a fire:

- ACTIVATE THE FIRE ALARM
- Do not be afraid to shout "FIRE", to warn all employees and visitors.

Only Attempt to put out the fire using the nearest appropriate extinguisher if you have been trained in the use of fire extinguishers, it is done without risk to yourself, and the alarm has been raised.

If it is an electrical fire, the equipment involved should be immediately switched off, provided that no personal risk is involved. Never use water on electrical fire.

Action on hearing the fire alarm or someone shouting fire:

- All employees and visitors must leave the building immediately, by the nearest safe exit route, closing doors behind them and assemble outside at the assembly point situated **16 LOWER DRAKE FOLD, WESTHOUGHTON BL5 2RE** for a roll call.
- DO NOT stop to collect personal belongings, employees should escort any visitors in their area to the nearest Fire Exit.

## **Roles and responsibilities**

Our fire alarm system is not linked directly to the fire brigade. This means the Fire Officer need to be contacted by calling 999. DO NOT SILENCE THE ALARM. Once they have arrived the Fire Officer or senior person on duty is due to;

o Advise them where the gas is.

o Give brief details, such as "there is a fire in our reptile room, it includes electricity"

## **Carry out a rollcall to identify all personnel**

If required, accompany the Fire Brigade to silence and reset the alarm (the fire panel and zone map is kept in the reptile room.)

- All keys required and kept with the key holders who are Nathan Torr and Neil Torr

Check areas for evacuation

- Reptile room, Private property and shed. Escort visitors out of the building.

The manager responsible for taking the in/out board for roll call at assembly point.

No person is to re-enter the building until the 'all clear' is given by the fire service.

### **Evacuating animals**

- It is company policy that no animal should be evacuated if it puts human life at risk
- If animals can be evacuated with no risk to human life i.e. animal in carrier, taking care not to cause a tripping hazard.
- Caged animals able to be removed quickly and without delay can be evacuated only if human life is not at risk and providing easily removed or led from building.
- Inform fire service that animals are caged in building and the areas in which they are.
- In the event of fire, no-one should delay their exit to collect or treat an animal
- No employee, regardless of position, is to give another employee the instruction to evacuate any animal or continue treating an animal, regardless of the situation.

### **Fire Hazards identified on the property**

- Tumble dryers – stored in the shed and maintained to manufactures guidelines. Filters are removed and cleaned daily.
- Electrical equipment - PAT tested annually and faults reported.
- Arson - refer to arson procedure

### **Disruption to Service/Relocation**

Manager will phone employees, where necessary, to inform them of the situation and whether or not to come into work/where to go if relocated.

In the event of the premises not being usable then provision will be made to relocate to **9 HIGHFIELD DRIVE FARNWORTH BOLTON, BL4 0RR**

**Manager will notify the relevant department-**

- Health, Safety & Wellbeing for investigation and RIDDOR reporting if necessary

**Electrical procedure**

This document outlines Torr's Exotics guidance on the action to be taken regarding electric. In accordance with The Electricity at work Regulation 1989.

**Process**

The procedures in managing the risk of electrical problems, and the actions to be taken on discovering an electrical problem.

On behalf Torr's Exotics will ensure that the risk of an electrical problem is minimized by ensuring regular checks of the building is carried out by the factor and any work is carried out by a competent person.

- The findings of the risk assessment are acted upon
- An electrical problem can be detected in reasonable time
- Reliable warning systems are in place
- Persons in the building can get out safely

Restrict access to area and notify colleagues

- Remove electrical equipment, perishable items etc and store safely elsewhere.
- In the event of a serious electrical concern the electric should be turned off. The fuse box is located in the private property in the front room under the stairs, alternatively another fuse box is located in the reptile room near the main entrance.
- All animals must be supplied with heat as required for the animals this can be done by using heat pads. If heat cannot be maintained then animals should be evacuation.

**Evacuating animals**

- It is company policy that no animal should be evacuated if it puts human life at risk
- If animals can be evacuated with no risk to human life i.e. animal in carrier, taking care not to cause a tripping hazard.
- Caged animals able to be removed quickly and without delay can be evacuated only if human life is not at risk and providing easily removed or led from building.
- Inform fire service that animals are caged in building and the areas in which they are.
- In the event of fire no-one should delay their exit to collect or treat an animal
- No employee, regardless of position, is to give another employee the instruction to evacuate an animal or continue treating an animal, regardless of the situation e.g. in theatre.

### **Disruption to Service/Relocation**

Manager will phone employees, where necessary, to inform them of the situation and whether or not to come into work/where to go if relocated.

In the event of the premises not being usable then provision will be made to relocate to **9 HIGHFIELD DRIVE FARNWORTH BOLTON, BL4 0RR**

Manager will notify the relevant department-

- Health, Safety & Wellbeing for investigation and RIDDOR reporting if necessary

### **Flood procedure**

This document outlines Torr's Exotics guidance on the action to be taken in regard to a flood. In accordance with the Management of Health & safety Regulations 1999.

The property is not in a vulnerable area for flooding (surface water or costal) according to the SEPA website. However, flood from burst pipes may occur. In addition, the surrounding area may be disrupted if hit by flooding and access to the hospital may be restricted.

## **Process**

The procedures in managing the risk of a flood and the actions to be taken on discovering a flood including surrounding area for access to the hospital.

On behalf Torr's Exotics will ensure that the risk of a flood is minimized by ensuring regular checks of the building is carried out by the factor and any work is carried out by a competent person.

In the event of an internal flood (likely due to a burst pipe)

- Inform most senior staff member on shift who in turn will contact the plumber and Maintenance person.
- Contain water if possible, using blankets etc.
- Restrict access to area and notify colleagues
- Remove electrical equipment, perishable items etc and store safely elsewhere.
- In the event of a serious flood the water should be turned off. The stop cock is in the private property in the kitchen in the kitchen sink cupboard. The cupboard is not locked.

In the event of external flooding i.e. from surface water, seek advice and action from local authorities. For major flooding phone 999 and ask for fire and rescue and explain the situation.

Evacuation of employees always takes priority over animals. Whilst we appreciate employees may wish to evacuate animals, at no time should they feel pressured in to putting their safe evacuation in jeopardy to evacuate an animal.

## **Disruption to Service/Relocation**

Manager will phone employees, where necessary, to inform them of the situation and whether or not to come into work/where to go if relocated.

In the event of the premises not being usable then provision will be made to relocate to **9 HIGHFIELD DRIVE FARNWORTH BOLTON, BL4 0RR**

## **Manager will notify the relevant department-**

- Health, Safety & Wellbeing for investigation and RIDDOR reporting if necessary



## **Bomb threat**

### **Objective**

This document outlines Torr's Exotics guidance on the action to be taken in regard to a bomb threat or suspicious object both on site and on events.

### **Process**

The risk of a bomb threat is deemed according to the national threat set by the government. See link for national level of threat - <https://www.gov.uk/terrorism-national-emergency>

Petting zoos are typically not the target of animal right activities, terrorists or other such organizations/groups. However, this procedure sets out what to do in the unlikely event of a bomb threat/suspicion package/object found in the hospital or staff being informed of a possible bomb threat.

The control we have over minimizing a bomb threat is low, the following measures will be taken in the event of a suspected/actual bomb threat along with security measures that are already in place: -

### **If a suspicious object is found**

- All employees are to inform the Manager of any object that is unusual, suspicious or unaccounted for.
- Do not touch, tilt, move or tamper with it
- If possible, place a sign near it stating DO NOT TOUCH

### **Recognising a suspicious package**

- Grease marks on the envelope or wrapping
- A usual odour such as marzipan or machine oil
- Visible wiring or tin foil, especially if the envelope or package is damaged
- The weight distribution may be uneven; the contents may be rigid in a flexible envelope

- It may have been delivered by hand from an unknown source or from an unusual place
- If a package, it may have excessive wrapping
- There may be poor handwriting, spelling or typing
- It may be wrongly addressed or come from an unexpected source

### **Dealing with a telephone bomb threat**

- Remain calm
- The caller may ring off immediately after giving the information, however, try to gather as much information as possible from the caller
- Where is the bomb right now
- When is it going to explode?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
- Why?
- What is your name?
- What is your address?
- What is your telephone number? – Note if a number comes up on the phone take a note of that.
- Listen out for background noises such as street noise, people, office or factory machinery, tv, animal noises etc
- Listen to the caller's voice, is there an accent? Does it sound familiar if so, who does it sound like? was it calm, angry, was there a lisp, was deep, nasally etc.
- Keep the line open even after the caller has hung up. Do not replace the handset
- Inform the Manager of the threat

### **Call the police and provide as much information as possible**

Evacuate the building if deemed necessary/advised by the police or restrict access to part of the building

Evacuation of employees and clients always takes priority over animals. Whilst we appreciate employees may wish to evacuate animals/continue treating an animal at no time should they feel pressured in to putting their safe evacuation in jeopardy to evacuate/treat an animal.

### **Disruption to Service/Relocation**

Hospital Manager will phone employees, where necessary, to inform them of the situation and whether to come into work/where to go if relocated.

In the event of the premises not being usable then provision will be made to relocate to **9 HIGHFIELD DRIVE FARNWORTH BOLTON, BL4 0RR**

Manager will notify relevant departments-

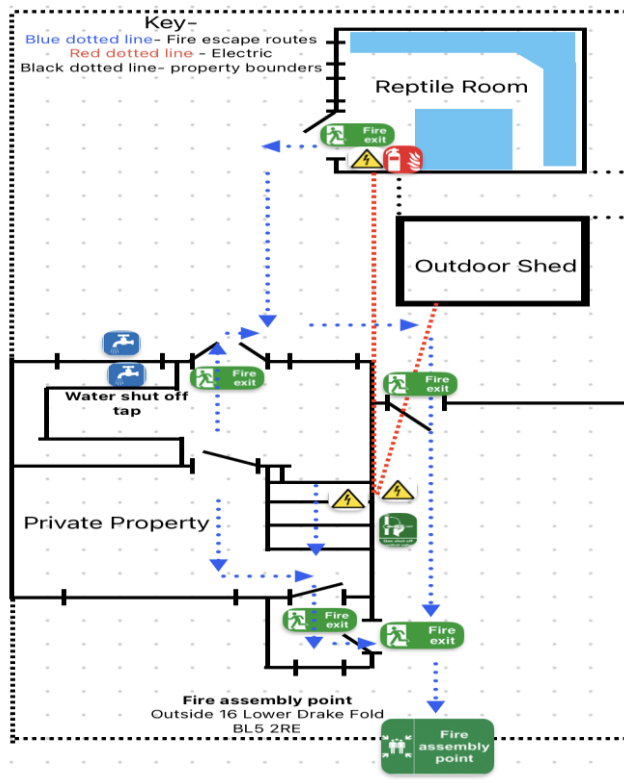
- Health, Safety & Wellbeing for investigation and RIDDOR reporting if necessary

### **Contact number-**

	<b>Name</b>	<b>Emergency contact number</b>
<b>Ambulance</b>	<b>Northwest ambulance</b>	<b>999 / 111</b>
<b>Fire</b>	<b>Greater Manchester fire and rescue</b>	<b>999/ 111</b>
<b>Police</b>	<b>Greater Manchester police</b>	<b>999/ 111</b>
<b>Local hospital</b>	<b>Royal Bolton hospital</b>	01204 390390
<b>Electric</b>	<b>Octopus</b>  <b>National grid</b>	0808 164 1088 from 9 AM–5 PM Monday–Thursday and 9 AM–4 PM on Friday  105
<b>Gases</b>	<b>National grid</b>	<b>0800 111 999</b>

<b>Water</b>	<b>United Utilities</b>	<b>03456723723</b>
<b>Health and safety representative</b>	<b>Nathan Torr</b>	<b>07838947900</b>
<b>First Aider</b>	<b>Nathan Torr</b>	<b>07838947900</b>
<b>Fire warden</b>	<b>Nathan Torr</b>	<b>07838947900</b>
<b>Key holder</b>	<b>Nathan Torr or Neil Torr</b>	<b>07838947900 (Nathan) 07877670360 (Neil)</b>
<b>Bolton Council</b>	<b>Bolton council</b>	<b>01204 333333</b>
<b>Emergency vets</b>	<b>Vets Now Manchester</b>	<b>01615047424</b>

## Site Plan-



## Conclusion

An effective Emergency Response Plan is essential for ensuring safety and resilience during emergencies. By preparing in advance, organizations can protect

lives and property while minimizing disruption. Regular updates and training are vital for maintaining an effective response strategy.