

July 2005

## EVACUATION PROCEDURE

### MILLWALL FOOTBALL CLUB

#### AIM

The responsibility for the safety of those persons at the Stadium lies with the club and supported by the emergency services. To that end, an Evacuation Plan to deal with any emergency has been written and the aim of this plan is to set out the role of Stewards, in liaison with other agencies, in the evacuation process. It also has the objective of ensuring swift access to the area of the fire and Ambulance services.

N.B. Any evacuation part or whole may lead to an abandonment of the game.  
A decision will be made as to the abandonment after consultation between the club Safety Officer and the Police Commander.

If a full evacuation is required the match will be stopped via a radio message to the Steward in the Players Tunnel.

No announcement will be made before the team and officials have left the pitch.

#### ROUTES

All three emergency services have agreed that their access to the Stadium will be via Stockholm Road Gate Two and/or Surrey Canal Road Gate 3.

Their exit route will be via Bolina Road Gate Five and Zampa Road Gate One.

#### THE PROCEDURE

##### AN INCIDENT

An incident is defined as any occasion requiring an operational response from Stewards, Police, Fire or Ambulance, but does not require the Police to assume control of the Stadium.

## AN EMERGENCY

An emergency is defined as any incident considered by the Safety Officer of Millwall Football Club, or any of the emergency services, to be beyond the capability of the Stewards to provide the necessary co-ordination of the emergency services responsible. The Police will take primacy, in liaison with the Football Safety Officer and assume control, after the signing of the Control Handover Proforma.

## A MAJOR INCIDENT

A major incident will remain defined in accordance with national emergency procedures and will only be declared by the emergency services.

In the first instance, the Club Safety Officer will take command and it will be their responsibility following such consultation as is possible with the Police, Fire and Ambulance Commanders, to decide whether evacuation is necessary from the whole or part of the ground. In the event that the Police Commander, in liaison with the Club Safety Officer, construes the incident to be an Emergency or Major Incident then they will assume overall command and will inform the Club Safety Officer that they have done so.

The Senior Ambulance, Fire and Police Officers on duty in the Control Room will be responsible for alerting their own services of an incident.

## RISK ASSESSMENT

A dynamic Risk Assessment will need to be undertaken to ensure that no person is put at risk as the result of an evacuation.

The following are points to consider:-

- The location and size of the incident
- The size of the area and numbers to be evacuated
- Number of casualties
- What instructions are to be given
- Which direction do you want them to evacuate to
- Where are they being evacuated to

Should the decision be taken to evacuate persons from the ground, the following announcement will be made over the public announcement system, which will be preceded by a loud warning jingle:

*BING BONG*

## PART EVACUATION

Ladies and Gentlemen, due to unforeseen circumstances we must ask all people in the ..... Stand to please leave as quickly and quietly as possible, using the exits indicated to you by the staff.

## TOTAL EVACUATION

Ladies and Gentlemen, due to unforeseen circumstances it is not possible to continue with this event. Please leave as quickly and quietly as possible using the exits indicated to you by the staff.

### ACTION TO BE TAKEN

As soon as an emergency has been declared and a decision has been taken to call for additional Fire and Ambulance support, Control Room will instruct all traffic officers on duty to seal off access routes to all traffic, to allow free access for Emergency Service Vehicles.

Car Park Stewards will direct the Emergency Service Vehicles once inside the stadium to agreed RVP.

On hearing the evacuation announcement, Stewards and Police Officers will direct the public away from the incident and to a place of safety.

Stewards and Police Officers should be alert and listen to their radios and the Stadium P.A. system for further instructions.

All vehicles parked within the Stadium car parks must be prevented from leaving any of the car parks until instructed otherwise.

The aim of the evacuation is to remove spectators from the ground in the most appropriate way through liaison between the Club Safety Officer and the Police Commander.

Throughout the emergency the Police Commander, Senior Fire Officer, Senior Ambulance Officer and Club Safety Officer, will need to consult at frequent intervals to inform each other of what actions have been or need to be taken. Such decisions will be documented, including the site of the Fire Service Control Vehicle, Casualty Collection Points and Casualty Clearance Centres.

In respect of both the Casualty Collection point and the Casualty Clearance Centre, the St. John's Ambulance personnel on duty will assist Ambulance Service Personnel.

## STAND DOWN

The decision to stand down will be taken by the Club Safety Officer or the Police Commander, as the case may be, following consultation with the Ambulance and Fire Service Senior Officers. The Stand Down call will be made by a tannoy announcement, supplemented by radio messages. All personnel will then resume their normal duties.

NOTHING IN THE ABOVE IS MEANT TO PREVENT EITHER STEWARDS OR POLICE OFFICERS TAKING THE INITIATIVE OF EVACUATING SUPPORTERS WHOM THEY PERCEIVE TO BE AT RISK, AWAY FROM AN AREA OF THE STADIUM.

## ALERT PROCEDURE

On receipt of any emergency call the following coded alert message will be given over the PA system:-

<p><b>(Loud Noise)</b> STAFF ANNOUNCEMENT, WILL THE STADIUM MANAGER MEET 'MR. DEN' IN THE .....(Location of incident)</p>
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## BOMB CALLS

Past experience has shown that football grounds may be targets for bomb calls. Should such a call be received then the Police Commander will confer with the Club Safety Officer and decide what action is to be taken. The decision as to whether or not to evacuate rests with the Club Safety Officer. The Senior Fire and Ambulance Officers will be kept informed of the situation. Should the Club Safety Officer decide not to evacuate the ground, but after consultation with the Police Commander, feel that there is a need to have all the exit gates opened, a radio message will be sent to all Supervisors.

Following this radio message the Club will be responsible for ensuring that all perimeter gates are opened and remain open until a further tannoy announcement is put out instructing Stewards to stand down.

Police Officers and Stewards in the spectator areas of the ground will conduct such searches, as they are able, without alarming spectators, for any suspicious packages.

The decision to stand down will be the responsibility of the Club Safety Officer who will then have the following announcement put out:

<p><b>'MR DEN' HAS LEFT THE STADIUM</b></p>
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## CONTROL HANDOVER PROFORMA

**Match:** Millwall FC v

**Day / Date:**

**Time:**

**Reason for decision:-**

**Decision under agreement:-**

(Safety Officer's request)

(Joint agreement)

(Match Commander's decision)

**Police units deployed (serial no's):**

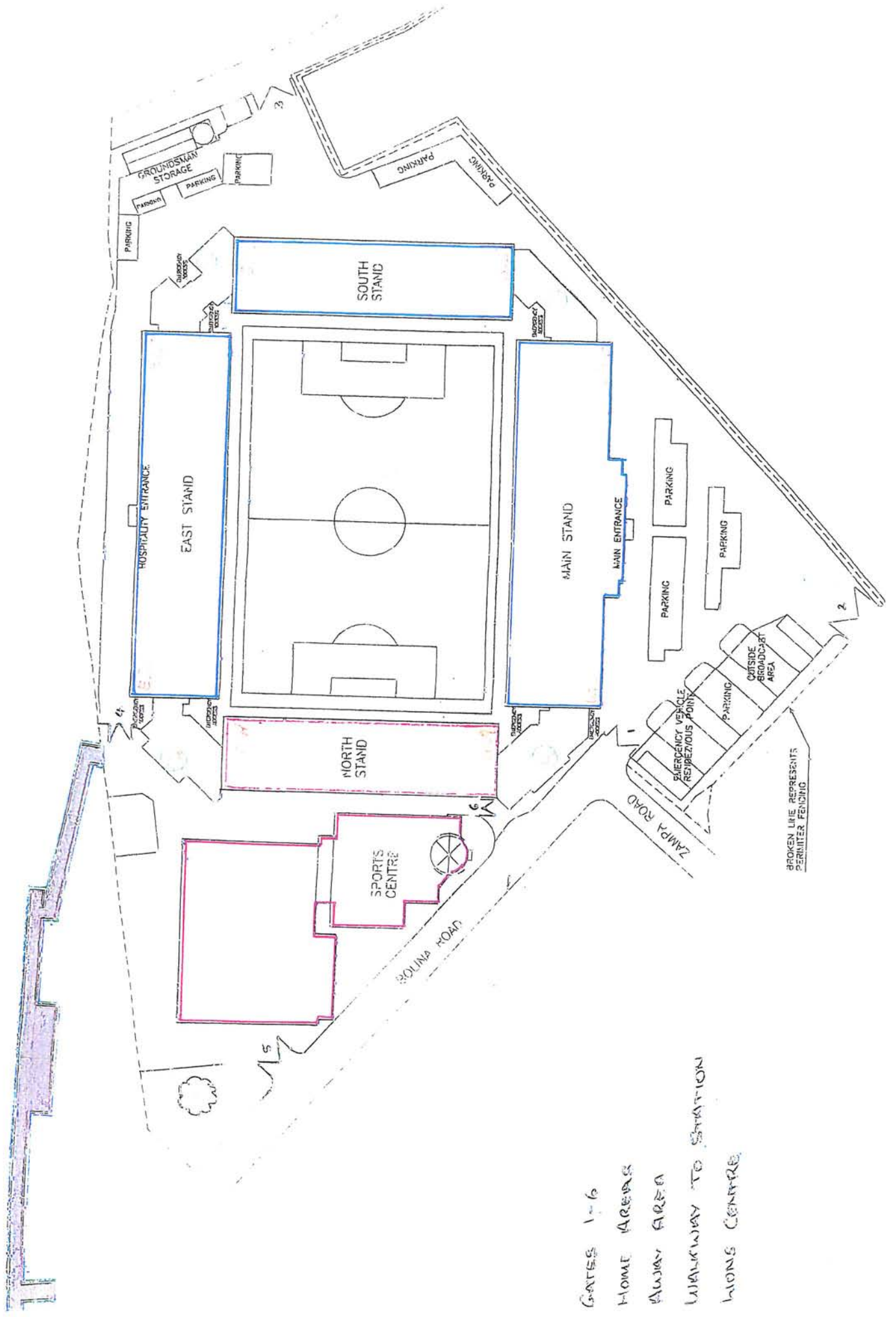
**Area of ground police assumed control of:**  
**Special Services Agreement invoked: YES/NO**  
**Time control returned to the club:**

Signed 1)

Match Commander

2)

Club Matchday  
Safety Officer



GATES 1-6

HOME AREA

AWAY AREA

WALKWAY TO STATION

LIONS CENTRE

