

# Pulman Arena Lock Down Procedure

In the event of a lock down follow the instructions of the Arena staff as situations vary:

- Assess the type of emergency e.g. an assailant with a weapon
  - Immediately call the Police via **111** – do not waste valuable time
  - You will be advised via the loud speaker that there is an emergency and the nature of the emergency
  - If the assailant is outside the building then the front doors will be locked by Arena staff so that the assailant cannot enter
  - **Do not set off the fire alarm** as this opens all the external fire doors around the building
  - The lights in the arena will be turned off.
  - Direct all occupants away from the external areas of the building e.g. foyer, corridors, West end of the arena which has window areas.
  - Direct everyone on the second floor to clear the corridors and move to the seating.
  - Direct everyone on the ground floor to the court area away from the Western end and multiple windows.
  - Ensure anyone who needs assistance is identified and notify arena staff if you need help.
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- If the assailant enters the building then **SET OFF THE FIRE ALARMS** so that all possible means of escape are opened and direct people to the exits away from the assailant.
  - Immediately dial **111**
  - The fire alarm will also automatically contact the fire service.

The Police station is less than 5 mins away and the Police are regularly patrolling through the Park – they are advised when we have major events.

## Important points of contact in case of emergency

*(Always call 111 for Fire, Ambulance or Police)*

**Duty Manager Arena** – 09 394 1422 or physically in the foyer office

**Conroy Security** – 09 239 0068

Thank you for your cooperation ☺



## **BOMB THREAT**

The following are some basic guidelines for dealing with this type of emergency. For further information contact your nearest police station.

### **Telephone Threat**

If a bomb threat call is received it must be treated as a potential danger. Like the fire alarm it must be treated as genuine until confirmed otherwise.

Make use of the bomb threat checklist in this document.

Take actions on advice from the police.

If you take a telephone bomb threat remain calm and polite. Listen for any details; do not interrupt the caller. Keep the caller talking for as long as possible. Pay attention to background noises, all such details may assist in determining the callers' location.

Assessment of a call and any information received may influence the advice given by the police. Detail of the individual or organisation may add credibility to the call.

Pass as much information on the police as possible.

If a search is required then wardens and occupants should carry it out.

### **Discovery of an unusual object**

Experience has shown that explosive devices can be made to resemble almost anything. It is wise to treat any suspicious object found in an unusual place with upmost care.

If a suspicious object is found inform the police. They will determine the actions to be taken.

Suspicious objects that have been found or left by an unknown person must not be moved. Objects that have arrived via the post may be moved carefully to a safe place.

If an object is discovered, isolate it by evacuating the immediate area. Once the area has been evacuated, secure and prevent entry. DO NOT lock doors unless absolutely necessary but ensure that occupants who may be unaware of the situation cannot enter the area.

Remain calm and inform only those who need to know.