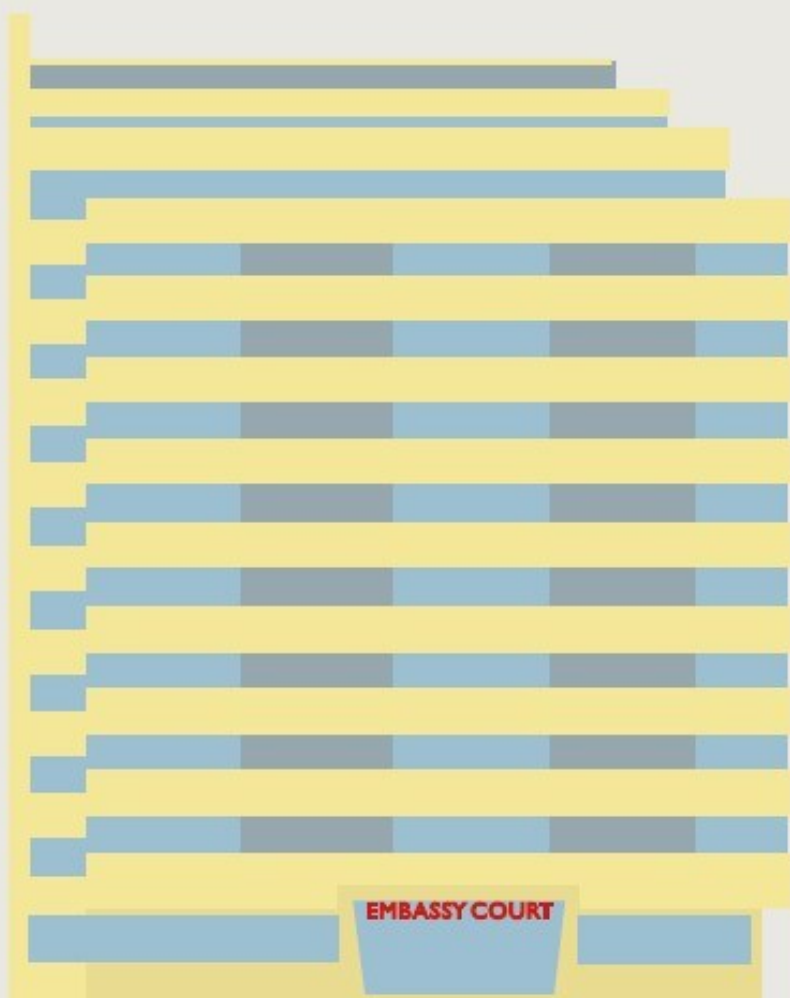




EMBASSY COURT

Emergency Preparedness Plan

Contents

Purpose	3
Scope	3
Incident Overview	3
Incident Activation	4
Immediate Actions	4
Roles & Responsibilities	5
Communication	5
Response Guidance	5
Access for Emergency Services	7
Information & Awareness	7
Monitoring and Review	7

1. Purpose

This plan sets out how to respond to unexpected incidents and emergencies affecting Embassy Court and its residents, staff and guests.

The objectives are to:

- Protect life and reduce harm
- Provide clear guidance during an incident
- Support emergency services
- Maintain order and communication

This plan is proportionate and generic, designed to be used across a range of incidents.

2. Scope

This plan applies to:

- Residents
- Building management staff / managing agent
- Contractors (where relevant)

It covers incidents occurring within or impacting the building.

3. Incident Overview

This plan addresses situations such as:

- Security incidents or suspicious activity
- Major disturbance or disorder
- Utility failure (power, water, gas)
- Structural concerns or access issues
- Medical emergencies
- External incidents affecting the building (e.g. police activity nearby)

4. Incident Activation

An incident is any situation that:

- Poses a risk to people, OR
- Requires emergency services, OR

Disrupts normal use of the building

Triggers may include:

- Suspicious behaviour or item
- Serious injury or illness
- Loss of essential services
- Police or emergency service attendance
- Any situation where residents feel unsafe

5. Immediate Actions

In any incident:

1. Assess the situation quickly
2. Call 999 if there is immediate danger
3. Provide:
 - Full address
 - Nature of incident
 - Any risks or hazards
4. Alert others nearby if safe to do so
5. Follow instructions from emergency services

6. Roles & Responsibilities

6.1 Responsible Person / Building Management

- Maintain this plan
- Act as point of contact (where required)
- Provide information to emergency services
- Support communication with residents

6.2 Residents

- Take responsibility for their own safety
- Follow guidance and instructions
- Report incidents or concerns promptly

7. Communication

During an incident:

- Call **999** where appropriate

Share information directly with those nearby if safe

Ongoing communication:

- Notices
- Email / managing agent updates (if applicable)
- Verbal updates where necessary

8. Response Guidance

This section replaces scenario-heavy planning with **simple, flexible actions**.

8.1 If you feel unsafe

- Move to a safe place immediately
- Avoid the area of concern
- Contact emergency services if needed

8.2 Security Incident / Suspicious Activity

- Do not approach suspicious items or individuals
- Move away from the area
- Report immediately

Use the principle:

- **RUN** – move to safety
- **HIDE** – if you cannot leave
- **TELL** – contact police when safe

8.3 Utility Failure

- Report to building management
- Follow any instructions issued
- If dangerous (e.g. gas smell), leave the area and call emergency services

8.4 Medical Emergency

- Call 999
- Provide assistance if able
- Help direct emergency services

8.5 External Incident

If an incident occurs outside but affects the building:

- Stay indoors if advised
- Avoid windows or exposed areas if necessary
- Follow police or emergency service instructions

9. Access for Emergency Services

Residents and management should:

- Ensure entrances are accessible
- Provide clear directions
- Share relevant information if requested

10. Information & Awareness

Residents should be aware of:

- How to contact emergency services
- How to report concerns
- Basic safety actions

Information may be provided via:

- Notices
- Resident communications
- Welcome information

11. Monitoring and Review

This plan will be:

- Reviewed periodically
- Updated as required
- Communicated to relevant parties

Embassy Court Emergency Preparedness Plan

Fact Sheet

1. If an incident occurs



- Move away from danger immediately
- Go to a safe place (inside or outside as appropriate)

2. Call for help



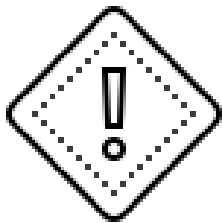
- Call **999** if there is immediate danger
- Give
 - Building name & address
 - What has happened
 - Any risks or injuries

3. Inform others



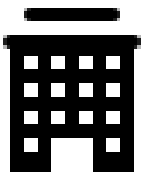
- Alert people nearby if safe to do so
- Follow any instructions from emergency services

Suspicious Activity



- Do not approach
- Move away
- Report to police (999 if urgent)

Utility Issues



- Report to building management
- If dangerous (e.g. gas smell)
 - Leave immediately
 - Call 999

Emergency Services



- Follow all instructions
- Keep access routes clear
- Do not re-enter restricted areas

Types of incident

This guidance applies to:

- Security concerns or suspicious activity
- Medical emergencies
- Utility failures (gas, power, water)
- External incidents affecting the building

Fire procedures are covered separately in Embassy Court Emergency Plan

Very Serious Incident *(national guidance)*



- **RUN** – move to safety
- **HIDE** – if you cannot escape
- **TELL** – call police when safe

Medical Emergency



- Call **999**
- Help if you are able
- Direct emergency services to the location