

# EVENT HANDBOOK APPENDIX A

## SUPPORTING DOCUMENTS

### Contents

1. Emergency Procedures
2. PEEP Form
3. Delivery/ Collection Note
4. Vinyl Disclaimer
5. Delegate List form

**Note,** all Health and Safety documents, including risk assessment templates, are on the QEII website or via your Event Manager.

## 1. EMERGENCY PROCEDURES

**Purpose:** To provide Clients with clear guidance and layout drawings to ensure fast and efficient evacuation in an emergency.

**Note:** All emergency procedures must be followed in accordance with the QEII Centre's Emergency Procedures, Health and Safety Policy, and any instructions from QEII Centre staff or security personnel. These procedures are subject to change and must be adhered to at all times.

### FIRE

The Centre's Fire Alarm notification is a spoken voice announcement (male) repeating:

***"Your Attention please, your attention please, due to a reported emergency, it has become necessary to evacuate the building. Please make your way to the nearest exit. Do not use the lifts."***

Familiarise yourself with **fire exits** and **escape routes** on the floors you will be using, and ensure all staff and stewards are briefed accordingly.

See **Appendix One** for QEII escape routes and floor images.

Inform your Centre's Event Manager of any attendees with special requirements (see PEEP section for details).

The QEII Centre will provide fire wardens and offer **training and site familiarisation** on the setup or first event day.

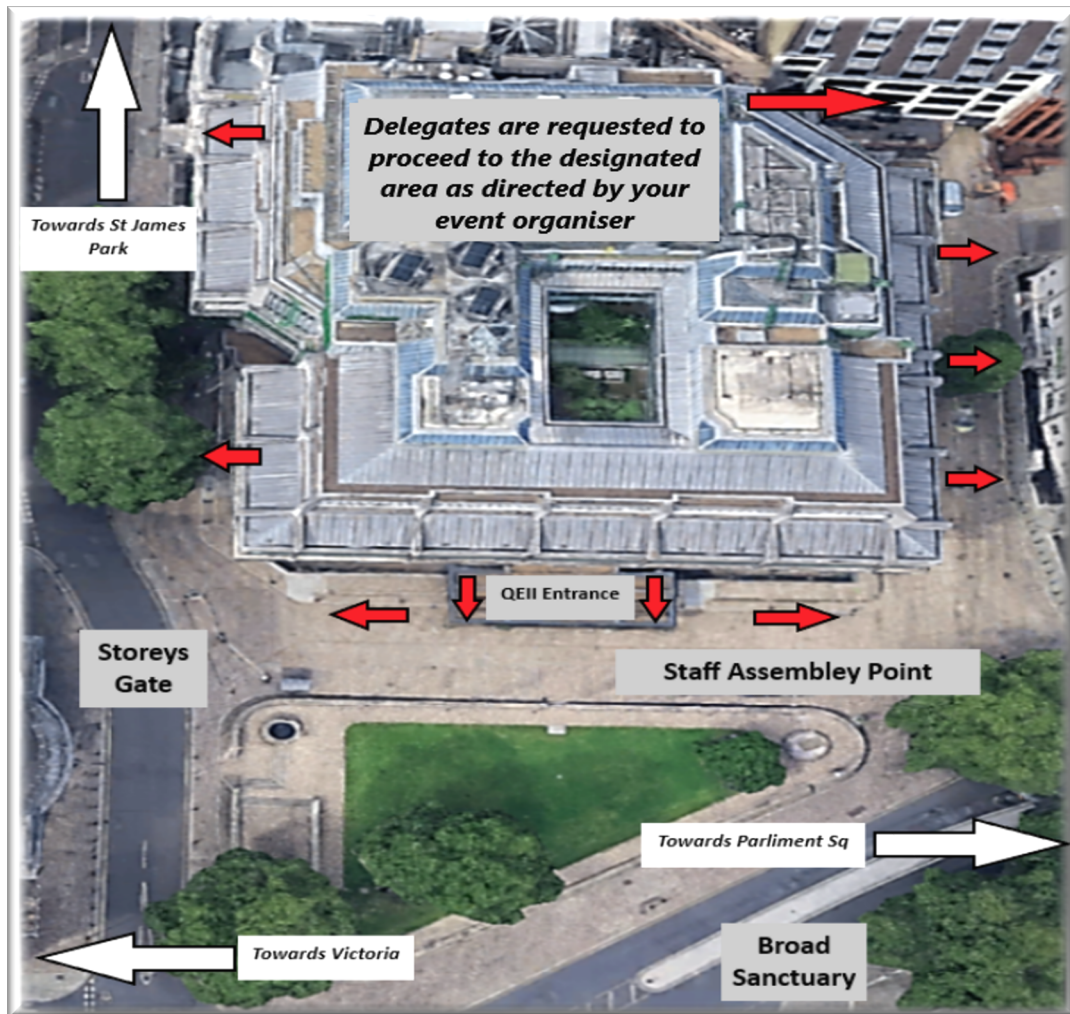
## **On Discovering a Fire**

- Raise the alarm immediately by operating the nearest break-glass call point.
- Ensure those nearby are aware and evacuate immediately.
- Close doors behind you.
- Use firefighting equipment only to aid exit; do not put yourself at risk fighting a fire.
- Do not stop to collect personal belongings.
- Do not use the lifts.
- Once outside:
- Staff & Contractors must proceed to the assembly point.
- Delegates will disperse (Clients may designate gathering locations in advance).
- Do not re-enter the building until cleared by the QEII Incident Control Officer or Security team.

## **On Being Instructed to Evacuate via the Voice Alarm**

- Follow the Voice Alarm instructions.
- Ensure those nearby are aware and evacuate as directed.
- Assist unfamiliar building users in locating the nearest escape route.
- Close doors behind you.
- Use firefighting equipment only to aid exit; do not put yourself at risk.
- Do not stop to collect personal belongings.
- Do not use the lifts.
- Once outside:
- Staff & Contractors must proceed to the assembly point.
- Delegates will disperse (Clients should designate their own assembly points in advance). Clients may consider St James Park or outside Westminster Abbey as suitable
- Do not re-enter the building until cleared by the QEII Incident Control Officer or Security team.

### QEII Centre Assembly Point:



## Automatic Actions

When the alarm sounds, the following actions will occur automatically:

- i. Electronically locked doors will be released, including Fire Exit doors that may have been secured for access control. Magnetically retained doors that were previously held open will close automatically.  
Note: No doors should be wedged open to ensure safety.
- ii. Lifts will be grounded, making them unusable once the alarm is activated.

## Persons with Disabilities

Event organisers must inform their QEII Event Manager of any visitors requiring assistance during an emergency, such as those with:

- Mobility impairments (age, infirmity, pregnancy, or physical immobility); and/or
- Hearing or sight impairments.

This information must be provided **before** the event day. Event organisers / individuals should complete a **Personal Emergency Evacuation Plan (PEEP)** and submit it to the QEII Centre (Appendix A includes the PEEP form). The Centre provides evacuation chairs, which are operated by the trained security team to assist mobility-impaired individuals in evacuations.

**Note:** It is the client's responsibility to notify the QEII Centre of any required PEEP ahead of the event.

## Creche Facility

The location of the event creche facility should ensure the safety of parents and carers in the event of a fire evacuation. It should be situated **on the same floor or a lower floor** than the main event space to prevent parents from inadvertently entering a danger zone while retrieving their children.

The creche must have an **evacuation plan** for children in the event of an emergency. This plan must be created by the event organiser and approved by the Event Manager at least **two weeks** prior to the event, using the PEEP form format.

## Medical Assistance

Qualified First Aiders are available 24/7 for all events. In case of a medical emergency, contact **Security Control** at 020 7798 4040 or your Event Manager to dispatch a First Aider. There is a First Aid Room on the ground floor accessible to First Aiders. If necessary, the First Aider will arrange for an ambulance.

For major medical emergencies (e.g., heart attack, stroke, seizure, broken bones), **call 999** immediately and then notify Security Control and the Event Manager.

**Defibrillators** are located on:

- Ground floor (Reception)
- 3rd floor (Britten room)
- 5th floor (Turing room)

## Security Incidents

For incidents such as a terrorist attack or structural disaster, the response will depend on the nature of the event. For instance:

- Terrorist attacks: Evacuation may be delayed if a threat is nearby, and delegates may be moved to a safer area inside the building instead of evacuating.
- Explosive devices: If there is a risk of explosives, evacuation would not be appropriate.

The QEII Centre management will assess the situation, often with police cooperation. Where possible, event organisers will be included in the assessment.

**Evacuation Announcements:** If necessary, an evacuation announcement will be made via the PA system, including information on which staircases to use and where to assemble. QEII Centre team members will act as floor wardens to assist.

**In the case of a terrorist attack inside the building:** A PA announcement will be made stating:  
*"This Centre is under attack, there are persons with weapons, you are at risk, this is not an exercise. I repeat, this is not an exercise. The Centre is under attack, Run, Hide, and Tell."*

The announcement will not specify safe locations or staircases to avoid aiding the attackers.

**Security Support:** Event organisers and delegates should notify **Security Control** (020 7798 4040) if they suspect suspicious activity, a package, or a bag.

Security staff may request assistance from event organisers in cordoning off any suspicious item and conducting initial inquiries into its ownership.

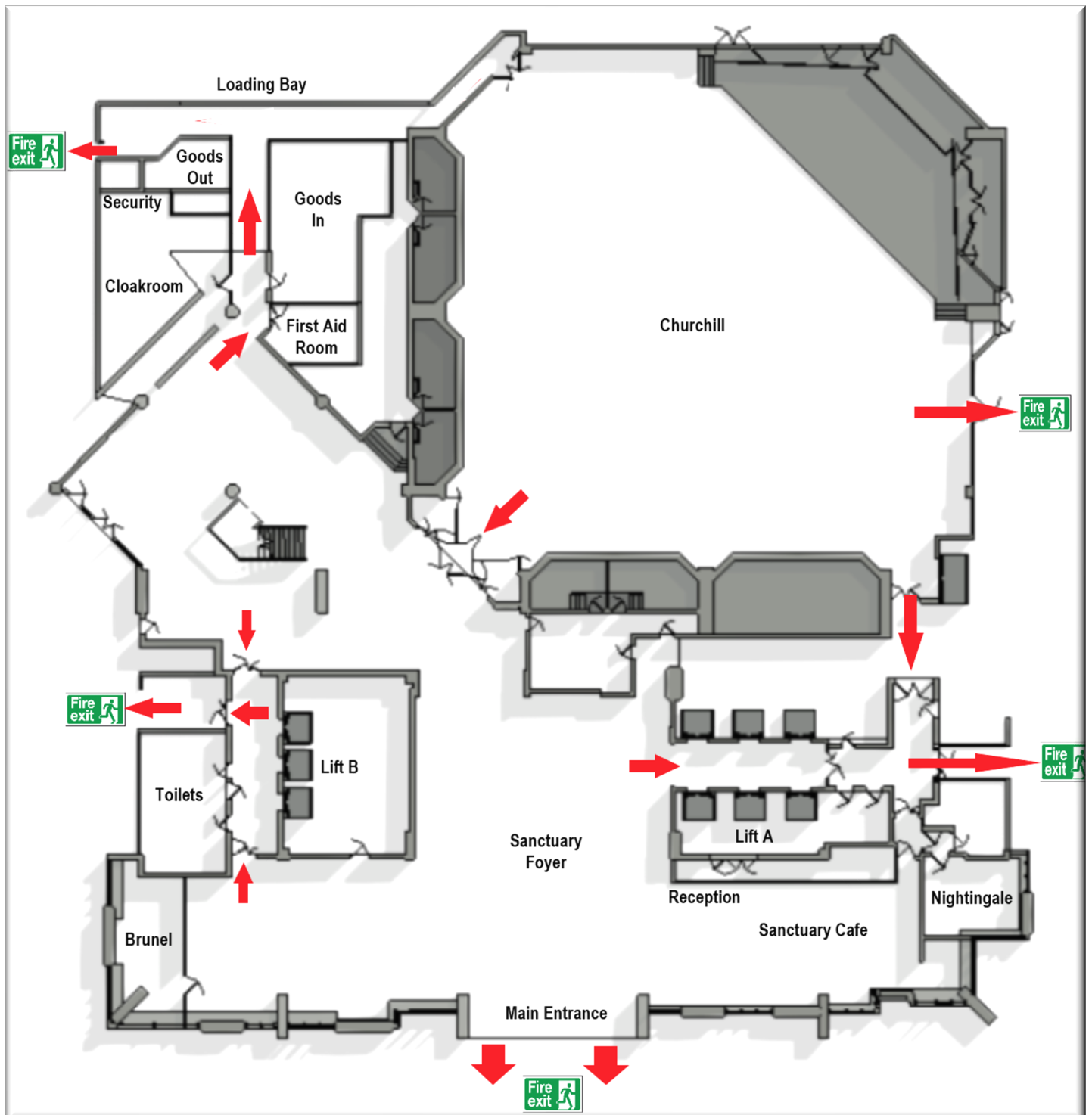
## Contact Information

For any queries regarding these procedures, please contact **Security Control** at **020 7798 4040**.

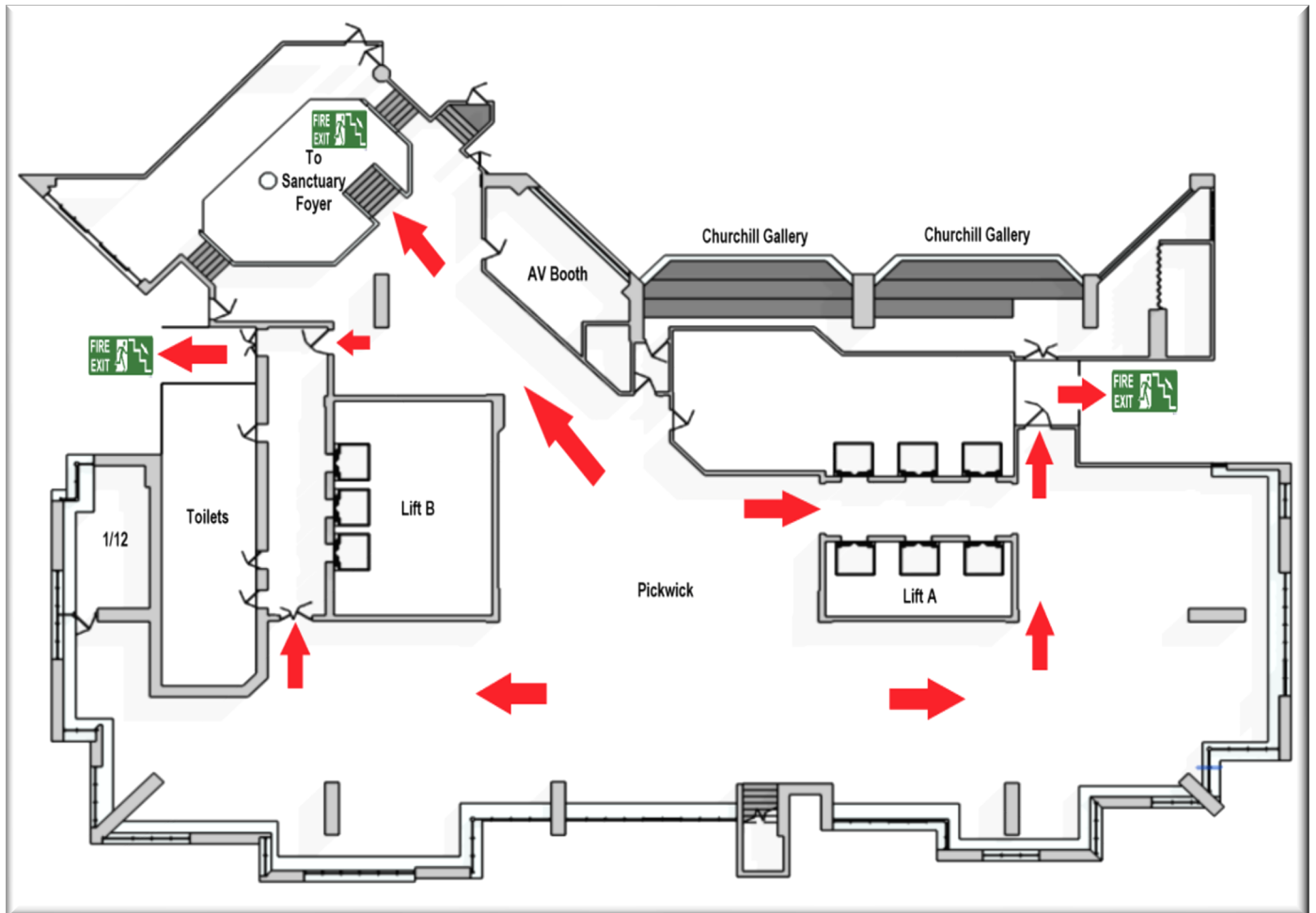
## QEI Fire Response Procedures & Escape Plan

Provides floor plans, and direction arrows to nearest escape routes, for all floors.

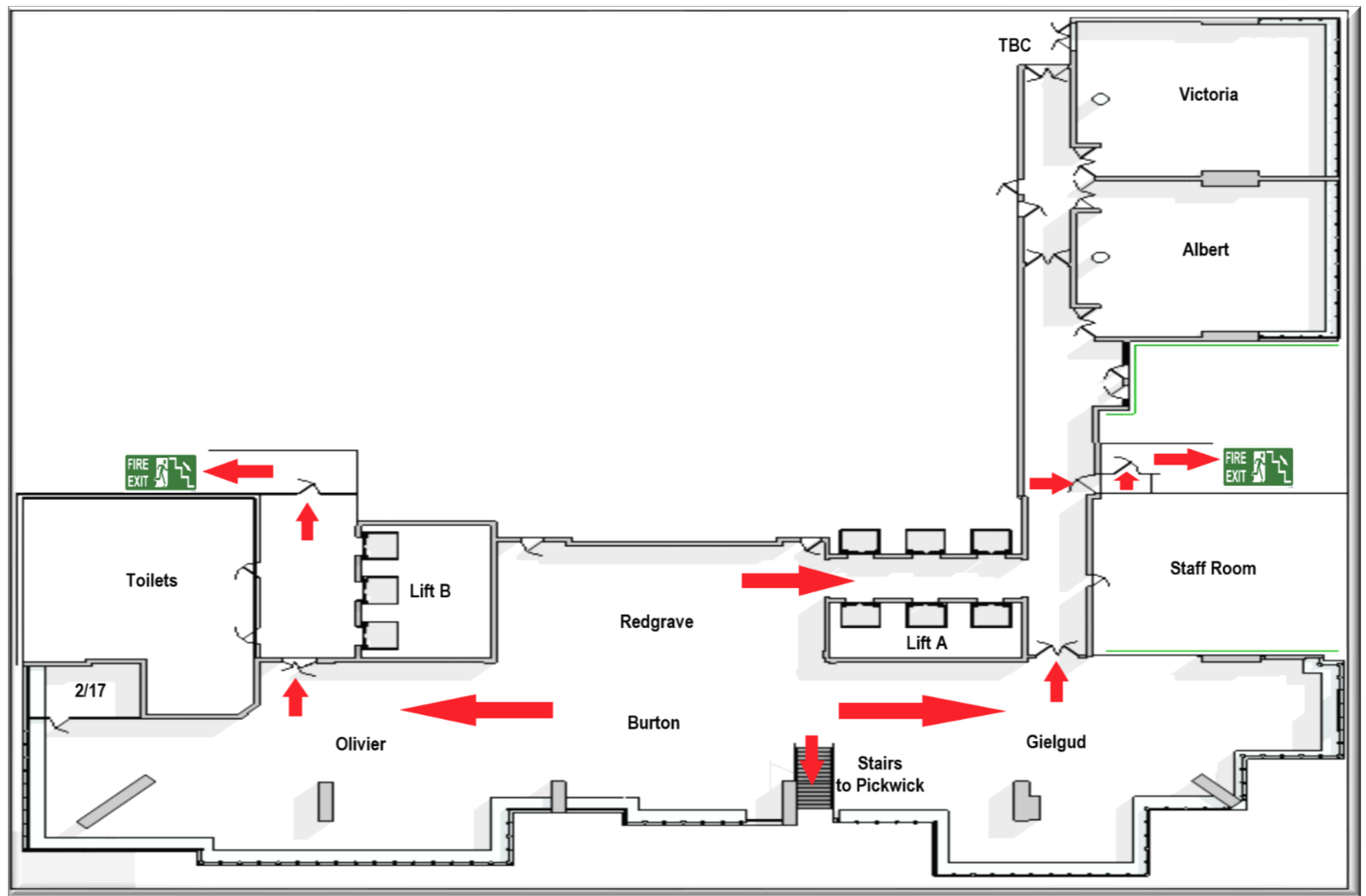
### Ground Floor



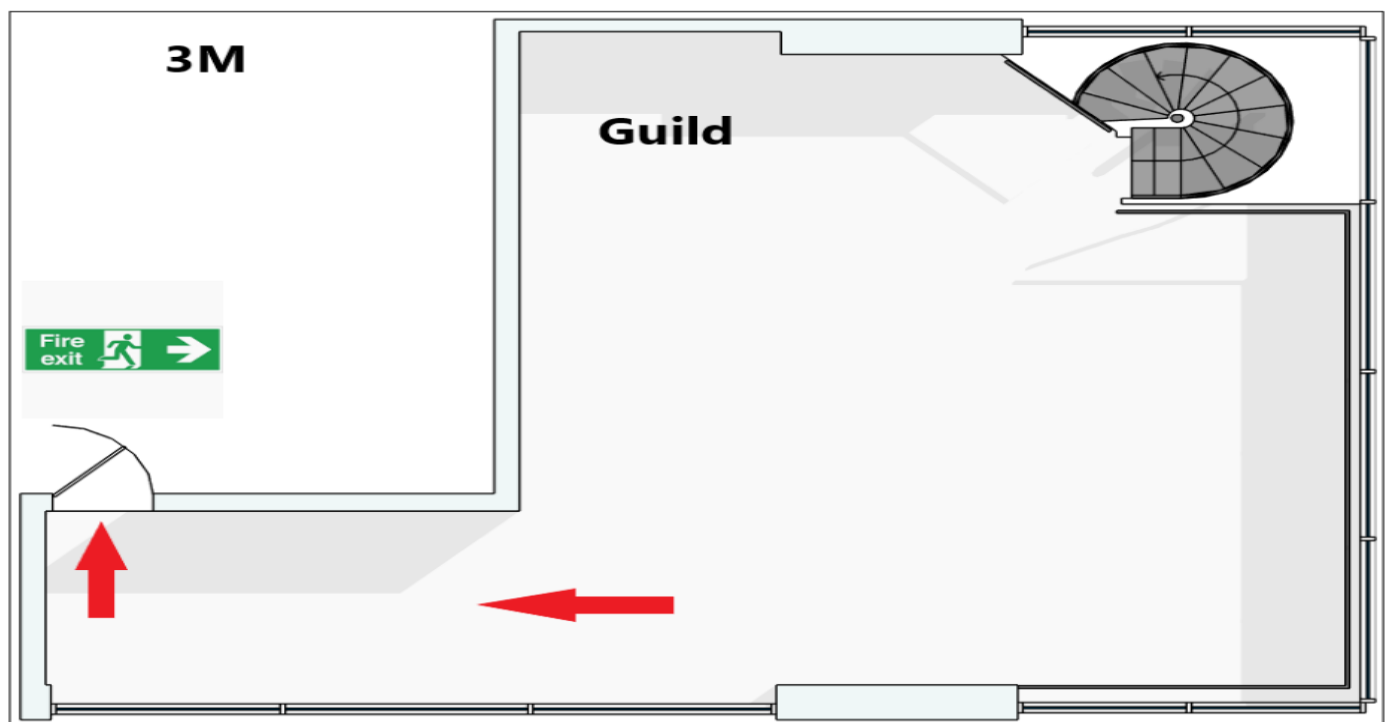
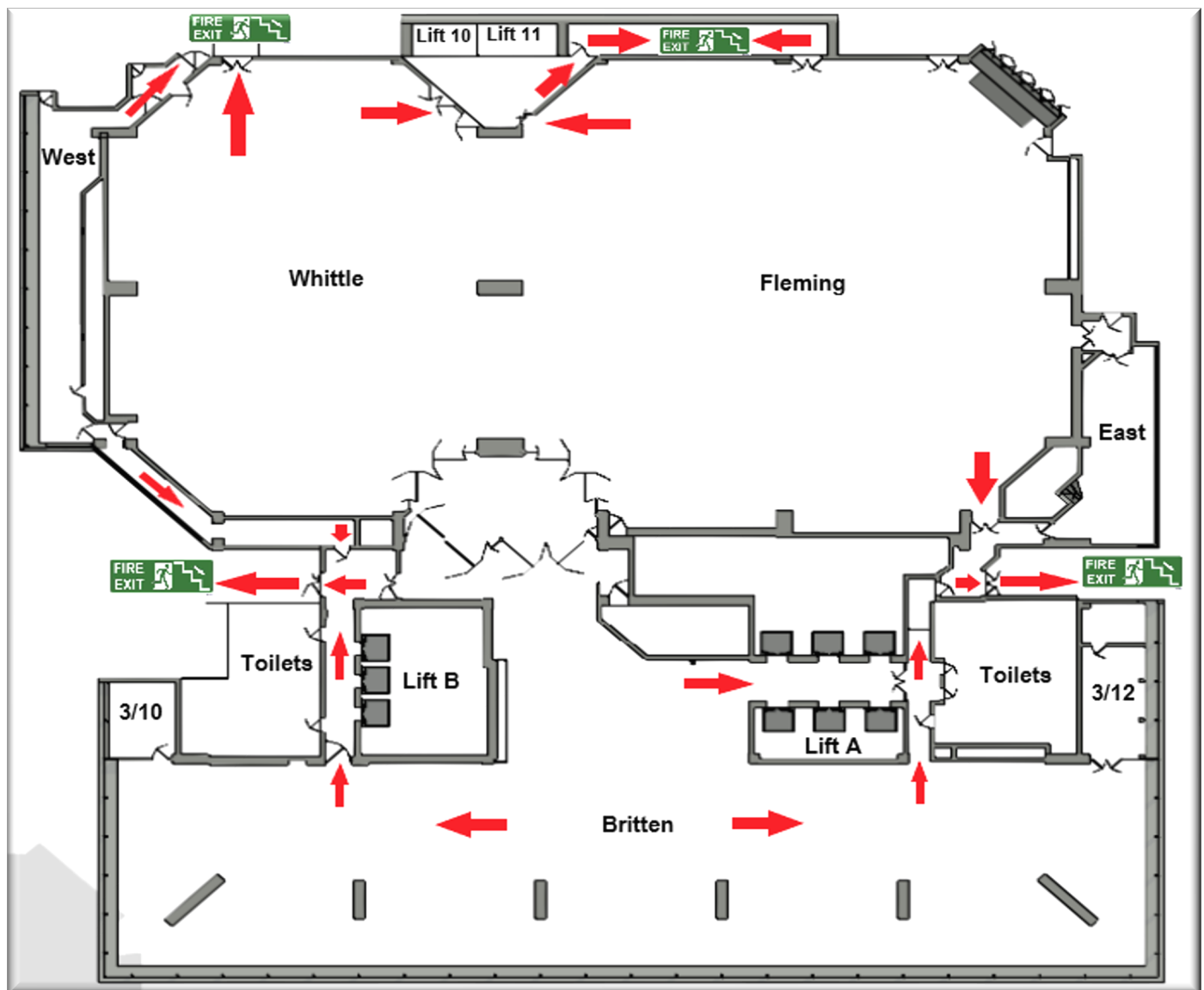
## 1<sup>st</sup> Floor



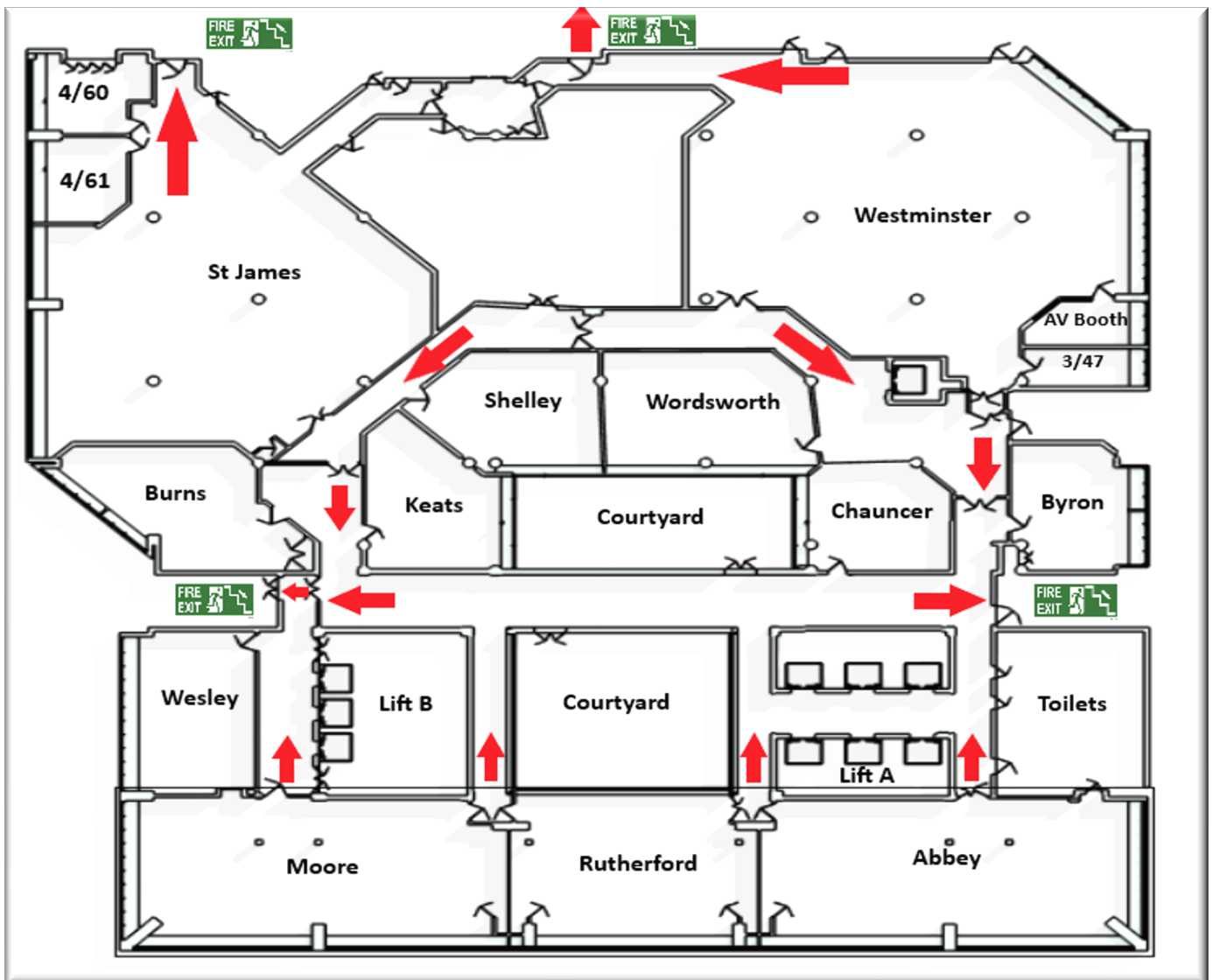
## 2<sup>nd</sup> Floor



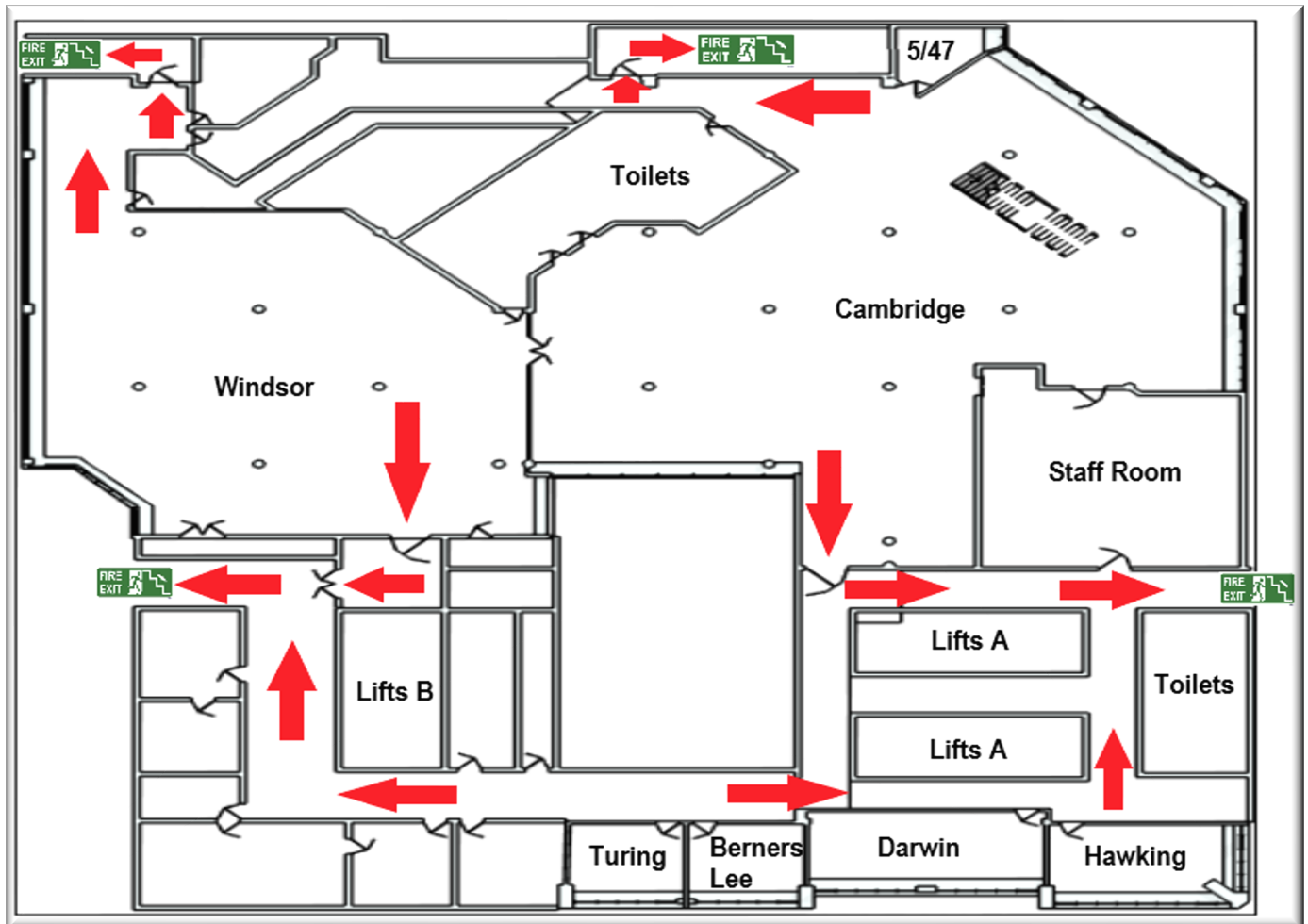
### 3<sup>rd</sup> Floor



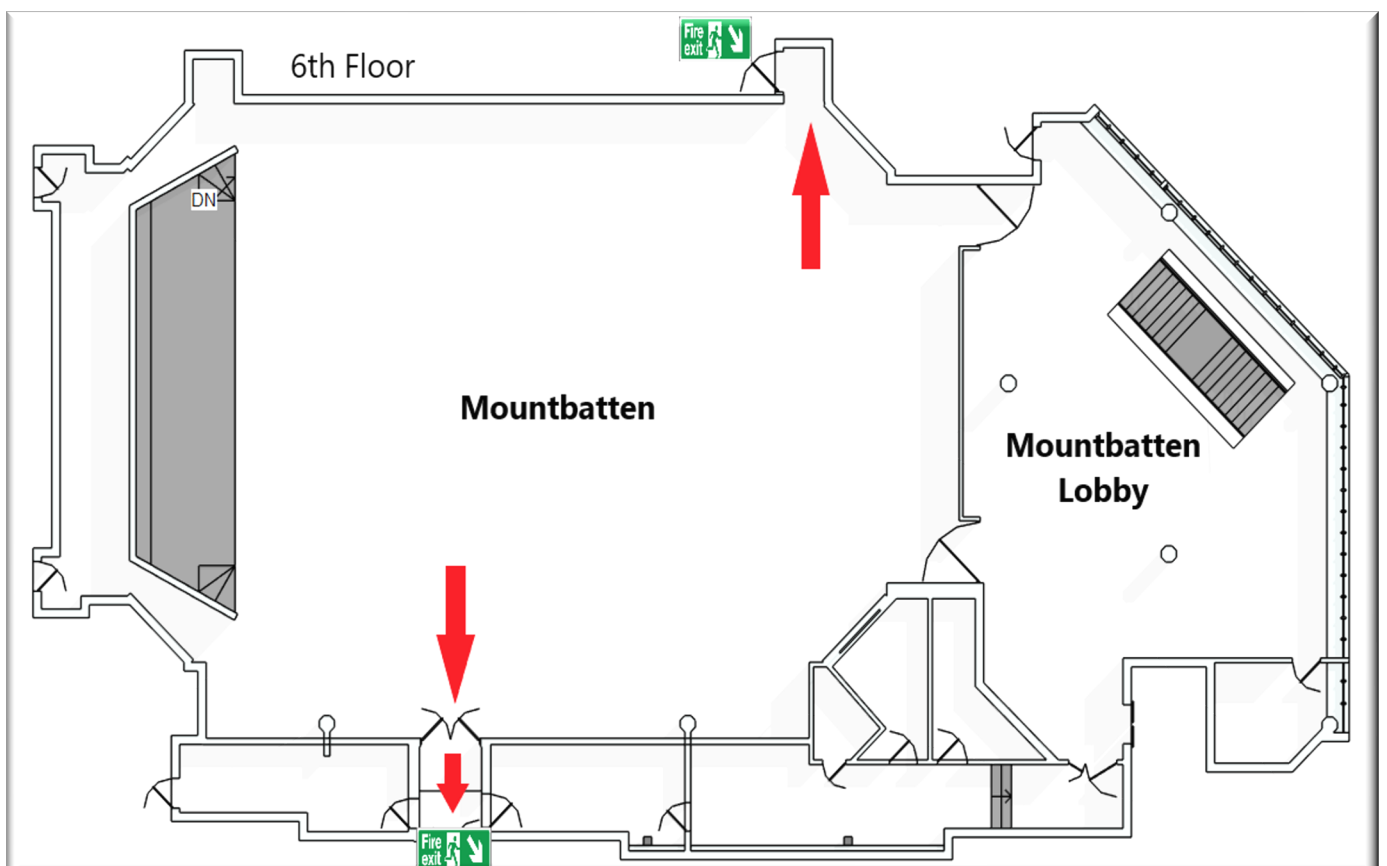
## 4<sup>th</sup> Floor



## 5<sup>th</sup> Floor



## 6<sup>th</sup> Floor



## 2. PEEP (PERSONAL EMERGENCY EVACUATION PLAN)

Fire safety legislation requires us to provide evacuation plans for everyone, including minors, people with mobility impairments and anyone who may not be able to evacuate quickly and safely as noted below.

Our six-floor building has Fire Protected Refuges and Evacuation Chairs. During a fire alarm, lifts will be inactive, and evacuation will require using the fire escape stairs.

If trapped in a lift, press the alarm button for three seconds and follow instructions.

| Your PEEP Details                                                                                                                                                                               |      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Name                                                                                                                                                                                            |      |
| Contact number / email                                                                                                                                                                          |      |
| Line Manager name and department                                                                                                                                                                |      |
| Workplace / meeting location                                                                                                                                                                    |      |
| Start date.                                                                                                                                                                                     |      |
| End date (or 'ongoing')                                                                                                                                                                         |      |
| Special evacuation requirements:                                                                                                                                                                |      |
|                                                                                                                                                                                                 |      |
| Number of people required to assist evacuation                                                                                                                                                  |      |
| Named buddies/others.                                                                                                                                                                           |      |
| Fire Warden/Supervisor(s) for the areas.                                                                                                                                                        |      |
| Include here any maps, visual aids or other documents pertaining to the plan                                                                                                                    |      |
| Signed (Assessor)                                                                                                                                                                               | Date |
| I understand that under the Data Protection Act this information will be shared with others and I agree to notify my line manager of any changes in my circumstances which may affect this Plan |      |
| Signed (individual)                                                                                                                                                                             | Date |
| Is there any further information related to your emergency evacuation requirements that you would like to share?                                                                                |      |
|                                                                                                                                                                                                 |      |

# DELIVERY NOTE

PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/LOSS THAT MAY OCCUR

**DELIVERY ADDRESS:** Queen Elizabeth II  
Centre Storey's Gate  
Loading Bay  
Westminster,  
London SW1P 3EE

**QEII EVENT MANAGER:**

**EVENT TITLE:**

**EVENT DATE:**

**EVENT ROOM(S):**

**STAND NO. / NAME:**

**NUMBER OF ITEMS:** \_\_\_\_\_ **OF**  
\_\_\_\_\_

Please note that unless QEIIIC or External Porterage has been booked, it is the responsibility of the client/exhibitor themselves to collect and return their boxes from/to the QEIIIC Loading Bay.

# COLLECTION NOTE

PLEASE NOTE THAT THE CENTRE IS UNABLE TO ACCEPT RESPONSIBILITY FOR ANY DELAY/ LOSS THAT MAY OCCUR

ITEMS NOT COLLECTED FROM THE STOREY'S GATE LOADING BAY WITHIN 48 HOURS OF THE EVENT WILL BE DISPOSED OF WITHOUT FURTHER NOTIFICATION

**QEII EVENT MANAGER:**

**EVENT TITLE:**

**EVENT DATE:**

**CONTACT NAME:**

**CONTACT NUMBER:**

**DELIVERY ADDRESS:**

**NUMBER OF ITEMS:** \_\_\_\_\_ **OF**  
\_\_\_\_\_

Please note that unless QEIIIC or External Portorage has been booked, it is the responsibility of the client/exhibitor themselves to collect and return their boxes from/to the QEIIIC Loading Bay.

# Vinyl Damage Disclaimer

To.....

By signing this form, you acknowledge and accept responsibility for any damage caused by vinyl affixed to any surface in the QEII building. The cost to repair the damaged area will be dependent of the size of the wall and the time frame we have to repair the area. Re-decorating rates start at £70.00+VAT per hour.

To avoid liability for pre-existing damage, you must inspect the specified area prior to vinyl affixing and ensure that any existing damage is noted, documented and agreed with your Event Manager.

Please sign below to confirm you accept these conditions.

Kind Regards.

Event:

Manger:

Date:

-----

**Company name:**

**Email Address:**

**Phone Number:**

**Company Address:**

**Signature:**

**Name:**

**Date:**

# Delegate List

Event Name:

Event Date:

Event Space:

Arrival Time:

Onsite Contact Name:

Delegate Arrival Time:

| Number | Full Name of Delegate | Signature |
|--------|-----------------------|-----------|
| 1      |                       |           |
| 2      |                       |           |
| 3      |                       |           |
| 4      |                       |           |
| 5      |                       |           |
| 6      |                       |           |
| 7      |                       |           |
| 8      |                       |           |
| 9      |                       |           |
| 10     |                       |           |
| 11     |                       |           |
| 12     |                       |           |
| 13     |                       |           |
| 14     |                       |           |
| 15     |                       |           |
| 16     |                       |           |
| 17     |                       |           |
| 18     |                       |           |
| 19     |                       |           |
| 20     |                       |           |
| 21     |                       |           |
| 22     |                       |           |
| 23     |                       |           |
| 24     |                       |           |
| 25     |                       |           |