



THE LENSBRURY

## **Evacuation Plan For Flood / Storm or Structural Damage**

Should a structural failure occur, or if danger is suspected from the building structure, the fire alarm shall be activated by breaking the nearest 'break glass' panel.

Customers shall be evacuated from the building using whichever exit doors are unobstructed.

At certain times of the year and under particular conditions the River Thames is liable to flooding. Warnings are issued via the radio, and direct telephone calls from the Thames Water Authority. There is normally several hours advanced warning of the likelihood of flooding and this time should be employed by making arrangements to alert firstly, The Chief Executive or deputy, any Senior Managers on site and the Boathouse staff.

In severe flood conditions the procedure will be for the Duty Manager to advise all managers and for them to advise residents and staff (and their cars) to leave the building and proceed to their homes or to a place outside the flood areas. Lensbury will be closed to visitors during the emergency.

Whilst security of telephone communications cannot be guaranteed in severe flood conditions, every effort will be made to maintain our channels of communication during and immediately following a flood situation. If flooding occurs, certain staff will remain in the building to operate essential services.

There may be requirements for other key staff to remain on duty and the managers should advise the Chief Executive of the numbers of staff who should remain in the building during this type of emergency, based on the information given above.

In localised flood conditions, the Duty Manager will arrange for the Grounds and Gardens staff to surround the endangered area with hazard tape (stock held by Grounds and Gardens). Notices must be displayed at Reception points and pathways around the area. The emergency response procedures will be activated by the Hotel General Manager or designated person in his/hers absence.