Useful telephone numbers

Report unattended items	01293 501212	South Terminal spills	01293 502271
Report dangerous situation/accidents	01293 503455	North Terminal spills	01293 501944
Report equipment faults	01293 501111	Airside spills	01293 503090

RESPONDING TO AN INCIDENT... think response

R E S P O N S E

R	E	S	P	O	N	S	E
Review scene and ensure no dangers	Evaluate first aid requirements	Secure scene	Preserve and protect, gather evidence	Only report factual information	Notify GCC and duty manager of area	Submit report to relevant business manager or (PRIME for all GAL staff before leaving site)	Ensure corrective actions are in place (reduce re-occurance)

Fire and evacuation information

ON DISCOVERY OF A FIRE

REPORT
Break glass at the nearest fire alarm point. Call Fire Service by dialling **222** on an internal line or **01293 501222** / **999** on a public line. State 'Fire' and give precise location.

ACT
Try to put out the fire ONLY if it is safe to do so, using the appropriate fire fighting equipment.
DO NOT PUT YOURSELF AT RISK!

EVACUATE
Use the nearest available Emergency Exit route to the appropriate Assembly Point or Refuge Area (see plans overleaf) or move to an area where the alarm is intermittent or silent.

Continuous alarm = Evacuate
Intermittent alarm = Be prepared to evacuate

EVACUATION

- Help the public to evacuate in an orderly manner.
- Less mobile persons must be assisted to the nearest safe area such as an emergency exit stairwell or refuge area. Listen carefully for public address announcements.
- Do not use the lifts.
- Report immediately any persons unaccounted for and the
- location of less mobile persons to the Fire officer or Assembly Point Marshall at the Assembly area.
- Wait until the 'all clear' is given before returning

REMEMBER

Act on the alarm bells

Do not telephone the Gatwick Control Centre for confirmation

Security Information

TELEPHONED BOMB THREAT

- Remain calm and listen carefully
- Write down all that is said
- Attract the attention of other staff to help
- Try to discover:
  - **Where is the bomb right now?**
  - **When is it going to explode?**
  - **What does it look like?**
  - **What kind of bomb is it?**
  - **What will cause it to explode?**
  - **Did you place the bomb?**
  - **Why?**
  - **Any other useful information?**
- **DON'T HANG UP!**
- Note the exact time of the call
- Inform your supervisor
- The supervisor to notify the police by dialling **222** on an internal line or **01293 501222** / **999** on a public line
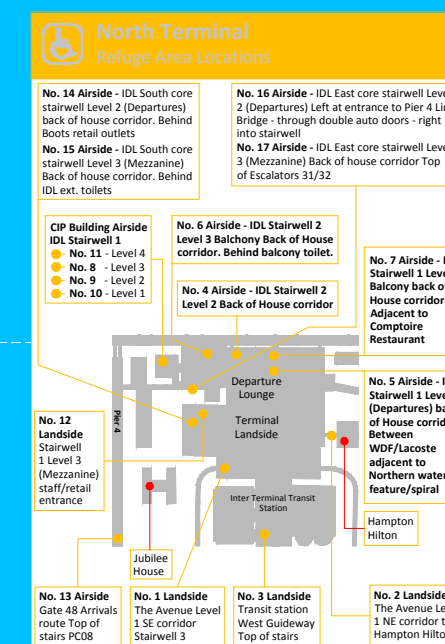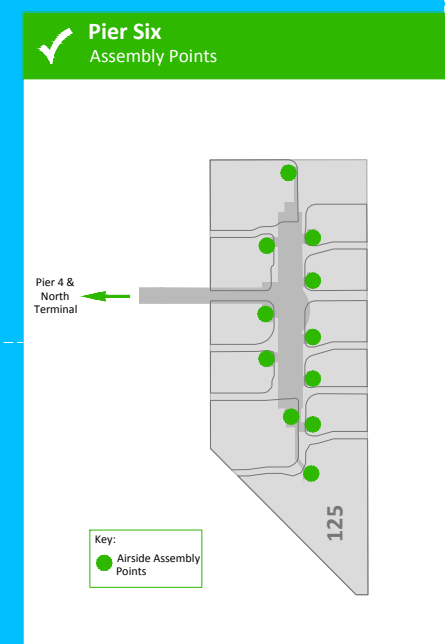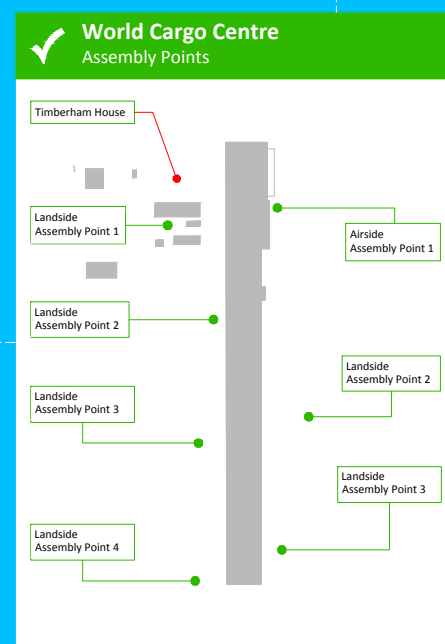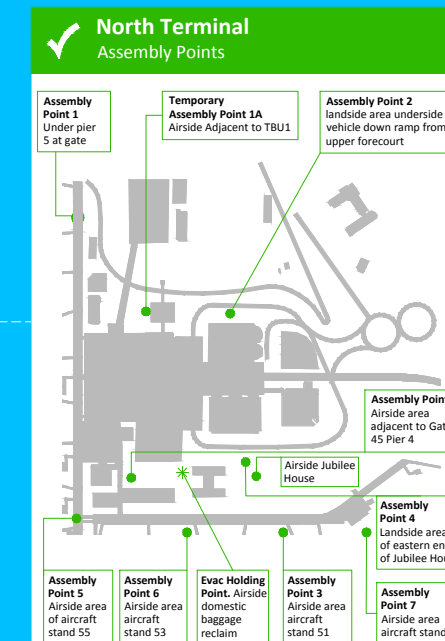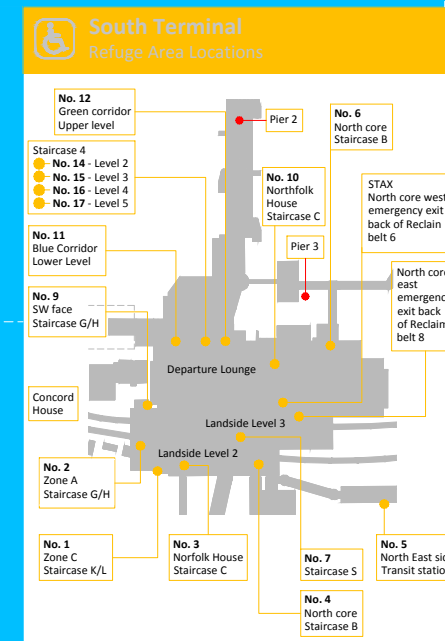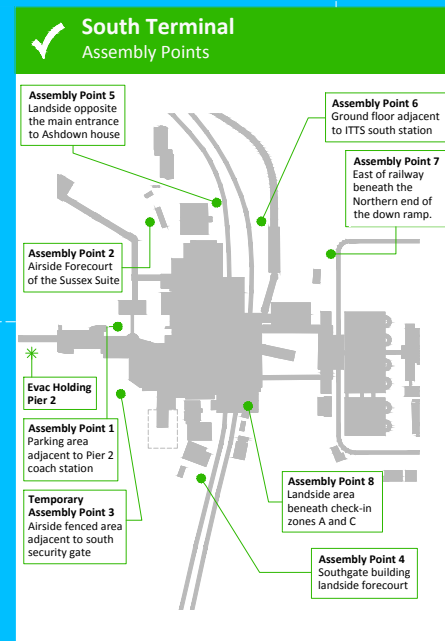- Complete a Bomb Warning Report

UNATTENDED ITEMS

- Do not touch or move suspicious items
- Remain vigilant at all times
- Beware of suspicious people, incidents and packages
- Report them to the Police, by dialing **1212** on an internal line immediately or **01293 501212** / **999** on a public line Co-operate fully with any instructions that may be given by the Police or GAL staff

REMEMBER

Always be alert

Never look after baggage belonging to other people

South Terminal — Assembly Points

Assembly Point 5 Landside opposite the main entrance to Ashdown house
Assembly Point 6 Ground floor adjacent to ITTS south station
Assembly Point 7 East of railway beneath the Northern end of the down ramp.
Assembly Point 2 Airside Forecourt of the Sussex Suite
Evac Holding Pier 2
Assembly Point 1 Parking area adjacent to Pier 2 coach station
Temporary Assembly Point 3 Airside fenced area adjacent to south security gate
Assembly Point 8 Landside area beneath check-in zones A and C
Assembly Point 4 Southgate building landside forecourt

South Terminal — Refuge Area Locations

No. 12 Green corridor Upper level
Staircase 4
● No. 14 - Level 2
● No. 15 - Level 3
● No. 16 - Level 4
● No. 17 - Level 5
No. 11 Blue Corridor Lower Level
No. 9 SW face Staircase G/H
No. 2 Zone A Staircase G/H
No. 1 Zone C Staircase K/L
Pier 2
No. 6 North core Staircase B
No. 10 Northfolk House Staircase C
STAX North core west emergency exit back of Reclaim belt 6
Pier 3
North core east emergency exit back of Reclaim belt 8
Departure Lounge
Concord House
Landside Level 3
Landside Level 2
No. 3 Norfolk House Staircase C
No. 7 Staircase S
No. 5 North East side Transit station
No. 4 North core Staircase B

North Terminal — Assembly Points

Assembly Point 1 Under pier 5 at gate
Temporary Assembly Point 1A Airside Adjacent to TBU1
Assembly Point 2 landside area underside vehicle down ramp from upper forecourt
Assembly Point 8 Airside area adjacent to Gate 45 Pier 4
Airside Jubilee House
Assembly Point 5 Airside area of aircraft stand 55
Assembly Point 6 Airside area aircraft stand 53
Evac Holding Point. Airside domestic baggage reclaim
Assembly Point 3 Airside area aircraft stand 51
Assembly Point 4 Landside area of eastern end of Jubilee House
Assembly Point 7 Airside area aircraft stand 48

World Cargo Centre — Assembly Points

Timberham House
Landside Assembly Point 1
Landside Assembly Point 2
Landside Assembly Point 3
Landside Assembly Point 4
Airside Assembly Point 1
Landside Assembly Point 2
Landside Assembly Point 3

Pier Six — Assembly Points

Pier 4 & North Terminal
125
Key:
● Airside Assembly Points

North Terminal — Refuge Area Locations

No. 14 Airside - IDL South core stairwell Level 2 (Departures) back of house corridor. Behind Boots retail outlets
No. 15 Airside - IDL South core stairwell Level 3 (Mezzanine) Back of house corridor. Behind IDL ext. toilets
No. 16 Airside - IDL East core stairwell Level 2 (Departures) Left at entrance to Pier 4 Link Bridge - through double auto doors - right into stairwell
No. 17 Airside - IDL East core stairwell Level 3 (Mezzanine) Back of house corridor Top of Escalators 31/32
CIP Building Airside IDL Stairwell 1
● No. 11 - Level 4
● No. 8 - Level 3
● No. 9 - Level 2
● No. 10 - Level 1
No. 6 Airside - IDL Stairwell 2 Level 3 Balcony Back of House corridor. Behind balcony toilet.
No. 4 Airside - IDL Stairwell 2 Level 2 Back of House corridor
No. 7 Airside - IDL Stairwell 1 Level 3 Balcony back of House corridor. Adjacent to Comptoire Restaurant
No. 5 Airside - IDL Stairwell 1 Level 2 (Departures) back of House corridor. Between WDF/Lacoste adjacent to Northern water feature/spiral
No. 12 Landside Stairwell 1 Level 3 (Mezzanine) staff/retail entrance
Departure Lounge
Terminal Landside
Inter Terminal Transit Station
Hampton Hilton
Jubilee House
No. 13 Airside Gate 48 Arrivals route Top of stairs PC08
No. 1 Landside The Avenue Level 1 SE corridor Stairwell 3
No. 3 Landside Transit station West Guideway Top of stairs
No. 2 Landside The Avenue Level 1 NE corridor to Hampton Hilton

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Environment

You can help minimise the impact of the Airport

WASTE
- Minimise the production of waste
- Separate recyclable waste (eg. plastic bottles, metal, wood, cardboard, paper)
- Separate hazardous waste (eg. aerosols, paints, oils)
- Separate electrical and electronic waste

SPILLS
- Report ALL spills

ENERGY
- SWITCH off equipment when it is not needed and safe to do so

- Report all fly tipped waste

- If you are unsure if equipment can be switched off, ask your line manager

WATER
- Report leaks or dripping taps

Destination Zero

Our aim is to make Gatwick a safe place for our passengers and everyone who works at the airport

We believe that every incident can be prevented if we all work together to eliminate unsafe acts or conditions

Examples of unsafe conditions include, slippery floors, trailing cables, poor housekeeping,

unprotected building site, leaking oil containers

Examples of unsafe acts include, standing on top step of a ladder, employee not wearing PPE, speeding, pouring oils/checmicals down the drain

DON'T WALK BY

It doesn't matter where you work at the airport you

can help. If you see something which could lead to an Environment, H&S or Fire Incident, please respond by:

- Where it is safe to do so, speak to someone who may be working unsafely and highlight the risk
- Reporting any concern to you line manager
- **SEE IT, REPORT IT**