

Personal Emergency Evacuation Plan (PEEP)

GUIDANCE

HSE

COMPASS GROUP UK & IRELAND LTD |
24 PARKLANDS BIRMINGHAM GREAT PARK
BIRMINGHAM RUBERY B45 9PZ

SAFETY
||| FIRST
in everything we do

CONTENTS

INTRODUCTION	2
WHAT IS PERSONAL EMERGENCY EVACUATION PLAN (PEEP)?	2
RESPONSIBILITIES	3
INDIVIDUAL PEEP FOR COLLEAGUES - THE PROCEDURE	4
COMMUNICATION AND TRAINING	4
ASSISTING PEOPLE WITH MOBILITY IMPAIRMENT	5
WHEELCHAIR USERS	5
CARRY-DOWN TECHNIQUES	5
ASSISTING PEOPLE WITH HEARING IMPAIRMENT	6
ASSISTING PEOPLE WITH VISUAL IMPAIRMENT	7
ASSISTING PEOPLE WITH COGNITIVE IMPAIRMENT	7
APPENDIX 1	9
APPENDIX 2	13
APPENDIX 3	16
APPENDIX 4	18
REFERENCES	22

INTRODUCTION

Compass Group UK & Ireland Ltd is committed to protecting the health, safety and welfare of our colleagues. We recognise that the Compass Group has an increased duty of care towards colleagues with disabilities or impairments.

Under the Equality Act 2010, the definition of a disability is a physical or mental impairment that has a substantial and long-term negative effect on someone's ability to do normal daily activities. Substantial is more than minor or trivial. For example, it takes much longer than it usually would to complete a daily task like getting dressed. Long-term means 12 months or more. For example, a breathing condition that develops as a result of a lung infection.

This document provides information and guidance on an emergency evacuation of disabled or impaired people from buildings and is intended for persons with a responsibility for the management of evacuation of colleagues in an emergency. It includes guidance for persons with mobility, sight, hearing and cognitive impairment and the completion of Personal Emergency Evacuation Plans (PEEP).

Planning for evacuation is about planning for exceptional circumstances and as much as possible the aim should be to allow independent evacuation. Not all people who have an impairment or disability will require assisted evacuation. Some will be confident that they can get out of the building unaided. Also it should not be assumed that people with 'hidden impairments', such as heart condition or epilepsy, who normally would not have an access problem, might not require assistance in an emergency situation.

Overall, the focus on access into premises to enable disabled and impaired colleagues to fully use a building needs to be matched with arrangements for their safe egress in the event of an emergency.

WHAT IS PERSONAL EMERGENCY EVACUATION PLAN (PEEP)?

The purpose of a PEEP is firstly to ensure the safety of the named individual in a building evacuation situation. It explains the method of evacuation to be used by a disabled or impaired person in each building and is a personal plan, so it must be drawn up with the active participation of the person concerned. The PEEP will also record the safety plan, e.g. routes (corridors, stairs or refuges etc.), identify those persons who will assist and any training or practice required.

The PEEP is appropriate for people with various disabilities or impairments, including those with temporary health problems such as a broken legs. People with non-visible impairments may also require assistance in an emergency situation, e.g. heart conditions/epilepsy.

All staff and persons who could be expected to aid the evacuation of a disabled or impaired person should receive a copy of the relevant PEEP and where appropriate be involved in practice drills.

RESPONSIBILITIES

The Fire and Rescue Services' role is to ensure that the 'means of escape' are adequate and reasonable.

Fire risk assessment is the responsibility of the person in charge of the building. It must include an emergency evacuation plan for all people likely to be in the premises, including disabled or impaired people, and how that plan will be implemented.

Responsibility of initiating, completing and implementing a PEEP lies with the responsible person.

INDIVIDUAL PEEP FOR COLLEAGUES – THE PROCEDURE

The person responsible for completing a PEEP of the disabled or impaired colleague should invite that colleague, with any appropriate assistance, to complete Part A of the form, the Emergency Evacuation Questionnaire (**Appendix 1**).

Once the questionnaire is completed, a meeting between the disabled or impaired colleague and the Management Representative and other interested parties should be arranged to establish suitable evacuation procedures and develop a PEEP.

The information gathered in the questionnaire should then be discussed with the aim of formulating and documenting a Personal Emergency Evacuation Plan (PEEP) following the template attached – **Appendix 2**.

During an interview a suitable plan should be negotiated, taking into consideration what the building, management and disabled or impaired person can offer. **Appendix 3** to this guide contains examples of what should be considered when planning a PEEP for a person with particular impairment, and it also contains suitable questions that should be asked during an interview/meeting. It should not be automatically assumed that a disabled or impaired person cannot leave the building independently. He/she should be given information about the building systems and their opinions and experience should be both sought and respected. The person themselves best understands the nature and effects of his and her impairment.

Appendix 4 to this guidance contains a reference list of evacuation options and references these against different effects of disability or impairment. The options can be used as a guide and discussion tool to establish what might be offered to a disabled or impaired colleague, and what is appropriate for that person when formulating their evacuation plan.

Given the unique characteristics of buildings the colleague may work in, and the need for a PEEP to take account of the building capabilities, impaired persons regularly using different buildings may have to have a separate PEEP for each building.

Any reasonable adjustments should take account of the need to provide disabled or impaired person access/evacuation and the safety of that colleague and anyone volunteering to assist them to evacuate in an emergency.

COMMUNICATION AND TRAINING

Good communication and appropriate training for staff and management regarding the fire or emergency evacuation process are vital to ensure success.

People cannot be expected to react exactly as planned in any emergency, unless guided by trained staff. Most people, including those who may have worked for years in a building, will make their way to the exit, which they are familiar with, rather than to the most suitable escape route.

Staff and managers should fully understand the evacuation plan and fire safety strategy to be able to give maximum assistance to a disabled or impaired person.

ASSISTING PEOPLE WITH MOBILITY IMPAIRMENT

People with mobility impairment include those with heart disease, asthma or heart conditions. For some, the impaired mobility may only be temporary. Members of staff in the advanced stages of pregnancy or with broken limbs will only be temporarily affected, but consideration needs to be given to their special needs in an emergency plan.

The preferred options for evacuation by people with mobility impairments are:

- by horizontal evacuation to outside the building;
- horizontal evacuation into another fire compartment;
- fire evacuation lift, eventually arriving at a place of ultimate safety outside the building.

Many people will be able to manage stairs and to walk longer distances, especially if short rest periods are built into the escape procedure. Reasonable adjustments such as suitable handrails to support them during an evacuation, though some may only be able to use a handrail if it is on the site appropriate to them. Some people may prefer to slide or move in another unconventional way down (or up) the stairs after the main flow of people.

When considering using specialised mechanical equipment to move disabled or impaired colleagues up and down stairs, timing and obstruction of escape routes for others are primary considerations.

WHEELCHAIR USERS

Wheelchair users normally have difficulty evacuating when on a floor other than accessible level. Some people who frequently use a wheelchair may be able to walk a little and therefore be able to assist with their own evacuation. However assumptions should not be made about the abilities of wheelchair users and they should be asked about their preference and their wishes should be respected.

CARRY-DOWN TECHNIQUES

There are many carry down techniques that may be used to assist an evacuation of mobile impaired person:

- Evacuation chair- it looks like a deckchair with skis and wheels underneath and is manoeuvred by one or two people. When placed on the stairway it slides down the stair. These chairs are not suitable for long distances and disabled people may not feel confident using them or may not be able to transfer into them.

- Own wheelchair – carry-down (or up) with two, three or four persons can be done by holding the wheelchair at one of the rigid points in each corner of the wheelchair. The person should be moved after the main flow of people.
- Own wheelchair using ‘wheelies’ - with some wheelchairs it is possible to tilt the chair on its axis so that is virtually weightless on the stair. With either one or two people holding onto the chair by a fixed point at the rear, the wheelchair can be manoeuvred down the stairs.
- Using an office chair- preferably an office chair with armrests.
When a person does not have a wheelchair suitable for carry-down, e.g. large powered wheelchair. This technique is facilitated in the same way as using own wheelchairs.

All the carry-down techniques require a risk assessment (including a manual handling risk assessment) and training for the carriers. It is important to consider issues such as staff availability and physical capability of carriers and whether the width of the stairs is sufficient for all of the team to move freely and safely.

ASSISTING PEOPLE WITH HEARING IMPAIRMENT

Hearing impaired and deaf people need to know that there is an escape in progress. Where only audible or a voice alarm system is present they may not be able to discern the alarm or any information being broadcasted.

The preferred options to alert hearing impaired people that an emergency exists and an evacuation is about occur are the use of **flashing beacons** installed as a part of the fire alarm system and the use of **vibrating pagers**. Pagers can also be used to communicate with other people who are part of assisted evacuation system.

Where aids are not available than a **‘buddy system’** will be required and should be implemented on a formal basis. Where other staff alert hearing impaired or deaf person to the need to leave the building, they should be trained in deaf awareness. Staff should be aware that a person who does not react in a logical manner during an evacuation may not be aware of the alarm. Shouting louder does not help. It may be necessary to explain what is happening with **signs**, a **written note** or a **pre-prepared short written instruction**.

ASSISTING PEOPLE WITH VISUAL IMPAIRMENT

The provision of **good signage** and other **orientation aids** will assist people with visual impairment in the event of emergency evacuation. Most visually impaired people have some sight and they may be able to use this during the evacuation in order to make their own way out of the building as part of the general evacuation. Where the physical circumstances are appropriate, they should have no problem leaving the building.

Use of existing elements within the building may help a partially sighted person to facilitate their own evacuation:

- Features of good building design with reasonable adjustments such as good colour contrasting;
- Handrails on escape stairs;
- Step edge markings on escape stairs;
- Colour contrasted or different textured floor coverings on escape routes;
- Ways finding information.

Where there is a lack of orientation information, staff assistance will be required. A sighted person (**'buddy'**) should lead those with impaired vision to safety. It is recommended a sighted person invites the visually impaired person to grasp their elbow, as this will enable the person being assisted to walk half a step behind and thereby gain the information about doors and steps etc.

ASSISTING PEOPLE WITH COGNITIVE IMPAIRMENT

People with cognitive impairments often have difficulties comprehending what is happening in an evacuation or may not have the same perception of risk as non-disabled people.

Some people who have dyslexia, dyspraxia or autism may not be aware of their particular needs. People with learning disabilities may also have other disabilities, such as mobility difficulties, therefore they may move more slowly than the main flow during an evacuation. In that case, and only where the escape stairs are sufficiently wide enough, it may be possible to introduce slow and fast lane for evacuation. A full risk assessment should be completed before this method of evacuation was adopted.

The key elements of successful evacuation are:

- Staff awareness- staff should be tactful when assisting a person who may seem lost or confused during an evacuation;
- Having someone to help - however, all efforts should be made to enable the disabled or impaired person to understand how to leave the building during an evacuation
- Familiarity with routes of travel- orientation information, colour coding of escape routes, evacuation plan explained and demonstrated to them, photographic explanation of the route;

- Provision of an easy to use building layout
- Practice of the route options- some people with learning disability may need to practise their routes of escape more frequently; this should be determined and recorded in their PEEP.

APPENDIX 1

Emergency Evacuation Questionnaire

Part A of this form is an Emergency Evacuation Questionnaire and it should be completed by the person requiring PEEP to assist the development of a Personal Emergency Evacuation Plan.

Individuals should provide as much information as possible in order to enable the employer to develop suitable PEEP.

Once developed, the PEEP will determine the appropriate methods for the individual to escape to safety in the event of an emergency or during drills.

Why should I complete this form?

Your employer Compass Group UK & Ireland has a legal duty to ensure your health and safety in the workplace and to protect you from the risk of fire whilst you are on Compass Group's premises/sites. To do this properly we need to know if:

- You require information about our emergency evacuation procedures and/or,
- You need assistance during an emergency

Your PEEP will be developed based on the information you provide, therefore it is very important you provide as much details about your condition/needs as possible.

What will happen when I have completed the form?

The information will be analysed in order to provide you with appropriate arrangements (e.g. assistance, equipment etc.) to ensure you are able to escape to a place of safety in the event of an emergency.

Emergency Evacuation Questionnaire

PART A: To be completed by the person requiring a PEEP.

This form is **PRIVATE AND CONFIDENTIAL**. Any information that you give will not be discussed with others without your consent and knowledge. All the information will be dealt with properly, however it is collected, recorded and used, in line with Data Protection legislation. Please complete and return this form as directed.

Please complete the following sections as fully as possible in your own words.

Impairment disclosed /other information of relevance:

Impairment	Level / examples	Notes
Mobility	Impaired/wheelchair	
	Temporary/permanent	
Hearing	Impaired/deaf	
Vision	Impaired/blind	
	Stick/guide dog	
Epilepsy	Triggered by strobes/sirens	
Cognitive	Dyslexia / dyspraxia / autism	
Pregnancy	X months	
Respiratory	COPD, Asthma	
Musculoskeletal	Such as back injuries	
Cardiovascular	Angina, Coronary artery disease	
Neurological	Multiple Sclerosis, Cerebral Palsy, Parkinson's	
Other	Please specify:	

Emergency Evacuation Questionnaire

PART A (CONT.)

NAME:			
JOB TITLE:			
BRIEF DESCRIPTION OF WORK:			
LINE MANAGER:			
LOCATION			
1	Where are you based for most of the time? Please name exact location i.e. building, the floor, room number:		
2	Do you routinely use more than one location in the building in which you are based? If yes, give details below:	YES	NO
3	Will your job take you to different/other buildings? If yes, give details below:	YES	NO
AWARENESS OF EMERGENCY EVACUATION PROCEDURES			
4	Are you aware of the emergency evacuation procedure which operate in the building(s) in which you work?	YES	NO
5	Do you require emergency evacuation procedures (tick as applicable): in writing <input type="checkbox"/> In large print <input type="checkbox"/> in Braille <input type="checkbox"/> on tape <input type="checkbox"/> to be supported by British Sign Language <input type="checkbox"/> other(please specify):		
EMERGENCY ALARMS			
6	Can you hear the fire alarms provided in your place(s) of work? If no, please specify why:	DON'T KNOW	YES
			NO

7	Could you raise the alarm if you discovered a fire? If no, please specify why:	DON'T KNOW	YES	NO
8	Are the signs that mark the emergency exits and the routes to the exits clear enough? If no, please specify why:	DON'T KNOW	YES	NO
ASSISTANCE				
9	Do you require assistance to get out of your place(s) of work in emergency? If NO , please go to question 12.	DON'T KNOW	YES	NO
10	Is anyone designated to assist you to get out in an emergency? If YES , please give a name(s), location(s) and contact details of assistance:	DON'T KNOW	YES	NO
11	In an emergency, could you contact the person(s) in charge of evacuating the building(s) in which you work and inform them where you were located? If NO , please specify why:	DON'T KNOW	YES	NO
GETTING OUT				
12	Can you move quickly in the event of an emergency?	DON'T KNOW	YES	NO
13	Do you find stairs difficult to use?	DON'T KNOW	YES	NO
14	Are you a wheelchair user?		YES	NO

Thank you for completing this questionnaire. The information you have given us will help us to meet any needs for information or assistance you may have.

Please return the completed form to your line manager.

Signature: _____ Date: _____

APPENDIX 2

PERSONAL EMERGENCY EVACUATION PLAN

Part B of this form should be completed by the responsible person with a colleague who requires assistance with ANY aspect of emergency evacuation. The plan should include assistance required from the point of raising the alarm to passing through the final exit of the building.

Any detail you provide will be handled in confidence and stored only, with your consent, with the necessary parties required to ensure your safety and that of others.

A copy of the completed form will be held by:

- Colleague
- Colleague's Line Manager
- Fire Warden
- Each person named within the 'Designated Assistance' part of the form.

Note: This plan must be reviewed on an annual basis (at least) and/or when any significant changes occur (of the building or colleague).

PART B: To be completed by a competent person (line manager) together with a colleague.

MY PERSONAL EVACUATION EMERGENCY PLAN (PEEP)	
NAME	
JOB TITLE	
LOCATION(S)	
REASON WHY A PEEP IS REQUIRED	
PLAN CREATED BY	
AWARENESS OF PROCEDURE	
A copy of the evacuation procedure has been issued in the following format:	

I am informed of a fire evacuation by (please tick ✓ relevant box):	
Existing alarm system	<input type="checkbox"/>
Visual alarm system	<input type="checkbox"/>
Pager device	<input type="checkbox"/>
Members of the work team	<input type="checkbox"/>
Other (please specify)	
DESIGNATED ASSISTANCE	
Assistance is required from ___ people. The following people have been designated to give me assistance to get out of the building in an emergency:	
Name:	
Contact details: (Mobile, location etc.)	
Name:	
Contact details:	
Name:	
Contact details:	
METHODS OF ASSISTANCE	

Methods of guidance, transfer procedures etc. :

EQUIPMENT PROVIDED

Specialist equipment to assist my evacuation is (including means of communication):

EVACUATION PROCEDURE

A step by step account beginning from the first alarm:

SAFE ROUTE(S) TO BE USED

Determined by the general location of the disabled/assessed person within a building. It should be flexible enough to cover options, e.g. Fire blocks the normal emergency exit route.

MONITOR AND REVIEW:

Practices should be every ____ months, dates should be put into diaries.

SIGNED BY MANAGER :

DATE

SIGNED BY INDIVIDUAL :

DATE

APPENDIX 3

THINGS TO CONSIDER WHEN WRITING A PEEP

When writing a PEEP with someone who has a particular type of impairment, the provision of reasonable adjustments and the following information should be considered:

MOBILITY IMPAIRMENT THINGS TO CONSIDER

- The provision of handrails on escape routes;
- Whether handrails are on one or both sides;
- How far the distance of travel is on particular routes;
- The provision and extent of fire compartments;
- The provision and location of evacuation chairs;
- The location of any lift that can be used in the event of a fire;
- Availability of staff assistance.

QUESTIONS TO ASK DURING AN INTERVIEW

- Can you walk unaided down the stairs?
- How far can you walk unaided?
- Can you walk down the stairs with some help?
- If yes, what help do you require?
- Can you get down the stairs any other way?
- If so, how many flights can you manage?
- Would this be increased where assistance was made available?
- How many people would you need to assist you?
- How many times might you need to stop to rest?
- Would handrails be of use in assisting your evacuation?
- Are there positions along the escape route where aids might assist you?
- How might your mobility be worsened, e.g. by smoke, etc.?
- Is your wheelchair powered, or manual?
- Do you wish to be carried in your wheelchair? Impairment

HEARING IMPAIRMENT THINGS TO CONSIDER

- Visual warning in the fire alarm system;
- Telephone network- text-phone;
- Vibrating pager;
- Team member;
- Fire wardens;
- Appointed 'Buddy'

QUESTIONS TO ASK DURING AN INTERVIEW

- Will you be in the building out of hours?
- Will you ever be alone in the building?
- Can you discern the fire alarm throughout the building?
- Do you work as part of a team or in a group environment?

- Do you have a dedicated text number?
- Do you have an email address?
- To what extent do you move around the building?

VISUAL IMPAIRMENT THINGS TO CONSIDER

- The type of fire alarm system available;
- Marking of escape routes;
- Orientation information;
- If fire instructions are in accessible formats;
- Whether escape routes and stairs have step edge markings;
- Provision of handrails on the escape routes and stairs;
- Whether stairs have open risers;
- Whether there are external open escape routes.

QUESTIONS TO ASK DURING AN INTERVIEW

- Do you work alone in the building?
- Do you work out of hours?
- Are you aware of the positions of all of the escape routes?
- Can you use escape routes un-aided?
- *If no, what assistance do you need?*
- Do you work as part of a team or in a group environment?
- To what extent do you move around the building?
- Can you read the evacuation instructions?
- *If not, what format do you need them in?*

COGNITIVE IMPAIRMENT THINGS TO CONSIDER

- The type of fire alarm system available;
- Marking of the escape routes;
- Orientation information;
- Fire instructions provided in accessible formats;
- Step edge markings on the escape stairs;
- Handrails on the escape stairs;
- The need for two speed traffic on the stair and whether the stairs are
- wide enough to allow this;
- If stair risers are open;
- Whether there are external open escape routes.

QUESTIONS TO ASK DURING AN INTERVIEW

- Do you work alone in the building?
- Do you work out of hours?
- Do you know what the fire alarm sounds like?
- When you hear the fire alarm do you know where to go?
- Do you work as part of a team or in a group environment?
- Do you work in the same place all the time?
- Do you use other parts of the building?
- Can you read the escape instructions? Do you understand them?

EVACUATION OPTIONS

- Option 1. Use of a lift
- Option 2. Meet assistance at temporary waiting space
- Option 3. Meet assistance at work location
- Option 4. Make own way down stairs slowly
- Option 5. Use some other way of moving down stairs, i.e. not walking after main flow
- Option 6. Use an evacuation chair or similar
- Option 7. Carry down – 2 persons
- Option 8. Carry down – 3 persons
- Option 9. Carry down – 4 persons
- Option 10. Travel down in own chair with support
- Option 11. Cannot transfer readily from wheelchair
- Option 12. Travel down stairs using handrails
- Option 13. Assistance from 1 person
- Option 14. Assistance from 2 people
- Option 15. Orientation information
- Option 16. Tactile map of the building
- Option 17. Colour coding or contrasting on escape routes
- Option 18. Step edge markings
- Option 19. Needs to be shown the escape routes
- Option 20. Needs assistance for the person and their dog
- Option 21. Needs doors to be opened
- Option 22. Large print information
- Option 23. Identification of escape routes by reception or security staff
- Option 24. Flashing beacons
- Option 25. Buddy system
- Option 26. Vibrating pagers
- Option 27. Alternative communication system
- Option 28. Additional checks by fire wardens
- Option 29. Horizontal evacuation into another fire compartment
- Option 30. Taped information

EVACUATION OPTION	POWERED WHEELCHAIR USER	WHEELCHAIR USER	OTHER MOBILITY IMPAIRED PERSON	BREATHING/OTHER HEALTH ISSUES	VISUALLY IMPAIRED PERSON	HEARING IMPAIRED PERSON	COGNITIVE DISABILITY/ DYSLEXIC, ORIENTATION DISORDERS	LEARNING DISABILITY	MENTAL HEALTH DISABILITY	DEXTERITY DISABILITY
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					●	●	●			
26	●	●	●			●				
27	●	●	●		●	●				
28						●	●	●	●	
29	●	●								
30					●		●	●	●	

NOTE: The above options should be used as a guidance only.

REFERENCES

Fire Safety Risk Assessment, Means of Escape for Disabled People (2007)

<https://www.gov.uk/government/publications>

Equality Act 2010

Health and Safety Executive <http://www.hse.gov.uk/>

The Regulatory Reform (Fire Safety) Order 2005