

Commercial Property Management ~ Low Risk Environment or is it?

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Nattasha Freeman - Director of Health and Safety , Phoenix Beard Property Consultants , Birmingham. UK

Start by identifying the normal risks and manage them out:~

- *Fire Risk*
- *Water Management*
- *Asbestos Management*
- *Control of Contractors*
- *Tenants*
- *Neighbours and Terrorism*
- *The Simple Things*

FIRE RISK ~ Controls

- *Draw up a Fire Risk Assessment for Landlord Areas and Common Parts*
- *Ensure compliance with Fire Regulations ~ provision of fire detection, warning, fighting equipment*
- *Keep bin areas away from buildings (2 metres)*
- *Periodically monitor ~ check fire routes, fire doors and waste management*
 - **IS IT ENOUGH?**
- *Maintain and inspect fire detection, warning and fighting equipment**
- *Include periodic monitoring of unmanned sites**
- *Check Tenants storage of materials ~ plant rooms; COSHH items*
- *Where Tenants wedge fire doors open/block fire routes/mis-manage waste write and warn*
- *Where there is a potential for arson, pin waste bins down/use lockable bins*
- *Ask Tenants for their fire arrangements and ask if they are carrying out hazardous activities/storing hazardous substances ~ these risks may impact on the whole site!*
- **Include in your Disaster ~> Recovery Plan**

WATER MANAGEMENT ~ Controls

- *Ensure that Legionella (L8) Tests are carried out on sites where you have Cooling Towers, Water Storage Tanks, Water Features etc*
- *Take temperature tests of all supplies fed by tanks (and record) ~ particularly small water heaters over sinks and manage accordingly*
 - **IS IT ENOUGH?**
- *Make sure that maintenance of fire hoses, risers, sprinklers is undertaken by a competent contractor who will test safely*
- *Check that your cooling tower is registered with the local authority, who should also inspect annually*
- *Check Tenants are aware of their obligations in this respect*
- *Void units ~ drain down or flush toilets & run taps out weekly*
- *Don't forget standpipes and landscaping materials*
- *Check Tenants storage of materials, cleaning arrangements (service yards) and delivery regimes ~ Protection of storm drains*
- *If you have a fountain water feature, reduce the height to reduce the spray*
- **Include in your Disaster ~> Recovery Plan**

ASBESTOS MANAGEMENT ~ Controls

- *Carry out Type II asbestos surveys on all Landlord areas and common parts*
- *Carry out Type III asbestos surveys on all void units and areas where major refurbishment is planned*
- *Compile an asbestos log book and register and make it available to all those who may be affected by the presence of asbestos containing materials*
- *Manage the asbestos found ~> remove, encapsulate, label & manage in situ, manage in situ*
 - **IS IT ENOUGH?**
- *Where the recommendation is remove/encapsulate, restrict access to that area*
- *Labelling must be carried out by a competent person ~ labelling records*
- *Manage in situ means periodic monitoring and sometimes re-labelling*
- *Check Tenants are aware of their obligations in this respect ~ include the survey of tenant areas, label, monitor and check on their management plan*
- *Don't forget to include the cost of management in Tenant areas in dilapidation's*
- *Don't forget to tell contractors and the emergency services*
- **Include in your Disaster ~> Recovery Plan**

CONTRACTORS & TENANTS ~ Controls

■ *CONTRACTORS*

- *Use “selected Contractors” ~ competency checks & secure method statements*
- *Brief contractors on Company requirements ~ permits; discovery of asbestos*
- *Include them in your h+s considerations ~> lone working arrangements*
- *Include them in your arrangements in your Disaster ~> Recovery Plan*

■ *TENANTS?*

- *Ask them about their arrangements for fire, first aid and risk activities*
- *Share your site h+s information - asbestos, disaster planning etc*
- *Ensure you have sufficient detail and notice when they engage contractors*
- *Make enquiries regarding their asbestos management plans*
- *Monitor their management of waste and impact on neighbours etc*
- *Don't forget to tell contractors and the emergency services*
- *Let them know when you invite persons to site e.g. auditors, surveyors*
- *Include them and their arrangements in your Disaster ~> Recovery Plan*

What about Disasters and Emergency Planning?

- A ***DISASTER*** may occur as a result of one major/combination of crisis:
 - ❖ **Bomb threat/terrorist activity**
 - ❖ **Fire or arson**
 - ❖ **Anti-social behaviour => violence to persons/damage to property**
 - ❖ **An accident/wounding**
 - ❖ **A burglary/vandalism** (inc. failed burglaries/animal protesters etc.)
 - ❖ **Power failure/surge => the activation of fire suppressant equipment**
 - ❖ **Chemical spillage/toxic leakage**
 - ❖ **Flood/contamination of a water source**
 - ❖ **Suicide**

First decide whether you are dealing with a Disaster..

- **A *CRISIS* is usually a small scale/isolated disaster which can be controlled quickly/with the aid of outside party duty holders:**

Medium Crisis:

- **Suicide/accident/incident outside normal working hours**
- **Lift breakdown with passengers inside**
- **A single death/major injury to a staff member/visitor/contractor**
- **A vehicle collision (car v truck/truck v forklift/forklift v skip)**
- **Anti-social behaviour where behaviour is offensive rather than personally threatening**

Small Crisis:

- **minor accident (slip, trip, fall) requiring little/no first aid**
- **lost child/child abduction**
- **upset caused by a beggar/thief/busker**
- **argument over vehicle parking/ waiting to unload**
- **a minor spillage of food, drink, oil/a loading/unloading accident**

**WHAT SINGLE FACTOR
KILLS THE MOST PEOPLE
IN A DISASTER?**

■ PANIC

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Disaster / Crisis?

- ***A Disaster Plan* should **only** be invoked where:**
 - ✓ **Site Management Staff do not have enough resource to deal with the problem;**
 - ✓ **The incident has already taken place and has resulted in multiple deaths/major injuries/infrastructure damage/ pollution;**
 - ✓ **Damage to persons/property is likely to have a domino effect, escalating the situation;**
 - ✓ **The immediate involvement of authoritative/supportive parties is crucial to bring the incident to a swift and safe conclusion**

- ***A Disaster Plan should include Site Specific information:***
 - **Designated Duty holders to manage the disaster and recovery**
 - **Local Emergency Organisation contact details** (fire/police/hospital/EHO/EA)
 - **Statutory Undertakers contact details** (Transco/electricity/water etc)
 - **Head Office contact numbers** (on call/emergency response/H&S/PR)
 - **Tenants Information** (Keyholders/nature of business/COSHH data etc)
 - **Site plans identifying emergency exits/routes/keyholders**
 - **Site plans identifying fire hydrants, substations, water sources** (foul/storm)
 - **Location details for boilers/fuel storage/gas bottles/hazardous substances**
 - **Details for maintenance and site specific contractors**
 - **Contact details for neighbours who may be affected**
 - **PROVISION FOR A DISASTER EMERGENCY PACK**
 - **PROVISION FOR AN ALTERNATIVE MEANS OF COMMUNICATION**

■ **Outside Party Duty holders:**

- **Fire appliances will need guiding in and clear access**
- **Fire services will need to establish a “Forward Control Point”**
- **Fire services will need access to site and possibly tenants demises/keys for all fire hydrants/manhole identification and access/copies of your Disaster Plan information**
- **The Police will need an Incident Control Post and will need telephones/ Disaster Plan information/ cctv footage etc**
- **The Police will need to talk to be accompanied by one member of the Site Management Team (CO can do this after initial contact has been made with all necessary parties)**
- **The Police will need the area coned off to prevent vehicles/ people leaving/entering**
- **The ambulance service will need guiding in and clear access**
- **The ambulance service will need to be advised of casualties**

- **The General Public and others will need to:**
 - Know **who you are** (clothing/badges/communication)
 - Be given **clear instructions/information** throughout
 - Be **advised and kept calm** - treat them with respect
 - Be **protected** from the media/other people/ themselves
 - Give you all **their details** and knowledge of anything they **witnessed**
 - Be **kept from leaving the site** in case the emergency services need to speak to them/they are in shock/they disrupt the rescue operations
 - Be **kept from re-entering the site** to search for others/collect belongings
 - Take **refreshments** on board/require welfare facilities if the incident continues
 - Make their **own travel arrangements** if cars need to be left

- **The Recovery Process – getting back to normal:**
 - **Secure information from the police/fire brigade as to when the site will be released**
 - **Arrange for security of the site – protect against trespassers**
 - **Discuss with the Landlord how he wishes to proceed**
 - **Liaise with the insurers, providing available information**
 - **Contact all Tenants, relate the Landlords intentions and ask them what action they wish to pursue (prioritise)**
 - **Contact Head Office/Landlords Contractors to arrange for works to be done**
 - **Head Office to inform media of likely re-opening date and details**
 - **Liaise with Tenants contractors/insurers**
 - **Document occurrence and REVIEW DISASTER RECOVERY PLAN**
 - **Implement new safeguards/procedures as a “lessons learned” exercise**

■ **SITE SPECIFIC DISASTER & RECOVERY PLAN**

■ **Index:**

- **1. Site name, location and Plan issue list**
- **2. Emergency Control Point details**
- **3. Emergency Procedure Checklist**
- **4. Site/Building History Details**
- **5. Site Plan(s)**
- **6. Duty holders (inc. outside parties, Client contacts)**
- **7. Emergency Contact Numbers & Statutory Undertakers**
- **8. Tenant Information (keyholders/business/substances/ contractors)**
- **9. PB contractor contact list (inc. maintenance, insurers)**
- **10. Details of neighbours**
- **11. Asset Register (with guarantees/hire details/receipts etc)**