



served by One Team

South & East Lincolnshire Councils Partnership

Market Emergency Procedures for Staff

Applies to: Boston Borough Council, East Lindsey District Council and South Holland District Council Markets

Audience: Market Staff

1. Purpose

This document sets out clear emergency procedures for market staff to follow in the event of an incident on the Market Place. These procedures are aligned with the Boston, East Lindsey and South Holland Markets Market Policies and are intended to ensure the safety of staff, traders, the public and emergency service responders.

Overriding principle:

Once any emergency or serious incident is identified, staff must contact the appropriate emergency service in the first instance and then notify the Markets Manager or Assistant Director as set out below.

2. Key Contacts and Reporting Hierarchy

In **all** emergency situations:

1. **Emergency Services** – Contact first (999 / 101 / 111 as appropriate).
2. **Notify Management** – As soon as practicable after contacting emergency services:
 - David Smith – Markets Manager
 - In his absence: Phil Perry – Assistant Director

Staff must not delay contacting emergency services in order to make management aware.

3. Fire or Chemical Incident on the Market Place

This includes, but is not limited to:

- A trader's stall on fire
- Fire within a building or premises on the Market Place
- Gas, fuel or chemical-related incidents

Immediate Actions

- Call 999 immediately and request the Fire and Rescue Service.
- Clearly state:
 - Location of the market
 - Nature of the fire or chemical risk

Risk Management While Awaiting Emergency Services

If safe and practicable to do so:

- Minimise risk to surrounding areas.
- Ask traders to move away from the incident.
- Evacuate traders and the public to a safe and suitable distance from the Market Place.
- Encourage members of the public to stay well clear of the affected area.
- Remove or relocate nearby goods, stalls, gazebos or market pitches that may be affected only if it is safe to do so.

Access for Emergency Services

- Ensure roadways and access routes are kept clear for fire appliances and other emergency vehicles.
- Remove stalls, gazebos or trader goods from access routes if safe.

Management Notification

- Contact David Smith or Phil Perry (in his absence) once emergency services have been contacted.

4. Crime or Anti-Social Behaviour on the Market Place

This includes (but is not limited to):

- Anti-social behaviour
- Theft
- Violent or threatening behaviour
- Any behaviour posing a risk to staff, traders or the public

Non-Emergency Incidents

- If the incident is not an emergency, contact the police on 101.
- Provide full details of the incident, location and any descriptions requested.

Emergency Incidents

- If staff believe there is an immediate risk to safety, call 999.

Staff Safety

- Do not get involved if the situation is unsafe to deal with.
- Observe from a safe distance where possible.
- Await the arrival of the police or emergency services.

Management Notification

- Once police have been contacted, notify David Smith or Phil Perry (in his absence).
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5. Accidents or Medical Incidents on the Market Place

This includes incidents affecting:

- Traders
- Members of the public
- Market staff

Non-Emergency Medical Incidents

- Call NHS 111 for advice and guidance.

Emergency Medical Incidents

- Call 999 immediately if the situation is life-threatening or urgent.

First Aid

- Staff trained in first aid may provide assistance where safe to do so.
- Staff not trained in first aid should:
 - Follow instructions provided by the ambulance service over the phone.
 - Not attempt any medical intervention beyond what they are instructed to do.

Defibrillators

- Staff are encouraged to familiarise themselves with the location of the nearest defibrillator at each market.
- Training is not required to use a defibrillator.
- Staff may be instructed by emergency services over the phone to use one.

Management Notification

- Once medical services have been contacted, notify David Smith or Phil Perry (in his absence).
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6. Counter-Terrorism or Suspected Terror-Related Incident

If staff believe an incident may be terrorism or counter-terrorism related:

Immediate Actions

- Call 999 immediately.
- State clearly that the incident is suspected terrorism-related.

Public and Trader Safety

- Advise traders and members of the public to evacuate the Market Place to a safe and suitable distance where possible.
- Follow all instructions provided by the emergency services.

National Counter-Terrorism Guidance – Run, Hide, Tell

If caught in or near an attack, staff should follow national counter-terrorism advice:

- **Run** – Escape if you can. Leave belongings behind.
- **Hide** – If you cannot escape, hide, lock or barricade yourself in.
- **Tell** – When safe to do so, call 999 and provide information to the police.

Management Notification

- After contacting emergency services, notify David Smith or Phil Perry (in his absence) as soon as it is safe to do so.
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7. Emergency Vehicle Access (All Incidents)

For all emergency situations, if it is safe:

- Clear roadways and access routes.
 - Remove market stalls, gazebos or trader goods as required.
 - Ensure emergency service vehicles can enter, operate and exit the market safely.
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8. Reporting and Follow-Up

Following any accident, incident or near miss:

- Staff must ensure the incident is recorded on the Health and Safety reporting portal.
 - Provide accurate details including:
 - Nature of the incident
 - Actions taken
 - Emergency services involved
 - Any injuries or damage
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9. Final Reminder to Staff

- Emergency services first – management second.
- Do not put yourself at risk.
- Follow professional advice from emergency services at all times.
- Clear access routes whenever it is safe to do so.

These procedures are in place to protect everyone on the Market Place and must be followed at all times.