

Doc No:	BPM-SOP-001	Blackpool Mil Flood Emergency Plan	
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Owner:	Lucy Dent		

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Introduction, Scope & Objectives

This flood plan has been written following the change of use and restoration of Blackpool Mill. It is required to be submitted to and approved in writing by NPA prior to the first beneficial use of the development. The plan has been advised by the flood consequences assessment undertaken in February 2022 and is offered in conjunction with the wider resort critical incident policy and emergency red book, both of which aim to ensure the business is prepared for a possible or imminent flood event. Bluestone will provide a copy of this flood emergency plan to all relevant departments and Heads of Department and encourage them to read and understand the guidance and actions within; providing necessary supporting material that should include everything under flood risk below.

The flood plan describes the evacuation procedure and need for safe refuge. The objectives of this plan are:

- To ensure employees are aware of any residual flood risk.
- Document the preventative measures identified to further reduce risk.
- To identify the required [flood warnings](#) and [weather warnings](#);
- To ensure that the business and relevant people receive the necessary flood warnings.
- That employees respond to flood warnings appropriately; and
- That managers are aware of the requirements and process for the timely implementation of the procedure to ensure minimum disruption and management of the risk to people and the building.

Roles and Responsibilities

Critical Incident Team

Bluestone will assemble a critical incident team to assist during a forecasted flood event, the purpose of which is to minimise impact, co-ordinate actions and liaise with emergency services. More on the role and responsibility of the critical incident team can be found on page 9 of [SAF-P-009 Critical Incident Policy](#).

Operational teams

- **Food & Beverage** - monitoring of early warning systems and implementation of flood plan Risk assessment and SOP update.
- **Security** – Patrols, CCTV, monitoring of early warning systems and implementation of flood plan.
- **Facilities** - Flood preparation, damage assessment, maintenance and repair
- **H&S** – EAP, flood plan guidance.

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Flood Risk

For detailed analysis of the flood risk please refer to the Blackpool Mill flood Consequence Assessment February 2020 [Blackpool Mill FCA V2.0 Final.pdf](#)

Warning & informing

The NRW operates a [flood forecasting and warning service](#) in areas at risk of flooding from rivers or the sea, which relies on direct measurements of rainfall, river levels, tide levels, in house predictive models and rainfall radar data and information from the met office. This service operates 24 hours a day, 365 days a year.

The Management and operators of Blackpool Mill and Bluestone Resorts Ltd, who are responsible for activating this plan are registered with the NRW flood warning service and should receive a warning through this system. These warnings will be cascaded to the staff and guests of Blackpool Mill and Bluestone using the agreed communication channels in line with the resorts critical incident policy and procedure.

Having signed up to NRW flood alert, with the environment agency and weather warnings from the meteorological office, during a predicted flood incident or if flooding is forecast, warnings are issued using a set of easily recognisable codes to guide the prescribed actions in relation to the warning. A description of the codes is shown in appendix 2. (Referred to figure 1 for NRW's flood warning plan)

It is important to determine the estimated lead time between the NRW sending out the warning and the time that flooding might occur and depending on the cause / type of flooding the estimated duration of the flood. For this area the flood warning system is updated at regular intervals by the NRW, a more accurate estimation will be provided when the warning is made.

Decision Making

Once a flood warning is received, the Bluestone Flood Emergency Action Plan flow chart in appendix 1, is provided to guide operators of Blackpool Mill and Bluestone operations on the actions they or others will be required to take.

Evacuation

The decision to evacuate or take shelter during a flood is ultimately for Blackpool Mill management in conjunction with Bluestone Operation teams to make having due regard to the advice/warnings and instructions of the emergency services.

The decision to evacuate must be made to allow sufficient time to conduct the evacuation before flooding occurs. Appendix 1 is provided to guide the prescribed actions in the event

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of a flood warning flood warning.

It is essential that once a flood warning is received that it is received and communicated to all persons at risk.

Flood waters contain hidden dangers and will impede if not prevent a safe evacuation.

Safe refuge

Any no notice flooding event resulting in breaches of defences or surface water flooding, may require a safe refuge area, so that all occupants can take immediate action to keep themselves safe. Blackpool Mill farm has been identified as a place of safe refuge from flooding (e.g. a location above flooding for all people on site, including those with restricted mobility) in the case of a no warning flood event where safe egress is possible.

Where evacuation is not a feasible option, or has been delayed, you should move to the upper floor of the property; taking with you any essential items sufficient to support you until rescue. Grab bags will be located on all floors of the building in the event of delayed evacuation. A critical incident box will be located on 2nd floor to include, but not limited to:

- Copy of the Emergency Evacuation Plan
- a list of important telephone numbers
- a phone charger and battery pack
- a torch with spare batteries
- foil blankets
- a first aid kit
- face masks and hand sanitiser

Upper floor flood evacuation

In the case of waters not receding for a number of hours the Bluestone response team will liaise with the emergency services to agree a safe method of evacuation for those who continue occupying the building take in to account the conditions including depth of water, weather and any vulnerabilities of those being rescued.

Reoccupation

Once a warning has been received and the flood evacuation plan has been implemented, people including staff and guests must not be able to reenter the area who are potentially unaware of the impending flood event. Efforts including signage, must be made to notify members of the public including Bluestone staying guests that Blackpool Mill is currently closed and should not be entered. Reoccupation should only be carried out after the flood

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waters have receded and evaluations have been made that the area and buildings are safe.

Staff training and exercising

All staff working at Blackpool Mill will be provided with sufficient training on the arrangements and procedures in the flood emergency plan. Copies of the plan will be available on site and accessible electronically. Periodical exercising and scenario training will be implemented to support the training of staff and ensure all individuals have knowledge of what to do.

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Operational Flood Mitigation Arrangements

Early warning notification for alerts on the Eastern Cleddau:	securityteam@bluestonewales.com hands@bluestonewales.com sdavies@bluestonewales.com resortmanager@bluestonewales.com Rrigby@bluestonewales.com
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Key Staff List

Bluestone Emergency contact details	Red book page 8
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Specific

Name	Role
Director of Operation	Rebecca Rigby
HOD Escalation	Operational information
Head of Facilities	Andrew Charlton
Head of Blackpool Mill	Sarah Davies
Heads of Health, Safety and Security	Lucy Dent

Staff who may be required in the event of a flood.

Department	Role
Blackpool Mill operations team	Implement precautionary flood planning
Facilities	Flood preparations, damage assessment, maintenance and repair
Housekeeping	Post flood clean up team

Key Locations

Service Cut off	Description of location
Electric	<As built link>
Gas	<As built link>
Water	<As built link>

Considerations

	Location	How to protect from Flood
First aid Kit	The Mill Ground floor bar	Stored above floor level

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	The stores office and staff area	
Storage of oil-based product (gasoline, oil, cooking oil)		Adequate storage and containment
Chemicals (including cleaning products)		Chemical cabinet

Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

Valuable Item	Protective Action	New Location (if applicable)
IT and comms - Computers - Electrical items		Raise items above ground level
Furniture - Tables / heavy furniture - Soft furnishings - Chairs / stools	Flood protection on chair and table Legs	Protectors to be stored in the cellar and removed on early warning. Move items to a safer location if possible – to an upper level of the building or off site.
Public protection	Signage	Signage to be stored in cellar and removed on early warning
Sewage contamination	non return valves in your toilets and drains	
Electrical installation	Are your electrical sockets above flood level?	Floor level of the store area raises above the 100-year anticipated flood level
Vehicles	Move to safe location away from flood area	

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Protective equipment

If materials are not needed, leave the relevant section blank.

Materials	Used for	Items to protect / where to use	Storage location
Sandbags	Diverting rainwater	Parts of the building liable to flooding	Cellar
Barriers	Restricting access	Restrict access to high flood risk areas	Cellar
Signage	Informing of risk	On barriers	Cellar
Furniture protectors	Protecting tables and soft furnishings	Ground floor furniture	Cellar

Additional Guidance

Gov.UK: [Prepare for a Flood](#)

Gov.UK: [Preparing for Emergencies](#)

Environment Agency: [Natural Resources Wales / Check flood warnings](#)

Meteorological Office: [Weather Warnings](#)

Pembrokeshire Council: [Flooding - Pembrokeshire County Council](#)

National flood forum: [A charity to help, support and represent people at risk of flooding.](#)

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Appendix 1 – EAP

FLOOD EAP

ON EARLY WARNING OF NRW FLOOD WARNING REFER TO THE FLOOD WARNING ACTIVATION PROCEDURES

Appendix 2 - Flood Warning Activation Procedures

RM & BPM HOD TO ARRANGE OPERATIONAL MEETING TO DISCUSS THE SEVERITY OF THE WARNING AND REQUIREMENT FOR EVACUATION OR FACILITY IN NO EVACUATION REQUIRED RECORD THE WARNING. IF THREAT IS POSED CONTINUE WITH FACILITY PLANNED CLOSURE AND / OR EVACUATION

IMPLEMENT FLOOD DEFENCE FOR EACH ZONE

CLOSURE TIME AND DATES & COMMUNICATION PLAN INC SOCIAL MEDIA UPDATES

Zone A – Cellar
REMOVE FLOOD DEFENCES
AND LOCATE

Zone B – Store
MOVE ITEMS TO A SAFER
LOCATION IF POSSIBLE – TO
AN UPPER LEVEL OF THE
BUILDING OR OFF SITE.

Zone C – Ground Floor Mill
MOVE ITEMS TO A SAFER
LOCATION IF POSSIBLE – TO
AN UPPER LEVEL OF THE
BUILDING OR OFF SITE.

WITHOUT PUTTING ANYONE AT RISK ENSURE THAT ALL STORM DRAINS IN THE AFFECTED AREAS HAVE BEEN OPENED AND SANDBAGS USED TO DIRECT WATER INTO THEM

ENSURE THAT A QUALIFIED PERSON ISOLATES ELECTRICAL SUPPLY TO THE AFFECTED AREAS IF POSSIBLE

ACCESS GATES TO THE BUILDING AND AREA TO BE SECURED & SIGNAGE TO BE PLACED TO WARN PEOPLE OF THE CLOSURE DUE TO FLOOD RISK

DO NOT ALLOW ANY PERSON BACK INTO THE AFFECTED AREAS UNTIL IT HAS BEEN DEEMED SAFE TO DO SO AND THERE IS NO FURTHER RISK OF FLOODING MONITORING OF THE AREA WILL TAKE PLACE FROM AGREED LOCATION / CCTV

ON THE END OF THE WARNING OR FOLLOWING THE EVENT AND WATER RETREAT THE AREAS WILL BE INSPECTED BY BEFORE RETURNING TO NORMAL OPERATION

CLEAN UP TEAMS DEPLOYED

RESORT MANAGER ON DUTY TO COMPLETE BLUESTONE INCIDENT REPORT FORM AND OBTAIN WITNESS STATEMENTS FROM STAFF

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Specific Action Points / Guidance	
Action/Guidance	Responsibility (if appropriate)
Early warning system NRW email alerts	
Shut off all access immediately pending advice from Critical team / Professionals	
Clear site of all vehicles	
Implement flood action plan and barricades	
Assemble and brief facilities staff	
Set up communication network to Critical indecent room	
Assemble and communicate with all Departmental Managers as appropriate	
Assess damage - gather information from all areas	
Re-check safety of all employees	
guest communication	

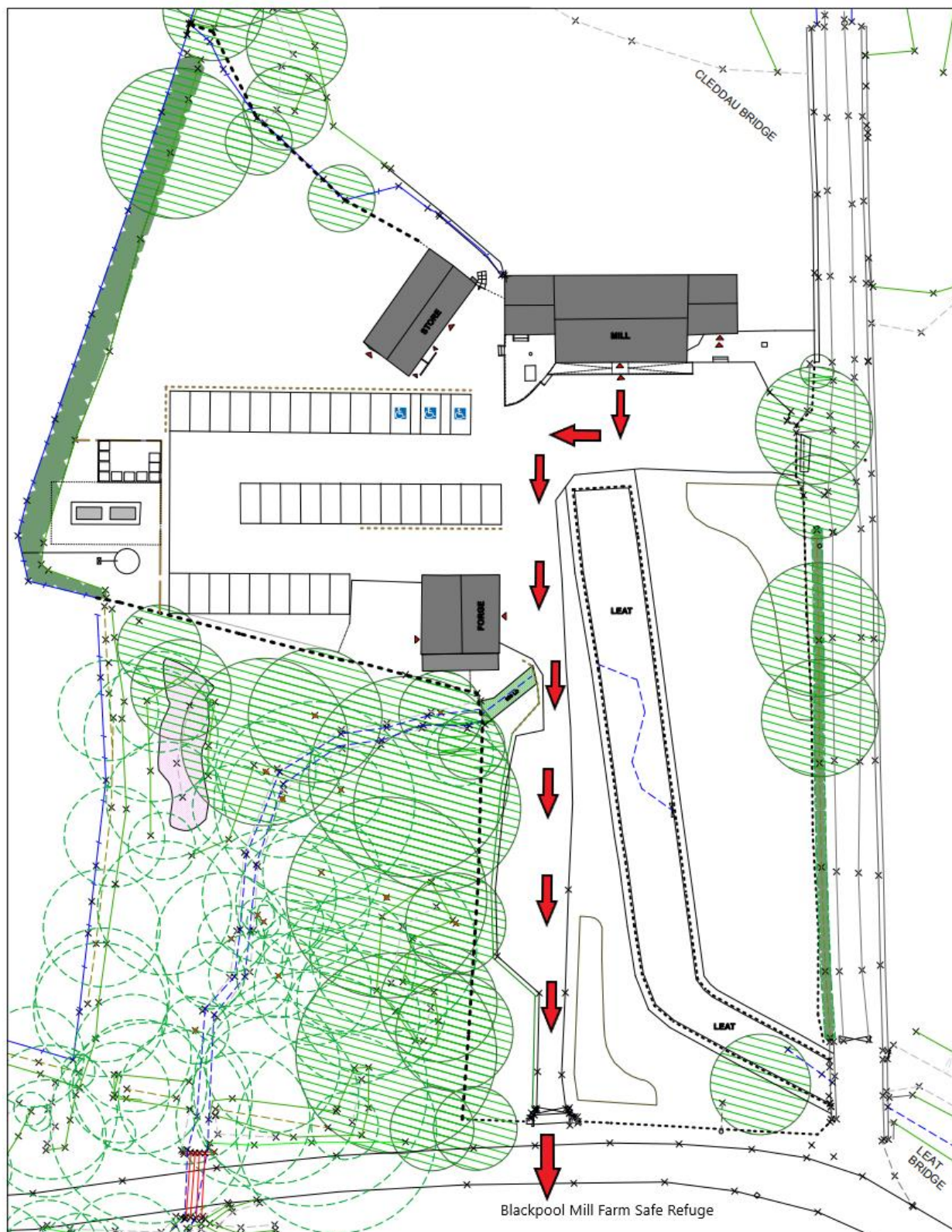
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Blackpool Mill Flood Emergency Plan

bluestone
national park resort

NO NOTICE FLOODING EVENT
FLOODING WITHOUT WARNING

**EVACUATION TO COMMENCE TO BLACKPOOL MILL FARM - SAFE REFUGE OR UPPER
FLOOR NO SAFE EXIT IS AVAILABLE**



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Appendix 2 – [Flood Warning Activation Procedures](#)

<u>Flood Alert</u> 	Key Message: Flooding is possible. Be prepared Timing: 2 hours to 2 days in advance of flooding Actions: Be prepared for flooding Prepare a flood kit of essential items Monitor local water levels and flood forecasts
<i>Flood Alerts are to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and to make early preparations for flooding.</i>	
<u>Flood Warning</u> 	Key Message: Flooding is expected. Immediate Action Required Timing: Half an hour to 1 day in advance of flooding Actions: Act now to protect your property Block doors with flood boards or sandbags and cover airbricks and other ventilation holes Move family, pets and valuables to a safe place Turn off gas, electricity and water supplies if safe to do so Keep a flood kit ready Move cars, pets, food, valuables and important documents to safety
<i>Flood Warnings are to warn people flooding is expected and encourage them to take immediate action to protect themselves and their property.</i>	
<u>Severe Flood Warning</u> 	Key Message: Severe flooding. Danger to life Timing: When flooding poses a significant threat to life and different actions are required Actions: Stay in a safe place with a means of escape Be ready should you need to evacuate from your home Co-operate with the emergency services Call 999 if you are in immediate danger
<i>Severe Flood Warnings are to warn people of a significant risk to life or significant disruption to communities caused by widespread or prolonged flooding and encourage them to take immediate action to protect themselves and follow the advice of the emergency services.</i>	
<u>Warnings no longer in force</u> (no icon)	Key Message: No further flooding is currently expected for your area Timing: When river or sea conditions begin to return to normal Actions: Be Careful. Flood water may still be around for several days and could be contaminated If you've been flooded, ring your insurance company as soon as possible
<i>Warnings are removed to inform people that the threat has now passed.</i>	