



Flood Evacuation Plan

AEG9170_UB8_WestDrayton_01_FEP

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water, civils and environment

Site Address: Pets at Home

Cowley Retail Park

West Drayton

London Borough of Hillingdon

UB8 2TE

UK Experts in Flood Modelling, Flood Risk
Assessments, and Surface Water Drainage Strategies

degadea

Flood risk, water and environment

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Site Location: Pets at Home, Cowley Retail Park, West Drayton, London Borough of Hillingdon, UB8 2TE

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1. Introduction

- 1.1. Aegaea were commissioned to formulate an emergency flood preparedness plan, also referred to as a Flood Evacuation Plan (FEP) to facilitate a planning application for the proposed development. This FEP has been prepared in accordance with the requirements set out in the National Planning Policy Framework (NPPF) and the associated Planning Practice Guidance.

Site Overview

- 1.2. The location of the site is Pets at Home, Cowley Retail Park, West Drayton, London Borough of Hillingdon, UB8 2TE (Figure 1). The site consists of an existing retail unit.

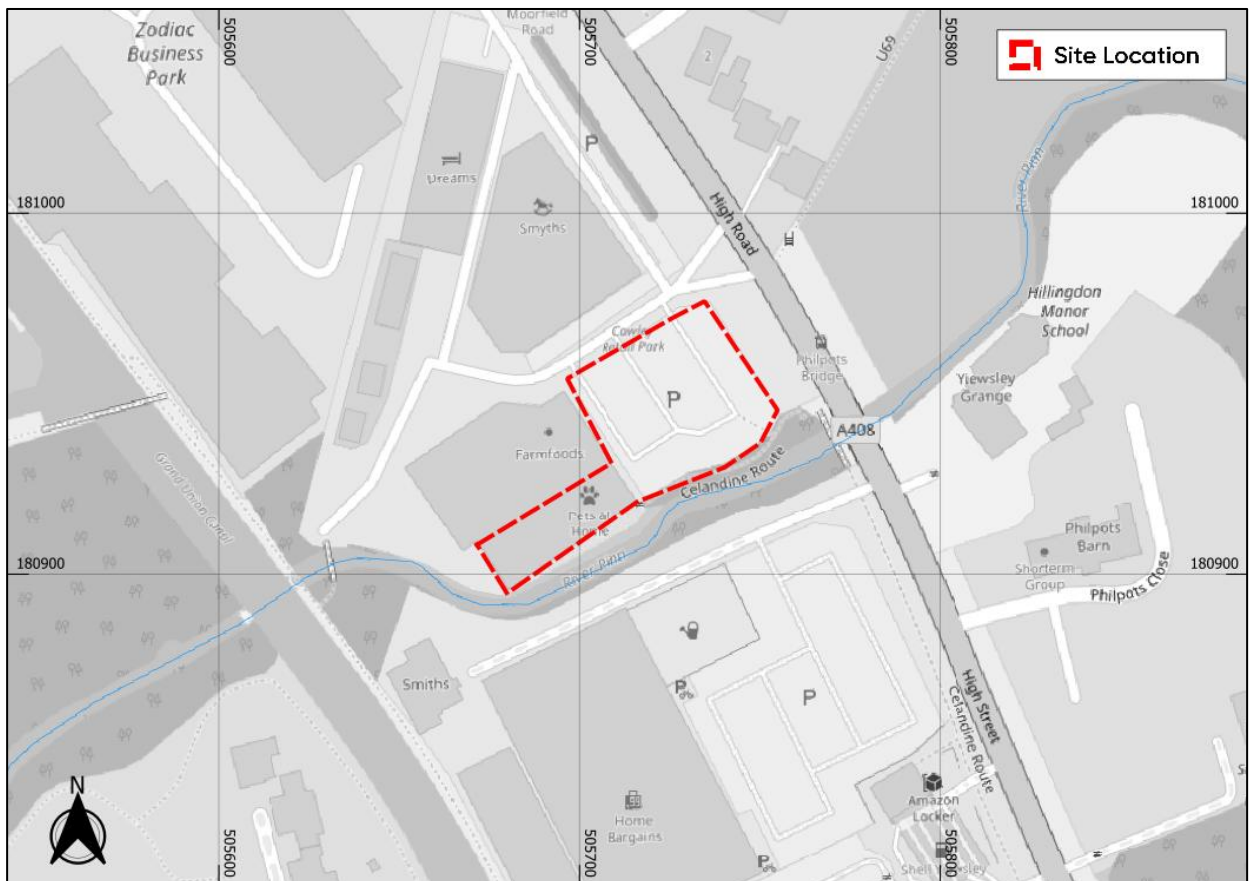


Figure 1: Site Location (Base map and data from OpenStreetMap and OpenStreetMap Foundation (CC-BY-SA). © <https://www.openstreetmap.org> and contributors. Contains public sector information licensed under the Open Government Licence v3.0).

Requirements for a Flood Risk Emergency Plan

- 1.3. Guidance set out by the Association of Directors of Environment, Economy, Planning & Transport (ADEPT) notes that a FEP should be provided as part of the FRA, or as a separate document accompanying the FRA, if relevant pedestrian and / or vehicular access and escape routes from a site would be affected during:
 - A design flood from any source (with an appropriate allowance for climate change) with any existing flood risk management structures or features operating as intended; or
 - A design flood from any source (with an appropriate allowance for climate change) with a failure of any relevant flood risk management structures or features.
- 1.4. The key aim of the FEP is to provide the regulators and operator with clear information to show how flood risk has been appropriately considered and to set out clear guidelines as to how the site should be evacuated in the unlikely event of a flood emergency.
- 1.5. The FEP should be considered a live document and is therefore subject to update / review whenever there is a change to any of the contact numbers, names or roles set out within the FEP;
 - bi-annually, to confirm all the information is still relevant.
 - The initial FEP should be approved by the Local Planning Authority. All subsequent updates and reviews of the FEP shall be documented and recorded to ensure that an up-to-date version of the FEP is available at all times.
- 1.6. When the FEP is updated, it should be recorded within a document control table setting out the changes that were made, when and why these changes were needed.
- 1.7. The initial FEP should be approved by the London Borough of Hillingdon, as the Local Planning Authority (LPA) and designated Lead Local Flood Authority (LLFA). All subsequent updates and reviews of the FEP shall be documented and recorded to ensure that an up-to-date version of the FEP is available at all times.

2. Flood Evacuation Plan (FEP)

Summary

- 2.1. Given the flood risk to the site and surrounding area, prior evacuation of the site is recommended to reduce the risk to life of occupants/ site users but also reduce the strain on the emergency services.
- 2.2. Upon receipt of a Flood Warning, issued by the Environment Agency, the commercial unit should be closed and not reopen until the Flood Warning has been lifted.
- 2.3. Staff and occupants should be ready to evacuate immediately if instructed to do so by the emergency services, if flooding starts or the situation deteriorates. Staff should not wait until a Severe Flood Warning is issued before evacuating.
- 2.4. This section therefore sets out the trigger events for implementing the FEP, who is responsible for what actions, and what procedures should be followed prior, during and after a flood event.

Who is at Risk?

- 2.5. All site owners, occupants, staff and visitors are at risk and could be affected in the event of flooding at the site.
- 2.6. While the new development is located on the mezzanine level, this should not be justification for remaining on site within the property during a flood event. This can result in an increased strain on the emergency services, who would already be strained during a flood, if people on site require assistance to be evacuated from the site.
- 2.7. Therefore, the preference is for all site owners, occupants, and visitors, to safely evacuate the site to alternative accommodation before flooding occurs. This helps mitigate the risk to life and people, by removing them from the area of risk, and before the flooding occurs.
- 2.8. It is also recommended that management staff become designated 'flood wardens' (similar to fire wardens) during a flood event. A dedicated 'flood warden' should be on site during all operational hours of the development, responsible for flood safety measures in accordance with emergency flood management plan. A flood warden will be identified to be the primary co-ordinator during a flood event with knowledge of the FEP procedures.

EA Flood Warnings

- 2.9. All property owners, occupants and tenants should sign up to the EA Flood Warning Service for the “*River Pinn at Yiewsley*”¹.
- 2.10. This service allows staff members to register an address, which is at risk of flooding, along with contact details so that in the event of a flood being forecast, the site owner will be sent an alert directly to their chosen method of contact. All property owners and management staff should sign up to this and make this service available to all future staff where applicable.
- 2.11. The Flood Alert stage is used to warn of the possibility of flooding. It is issued earlier than a flood warning, to give advance notice of the possibility of flooding. The EA aims to provide between 2 and 12 hours lead time between a Flood Alert being issued and possible flooding occurring.
- 2.12. The EA aim to provide a minimum of 1 to 2 hours of lead time for Flood Warnings in fluvial areas such as West Drayton².
- 2.13. As such it would be expected that should the service function as intended, a Flood Alert would be issued between 2 and 12 hours before flooding, and a Warning issued up to 2 hours in advance. This means that prior evacuation of the site before flooding should be achievable with adequate warning.
- 2.14. Flood warnings/alerts can be enforced at any time of the day or night. Signing up for this service provides site owners some notice before a flood event. Flood alerts and warnings provide site owners with time to take necessary action, e.g. communication of the risk of flooding to staff etc, evacuation of occupants offsite or to a safe level, and removal of valuable items out of reach of flooding.

Met Office Weather Warnings

- 2.15. Some surrounding roads may be at high risk from surface water flooding. Surface water flooding generally occurs during periods of high intensity rainfall or sustained long periods of wet weather.
- 2.16. The Met Office is the national meteorological service for the UK; they issue weather warnings up to 5 days in advance, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. It is also possible to stay up to date with weather warnings through the Met Office app (available on both android and apple), social media (X (formerly Twitter), Facebook) or email alerts.

¹ <https://www.gov.uk/sign-up-for-flood-warnings>

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/297923/Flood_Warning_-_Data_Integrity_Guide_v2_0.pdf

- 2.17. During periods of bad weather, flood wardens and management staff should monitor local weather reports and sign up for the Met Office UK weather warnings³. Procedures should be formalised (if not done so already) in the event of a severe weather warning or flooding.
- 2.18. The Met Office issues weather warnings, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. These warnings are given a colour (yellow, amber or red) depending on a combination of both the impact the weather may have and the likelihood of those impacts occurring⁴:
- **Yellow:** You should check the details of the forecast and consider taking steps to minimise impacts for you and your household. Even in a yellow warning area, people will see disruption to a greater or lesser extent, so it's important to check the details and see which steps you could take to prepare.
 - **Amber:** Disruption from an Amber warning is more likely and more widespread. You should change plans that could be impacted by the weather and take action to protect yourself and your property.
 - **Red:** These warnings are reserved for very dangerous weather with a high level of certainty. You should take direct action to keep yourself and others safe from impacts of the weather. It's likely there will be a risk to life, as well as substantial disruption to travel and infrastructure.

Trigger Events

- 2.19. Three trigger stages have been identified, namely:
- green alert (review of the FEP procedures),
 - amber alert (site closure/evacuation);
 - or issue a red alert (danger to life).
- 2.20. To facilitate the implementation of the FEP, it may be necessary to situate signs, lights and / or real-time information boards around the site as prompts during a flood emergency or to direct occupants towards the appropriate evacuation route.
- 2.21. It is also recommended that management staff become designated 'flood wardens' (similar to fire wardens) during a flood event. A dedicated 'flood warden' should be on site during all operational hours of the development, responsible for flood safety measures in accordance with emergency flood management plan. A flood warden will be identified to be the primary co-ordinator during a flood event with knowledge of the FEP procedures.

³ <https://service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new>

⁴ <https://www.metoffice.gov.uk/weather/guides/warnings>

2.22. Environment Agency flood warnings⁵ and Met Office weather warnings⁶ should be used to set evacuation triggers. There are three levels of flood warning:

- EA Flood alert OR Met Office 'amber' warning.
- EA Flood warning OR Met Office 'yellow' warning.
- EA Severe flood warning OR Met Office 'red' warning.

2.23. In the event of receiving a flood alert or flood warning, flood wardens and/or management staff should follow the instructions in Table 1. The proposed flood evacuation procedures outlined in Table 1 should be reviewed on a regular basis.

Table 1: Evacuation Triggers and Procedures

| Warning trigger | Trigger stage | Procedures |
|---|--------------------------|---|
| <p>EA Flood Alert</p> <p><i>A flood alert means you need to prepare, flooding is possible.</i></p> <p>Met Office Amber Warning</p> <p><i>You should check the details of the forecast and consider taking steps to minimise impacts for you and your household.</i></p> | Green Alert - Review FEP | <p>Green Alert represents a state of readiness ahead of a potential flood situation.</p> <ul style="list-style-type: none"> • Check your flood risk: https://check-for-flooding.service.gov.uk/alerts-and-warnings • Keep up to date with the latest situation - call Floodline on 0345 988 1188 or follow @EnvAgency and #floodaware on X (formerly Twitter) for the latest flood updates. • Ensure the designated flood wardens are available. • Designated flood wardens to review the FEP and familiarise themselves with their responsibilities and roles. • Flood wardens to disseminate key information to staff to ensure they know their roles/responsibilities should the situation escalate. • Flood wardens in combination with staff to make a final decision to postpone any operations or make alternative arrangements for high dependency pets. • Flood wardens to ensure that staff rota's/register are up-to-date should evacuation be required. |
| <p>EA Flood Warning</p> <p><i>A flood warning means you need to act, flooding is expected.</i></p> <p>Met Office Yellow Warning</p> | Amber Alert | <p>Amber Alert means you should be prepared to act if necessary, ahead of a potential flood situation.</p> <ul style="list-style-type: none"> • Continue to monitor flood warnings and forecasts. • Flood Wardens to check staff registers are complete and available to ensure all staff are accounted for post-evacuation. |

⁵ <https://check-for-flooding.service.gov.uk/alerts-and-warnings>

⁶ <https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice/when-and-why-do-we-issue-warnings>

| Warning trigger | Trigger stage | Procedures |
|--|---------------|--|
| <i>You should change plans that could be impacted by the weather and take action to protect yourself and your property.</i> | | <ul style="list-style-type: none"> Flood wardens in combination with staff to make the final decision to evacuate the site and flood wardens to disseminate key information to all members of staff. It will be the responsibility of the flood wardens to ensure all occupants evacuate the site when required. If evacuating the site, turn off gas, electricity and water supplies if it's safe to do so (never touch an electrical switch if you're standing in water). Secure any materials or large loose items that may float and cause damage during a flood. If any occupants are unable to leave the site, then they should contact the emergency services for assistance immediately. Retail unit should be closed and not reopen until the flood warning has been lifted If warnings are given out of opening hours, and the decision is taken to not open then this information should be disseminated to all members of staff. If possible, use social media to notify visitors of the flood warning and subsequent temporary closure. |
| <p>EA Severe Flood Warning or</p> <p><i>A severe flood warning means there is danger to life, you must act now.</i></p> <p>Met Office Red Warning</p> <p><i>You should take direct action to keep yourself and others safe from impacts of the weather. It's likely there will be a risk to life, as well as substantial disruption to travel and infrastructure</i></p> | Red Alert | <p>Red Alert means that you must act.</p> <ul style="list-style-type: none"> Call 999 if you're in immediate danger. Follow advice from the emergency services and evacuate if you're told to do so. Avoid driving or walking through flood water: just 30cm (1 foot) of fast flowing water could move your car and even shallow moving water can knock you off your feet. It may also contain heavy debris, sharp objects, open manhole covers, sewage and chemicals. Any non-essential personnel still on site should leave immediately. Safe refuge to be sought on the first floor if flooding has already occurred. Use allocated evacuation route to facilitate / direct the safe evacuation of all personnel. A register should be taken to ensure all staff are safe. |

Responsibilities

Flood Wardens

- 2.24. It is recommended that management staff become designated 'flood wardens' (similar to fire wardens) during a flood event. A dedicated 'flood warden' should be on site during all operational hours of the development, responsible for flood safety measures in accordance with emergency flood management plan. A flood warden will be identified to be the primary co-ordinator during a flood event with knowledge of the FEP procedures.

Key Personnel

- 2.25. It is the responsibility of the flood wardens to communicate warnings to staff and visitors (when required).
- 2.26. It is the responsibility of the flood wardens to make the FEP procedures available and communicated to staff members/visitors, where appropriate. Multiple flood wardens should be designated to ensure that there is always a point of contact.
- 2.27. All staff should have access/means to receive Flood Warnings from the Environment Agency.
- 2.28. It is the responsibility of the flood wardens to implement the FEP at the trigger event of receiving a Flood Warning.

Table 2: List of Key Personnel and Responsibilities

| Title | Role |
|------------------------------|--|
| Flood wardens | <ul style="list-style-type: none"> The flood wardens will be the main point of contact for visitors/staff and coordinate the preparation prior to a flood event as well as during a flood event. Once flood warnings / alerts have been received, it is their responsibility to disseminate flood alerts to all relevant members of staff/visitors. Flood Wardens to check staff registers are complete and available to ensure all staff are accounted for post-evacuation. Flood wardens in combination with staff to make a final decision to postpone any operations or make alternative arrangements for high dependency pets. Flood wardens in combination with management staff to make the final decision to evacuate the site and flood wardens to disseminate key information to all visitors/staff. When flood warnings have been issued, it is their responsibility to ensure that the Site (and any visitors) are evacuated due to potential flooding. It is also their responsibility to operate any emergency electrical shut off switches that terminate electricity supply. During operation, they should direct the evacuation of the site and help others to move to the designated evacuation points away from the site, located in Flood Zone 1. If any visitors/staff are unable to leave the Site, then they should contact the emergency services for assistance immediately. They should take a register to ensure all staff are accounted for and provide an update to any on-site (or remote) emergency services confirming that the site has either been fully evacuated. The emergency plan should also be reviewed regularly by the flood wardens and update it when required. They are also responsible that all staff/new staff are regularly kept up to date with the flood emergency plan for the site. |
| Staff (day to day operation) | <ul style="list-style-type: none"> All staff should be aware of the Flood Emergency Plan and be familiar with the steps to be taken during the flood warning stage preceding the flood event. If staff or visitors are unable to leave the site, then they should contact the emergency services for assistance immediately. |
| Environment Agency Flood | <ul style="list-style-type: none"> The Environment Agency operate a 5 day county-wide forecast in relation to flood risk. It is recommended that this service is regularly checked to ensure staff are aware of any possible risks: https://flood-warning-information.service.gov.uk/5-day-flood-risk |

| | |
|---------------------|--|
| Information Service | <ul style="list-style-type: none"> The Environment Agency also operate a Flood Information service which identifies whether any flood warnings or alerts have been issued for a specific postcode or place in England or Wales: https://flood-warning-information.service.gov.uk/. These can also be signed up to by contacting 0845 988 1188. The following flood alerts and flood warnings are available from the Environment Agency and are relevant to the Site: <ul style="list-style-type: none"> River Pinn at Yiewsley (quick dial code: 172710) |
| Met Office | <ul style="list-style-type: none"> The Met Office issues weather warnings up to 5 days in advance, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. It is also possible to stay up to date with weather warnings through the Met Office app (available on both android and apple), social media (twitter, Facebook) or email alerts. More information can be found at: https://www.metoffice.gov.uk/weather/guides/warnings. Email notifications can be subscribed to via the following link: https://service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new |

Emergency Services

- 2.29. It is important to immediately leave the site if a Flood Warning is in place.
- 2.30. This is so that additional strain is not put on the emergency services. Blue light responders (i.e. the emergency services) will automatically become the ‘first responder’ during a flood event. Any instruction from the emergency services will supersede the information provided in this document. The instructions from the emergency services should be followed.
- 2.31. Table 2 provides contact numbers for relevant Emergency Services.

In an emergency where there is a real and immediate threat to life or property always dial 999.

Table 3: Key contact numbers for emergency services

| Organisation | Contact Number |
|---------------------|---|
| London Fire Brigade | Main Switchboard: 020 8555 1200 Non-emergency: 101 Emergencies: 999 |
| Metropolitan Police | Main Switchboard: 020 7230 1212 Non-emergency: 101 Emergencies: 999 |
| Environment Agency | Incident Hotline: 0800 80 70 60 Main switchboard: 03708 506 506 |

Proposed Flood Evacuation Route

- 2.32. The EA Flood Map for Planning has been used to inform this FEP and the subsequent evacuation routes. It should be noted that no hazard data has been provided as part of the Product 4. Therefore, the flood zone map has been used to determine an appropriate evacuation route in Flood Zone 1.
- 2.33. Where possible, occupants should seek to coordinate their evacuation of the site with the neighbouring buildings on the site. This is to keep as many people evacuating the area to Flood Zone 1 together as possible. Additional strain would be placed on the emergency services if multiple smaller groups of people were trying to evacuate an area and became stranded.
- 2.34. Figure 2 indicates that evacuation can either be sought by heading northwest or southeast along High Road. Heading north will lead users towards Cowley, which is located in Flood Zone 1 and heading south will lead users towards Yiewsley, which is also located in Flood Zone 1.
- 2.35. Both routes are a relatively short distance into Flood Zone 1, with the southern route approximately 120m before entering Flood Zone 1 and the northern route approximately 210m.

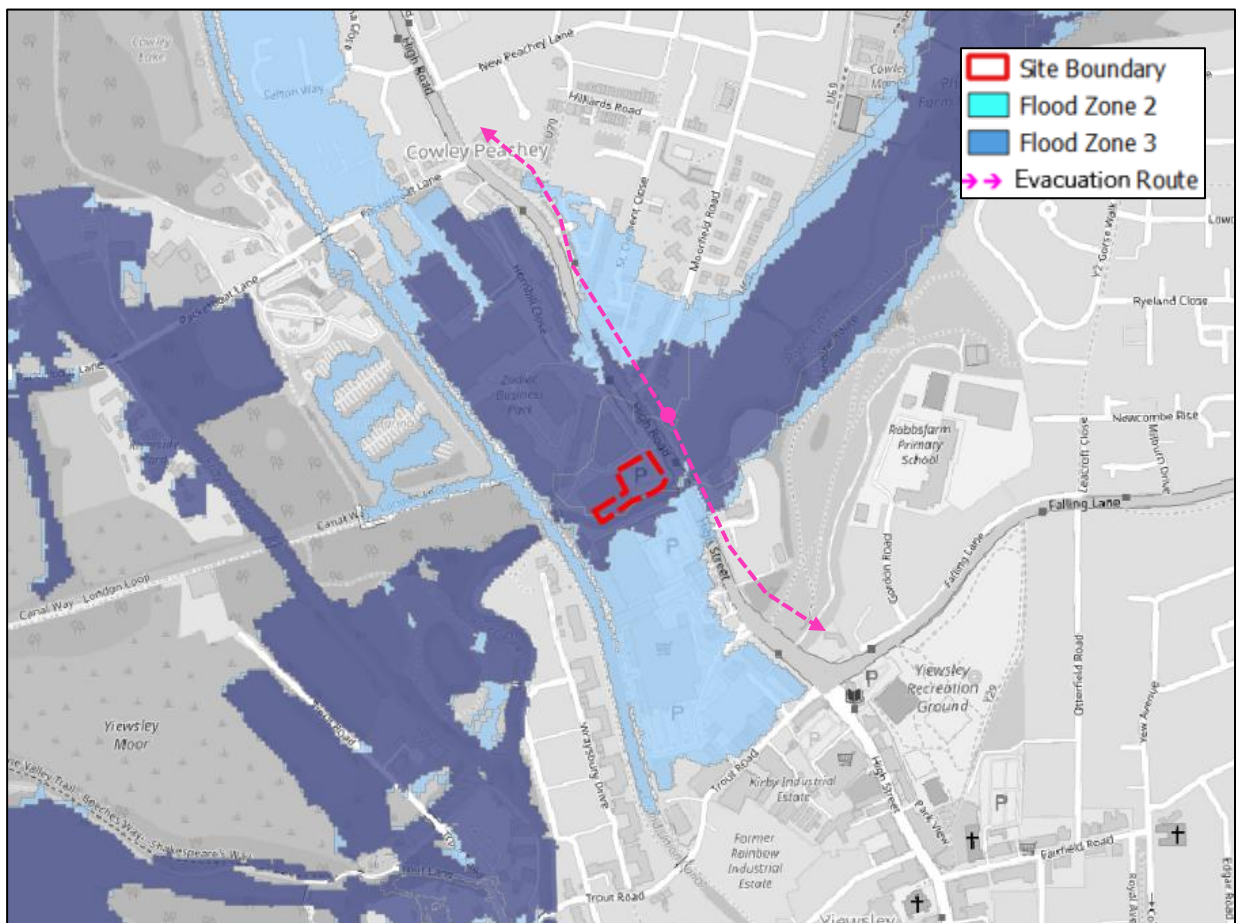


Figure 2: Evacuation Route overlain with the EA Flood Zones

Provision for Safe Refuge

- 2.36. If flooding has already occurred which means evacuation cannot occur, then safe refuge (on the mezzanine level) must be sought within the building itself, at the highest floor possible, and the emergency services must be notified.
- 2.37. **It should be reiterated that prior evacuation is the preferred option and safe refuge on site should only be sought in the very worst case scenario where flooding occurred, and the refuge on site is to mitigate the risk to life.**

Preparation for Flood Events




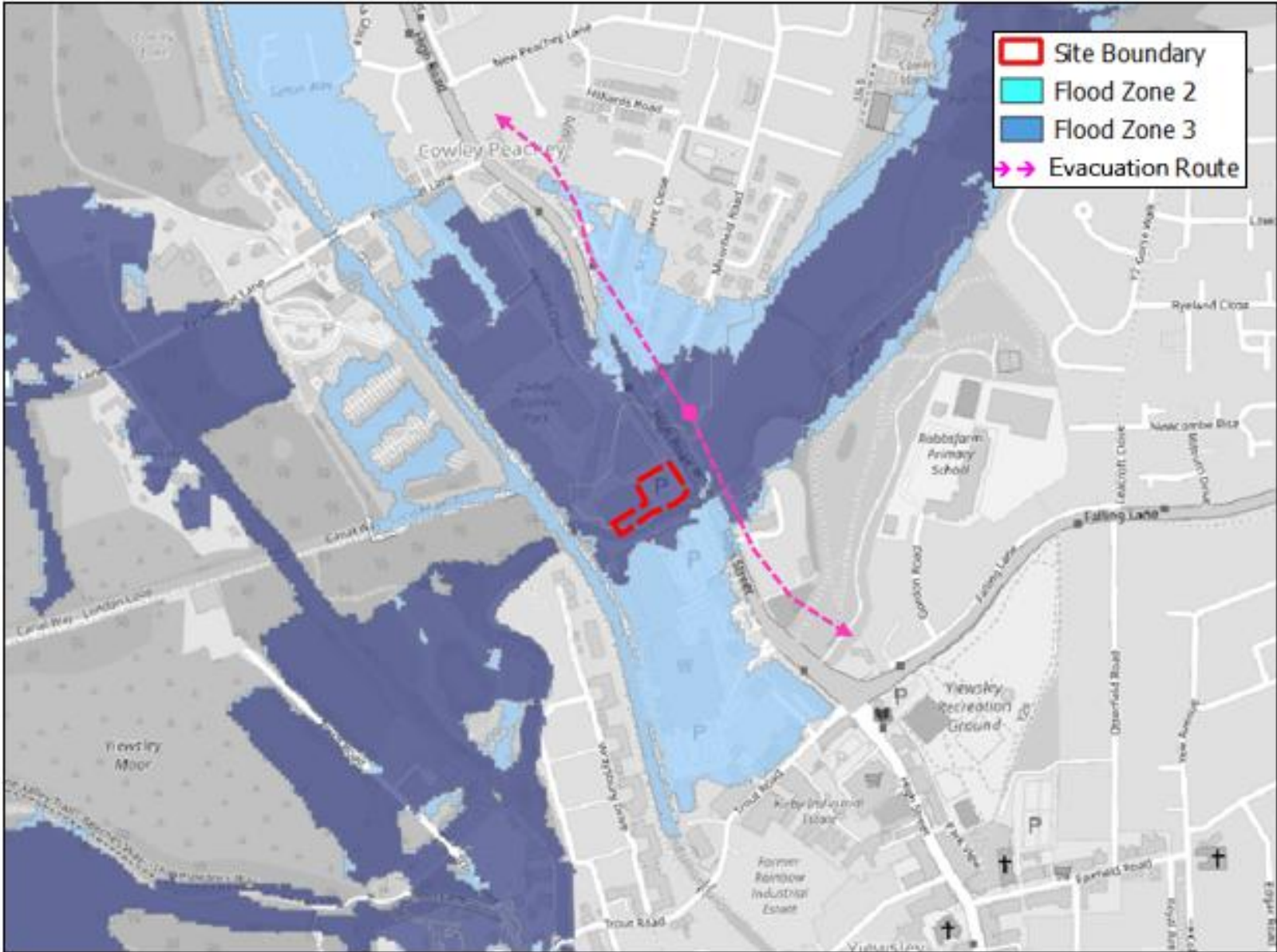
- 2.38. There are a multitude of ways that staff and flood wardens can prepare for the potential of a flood event. These are set out as follows:
- Ensure the designated flood wardens are available.
 - Designated flood wardens to review the FEP and familiarise themselves with their responsibilities and roles.
 - Flood wardens to disseminate key information to staff to ensure they know their roles/responsibilities should the situation escalate. If warnings are given out of opening hours, and the decision is taken to not open then this information should be disseminated to all members of staff.
 - Flood wardens in combination with staff to make a final decision to postpone any operations or make alternative arrangements for high dependency pets.
 - Sign up to the Environment Agency flood alert and warning service which will notify you by telephone/email/SMS when flooding is likely.
 - If possible, use social media to notify visitors of the flood warning and subsequent temporary closure to ensure additional people do not put themselves at risk.

What to Do During Flooding

- 2.39. The main priority during a flooding event is the safety of all site users and staff. As such a key part of protecting everyone is making sure that you are fully aware of the ongoing situation and know where to access the most up to date information. Below is a list of advised actions that should be carried out during a flood event:
- Where possible, switch off all electrical and gas appliances at the mains.
 - Monitor websites distributing flooding information including <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>
 - Monitor the Met Office App, X (formerly Twitter), local press, radio, and regional TV.
 - Pay close attention to the advice given by emergency services and local authority. Take all of the warnings seriously and respond quickly.

- Do not drive through flood water. Less than two feet of flood water can be enough to float a vehicle.
- Avoid contact with flood water when possible. Flood water is typically contaminated with sewage and other hazardous substance. Wear rubber gloves and boots and wash thoroughly if you do come into contact with flood water. Do not attempt to swim through flood water.
- Do not enter a property that has been flooded unless you are sure it is structurally safe. If in doubt, have the property checked by a professional.
- Do not turn on your electrical or gas supplies until they have been checked by a professionally qualified electrician or engineer. Take care of gas leaks – do not smoke or use open flames.
- Do not use petrol or diesel generators indoors as they produce carbon monoxide.

4. Summary for Site Occupants and Users

| | | | | |
|---|--|--|-------------------------------|--|
| Property: | Pets at Home, Cowley Retail Park, West Drayton, London Borough of Hillingdon, UB8 2TE | | | |
| Risk summary: | The site is located adjacent to the River Pinn and within an area defined to be Flood Zone 3 by the EA Flood Map for Planning Prior evacuation of the site should be sought as soon possible after a Flood Warning is issued by the Environment Agency. | | | |
| Preparedness: | Recommended evacuation route: | | | |
| <ul style="list-style-type: none">Prepare a clear system of communication through management staff, flood wardens, staff and visitors.Review FEP periodically.Flood Wardens and Staff to sign up to the EA Warning System. | | | | |
| Flood warning actions: | | | | |
| <div>FLOOD ALERT or Met Office Yellow Warning <u>Flooding is possible, be prepared.</u></div> | <p>Flood Wardens and Management Staff should check the details of the forecast and consider taking steps to minimise impacts, including:</p> <ul style="list-style-type: none">Ensure the designated flood wardens are available and on site.Designated flood wardens to review the FEP and familiarise themselves with their responsibilities and roles.Flood wardens to disseminate key information to staff to ensure they know their roles/responsibilities should the situation escalate.Prepare and have a plan for site evacuation in place (including high dependency pets) should the situation escalate.Check your flood risk: https://check-for-flooding.service.gov.uk/alerts-and-warnings | | | |
| <div>FLOOD WARNING or Met Office Amber Warning <u>Flooding is expected – immediate action is required.</u></div> | <p>Continue to monitor the forecast. Do not wait for a severe warning to act, evacuate your property following the agreed evacuation route.</p> <ul style="list-style-type: none">If warnings are given out of opening hours, and the decision is taken to not open then this information should be disseminated to all members of staff.If possible, use social media to notify visitors of the flood warning and subsequent temporary closure to ensure additional people do not put themselves at risk.Retail unit should not reopen until flood warning has been lifted.Flood wardens to check staff registers are complete and available to ensure all staff are accounted for post-evacuation. | | | |
| <div>SEVERE FLOOD WARNING or Met Office Red Warning <u>Severe flooding with danger to life</u></div> | <p>Management Staff should ensure nobody is on site or enters the site if a severe flood warning is in place.</p> <ul style="list-style-type: none">Any visitors or staff still on site should leave immediately.Contact the Emergency Services if you, or anyone, cannot leave.The unit should not be reoccupied until the flood warning has been lifted or unless instructed that it is safe to do so. | | | |
| <p>The emergency services (blue light responders) become the first responders during a flood event. The instruction they give should be followed at all times, even if it contradicts the details of this FREP report.</p> <p>Staff should be signed up to the following: Environment Agency flood warning service https://www.gov.uk/sign-up-for-flood-warnings</p> | | | | |
|  | | | | |
| <p>Seek prior evacuation as soon as a Flood Warning is issued. If flooding has already occurred, do not attempt to walk through floodwater, seek refuge from inside the building.</p> <p>IN AN EMERGENCY, CALL 999.</p> | | | | |
| Emergency Contacts: | | | Emergency cut-off locations: | |
| Flood Warden: | | | Electricity cut-off location: | |
| Flood Warden: | | | Gas cut-off location: | |
| Flood Warden: | | | Water cut-off location: | |
| Flood Warden: | | | Insurance policy number: | |
| Flood Warden: | | | Location of Flood Kit: | |