

THE ALBION HOTEL

**FLOOD WARNING &
EVACUATION PLAN**



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Introduction, Scope, and Objectives:

This Plan is owned, maintained, and updated by The Albion Freshwater LTD as a tenant of The Albion Hotel, owned by A2K Leisure LLP for which they are responsible for its implementation, dissemination and annual review. The plan relates to The Albion Hotel, Freshwater Bay, Freshwater, Isle of Wight PO40 9RA which is a two & three-storey hotel building with restaurant, bar, and spa facilities.

The Flood Warning and Evacuation Plan (FWEP) captures a summary of the site's flood risk and provides all relevant information, contact details and procedures to prepare for and respond to.

All overnight residents of the hotel will be made aware of the FWEP as a small area of The Albion Hotel lies within Flood Zone 2 & 3. It is important that this FWEP is adhered to; it details the procedures and necessary contacts in the event of a flood for all overnight residents, day guests of the hotel and members of staff. Small areas of the Hotel are within the Flood zones resulting in a low risk to those present. This FWEP has been detailed for the worst-case scenario however, all directions within the plan and by members of staff should be followed during the event of Flood warnings and alerts being in place.

Objectives:

In the production of this FWEP The Albion Hotel have identified the following key objectives:

- To establish robust procedures to evacuate or move residents to a place of safety;
- To establish clear procedures for the implementation of this Plan;
- To ensure a safe and controlled evacuation where this is deemed the most appropriate action;
- To establish an evacuation route;
- Reduce the risk of life and prevent loss to the premises and business; and
- To inform overnight residents of the hotel of the content of this plan.

The Albion Hotel have given due regard to the safety of residents and staff, available best practice, relevant legislation, and advice provided by the emergency services and the Isle of Wight Council Flood Warning and Evacuation Plan Guidance.

All staff are to be familiar with these arrangements, with testing and training conducted on an annual basis by the hotel management.

Summary of Flood Risk


The Albion Hotel lies partially within Flood Zone 2 with very small areas located within Flood Zone 3. Within the Hotel, the areas that lie within the flood zone are mostly public areas such as dining areas with very few bedrooms located directly within the Flood Zone. It is therefore deemed that the risk to those who are overnight residents and Hotel guests is low. Flood zones are subdivided as follows: -

- **Flood Zone 1** – Low Probability. This zone comprises of land assessed as having a less than 1:100 annual probability of river or sea flooding. Within this context all uses of land are appropriate.
- **Flood Zone 2** – Medium Probability. This zone comprises of land assessed as having between a 1:100 and 1:1000 annual probability of river flooding or between a 1:200 and 1:100 annual probability of sea flooding in any year. As determined by the Technical Guidance appropriate uses within this zone include water compatible, less vulnerable, and more vulnerable uses. Highly vulnerable uses are only appropriate if the exceptions test is passed.
- **Flood Zone 3a** – High Probability. This zone comprises of land assessed as having a 1:100 or greater annual probability of flooding, or a 1:200 or great annual probability of flooding from the sea in any year. Appropriate uses include water compatible and less vulnerable uses of land. Highly vulnerable uses should not be permitted in this zone. More vulnerable uses and essential infrastructure should only be permitted if the exceptions test is passed.
- **Flood Zone 3** – Functional Flood Plain. This zone comprises of land where water has to flow and to be stored in times of flood. The Technical Guidance defines that appropriate uses comprise of water compatible uses and essential infrastructures listed in table 2. Essential infrastructure in this zone should pass the exceptions test.

The greatest risk of flooding for the areas shown as flood zones within the site are as a result of tidal and coastal flooding. Factors such as extreme weather with heavy rainfall, storm surges and extreme high tide may lead to a risk of flooding within the areas set out in Appendix B. Within the areas shown in the Flood Risk map in Appendix B, the accommodation is largely public areas such as the dining areas.

Flood Warning and Associated Actions

The Environment Agency are the competent warning authority and operate a flood warning service covering all areas at risk of flooding from tidal and fluvial sources. The Flood Warnings Direct Service provided by the Environment Agency including the 24-hour Floodline service and the ability to use a quick-dial code to reach location specific information can be reached in the event of a flood or to find out information regarding the flood risk for The Albion Hotel.

WARNING	MEANING / RESPONSE ACTIONS
<p data-bbox="309 703 491 734">FLOOD ALERT</p> 	<p data-bbox="624 703 1289 734">What it means: Flooding is possible – be prepared.</p> <p data-bbox="624 781 1386 929">When it is used: The Environment Agency will issue a Flood Alert status when flooding is possible. It is usually issued between 2 hours and 2 days in advance of flooding, dependant on the form and characteristics of the flood risk.</p> <p data-bbox="624 976 1386 1124">Triggers: Forecasts that indicate that flooding from rivers or the sea may be possible, when intense rainfall that may affect rivers with a rapid response rate, and forecasts of high tide, surges or strong winds.</p> <p data-bbox="624 1171 1386 1359">How is it issued: This will be issued through the Environment Agency website and via the Flood Warnings Direct service, based upon weather and river conditions. This will be issued to The Albion Hotel via the Environment Agency’s Floodline Warnings Direct Service.</p> <p data-bbox="624 1406 1386 1476">Actions: When a Flood Alert is issued, residents of the Hotel should:</p> <ul data-bbox="624 1487 1386 1834" style="list-style-type: none"> • Be prepared to act on this Flood Warning and Evacuation Plan, guided by the members of staff. • Familiarise themselves with the Evacuation Plan and assembly points taking note of the route from their room to the nearest assembly point. • Prepare a bag of essentials and have it ready if needed. • Listen and be aware of any notices around the hotel issued by the staff that detail the Flood Warning in action and the next steps required. <p data-bbox="624 1881 1386 2029">Further information: Contact Floodline on 0345 988 1188, press option 1 and enter the quick-dial code 316125 for the Freshwater on the Western Yar and listen to the Environment Agency advice or contact Reception.</p>

FLOOD WARNING



What it means: Flooding expected – immediate action is required.

When it is issued: Flood Warnings will be issued when water levels are rising, and further rain is expected. It is usually issued between 30 minutes to 1 day in advance of flooding.

Triggers: High tides and storm surges coupled with strong winds, heavy rainfall forecast to cause flash flooding of rivers and forecast flooding from rivers.

How it is issued: This will be issued through the Environment Agency website and via the Flood Warnings Direct service, based upon weather and river conditions. This will be issued to The Albion Hotel via the Environment Agency's Floodline Warnings Direct Service.

Actions: When a Flood Warning is issued, residents of the Hotel should:

- Know that The Albion Hotel will be in contact Isle of Wight Council to find out whether evacuation is considered necessary. Only if this is deemed necessary, Hotel guests and residents will hear an intermittent ringing of the alarm to signify when to evacuate to the assembly point noted within each room and in this document. Those in public areas such as dining areas will be guided by the members of staff to the closest assembly point.
- Keep windows and doors closed. Balconies and terraces are not to be used when a Flood Warning is in place.
- Members of staff will put in place any necessary equipment such as storm shutters and sandbags. If residents are concerned, they are to contact reception.
- Consider moving any vehicles parked at ground level to a higher level or area outside of the Flood Zone. The Albion Hotel car park is largely out of the flood zone.
- Many of the bedrooms & suites within The Albion Hotel are outside of the flood zones. If there is a flood warning in place however, residents of the low-level rooms will be relocated to first & second floor bedrooms if possible.

Further information: Contact Floodline on 0345 988 1188, press option 1 and enter the quick-dial code 316125 for the Freshwater on the Western Yar and listen to the Environment Agency advice or contact Reception.

**SEVERE FLOOD
WARNING**



What it means: Severe flooding. Danger to life.

When it is used: When flooding poses a significant threat to life.

Triggers: Actual flooding where the conditions pose a significant risk to life and/or widespread disruption to communities, onsite observations from flooded locations or a breach in defences or failure of a barrier that is likely to cause significant risk to life.

How it is issued: This will be issued through their website and via the Flood Warnings Direct service based upon weather and river conditions. This will be issued to The Albion Hotel via the Environment Agency's Floodline Warnings Direct Service.

Actions: When a Severe Flood Warning is issued, residents of the Hotel should:

- Hotel guests and residents will hear an intermittent ringing of the alarm to signify when to evacuate to the assembly point noted within each room and in this document. Those in public areas such as dining areas will be guided by the members of staff to the closest assembly point.
- Know that The Albion Hotel will be in contact Isle of Wight Council for additional information on the warning in place.
- Listen to all directions by hotel staff members and emergency services.
- Cooperate with the emergency services.
- Call 999 if you are in immediate danger.

Further information: Contact Floodline on 0345 988 1188, press option 1 and enter the quick-dial code 316125 for the Freshwater on the Western Yar and listen to the Environment Agency advice or contact Reception.

Additional Information on Actions Taken by The Albion Hotel

An up-to-date list of the number of overnight residents booked into The Albion Hotel will be kept on The Albion Hotel system with contact numbers to ensure that every attempt is made to make guests aware of the current Flood warnings in place and actions required.

The inclusion of on-site managers accommodation for the hotel managers will ensure that in the event of increased risk of flooding, there will be a manager on site to assist with all residents as well as the hotel staff, night porter etc. Where a hotel manager is not present on site, a member of staff will be allocated to undertake the role of Flood Evacuation Manager.

The Albion Hotel is registered with the Environment Agency's Floodline Warnings Direct for direct alerts by phone, text, and email when there is an increased risk of flooding. If management, overnight residents, or day guests of the hotel become aware of high rainfall and/or particularly stormy sea conditions, it is advised that they report it to the hotel manager who will report it to the Environmental Agency.

Updates on weather predictions including severe weather warnings can be found through Met Office online. Additional sources of information include local radio stations and TV stations such as Isle of Wight 102FM and 107FM, BBC Radio Solent 96.1FM, Ocean Radio 96.7FM, Wave Radio 105.2FM, BBC South, ITV Meridian. These will be monitored by the hotel managers and the staff at The Albion Hotel, for updates on weather warnings.

In the event of a severe weather warning for the area relating to flooding, The Albion Hotel will ensure guests are made aware with as much time possible prior to booking or during a stay and are aware of the safety procedures. If such weather warnings are received to be dangerous to life, The Albion Hotel will ensure all guests, to the best of their ability, have bookings amended and reservations cancelled to reduce possible numbers of guests on site.

Those present on site during a Flood Warning, where possible, will be relocated to higher ground bedrooms outside of the Flood Zone areas such as those on the first and second floors. If a flood warning develops to require action, the hotel will be evacuated with as much time possible. A dedicated member of staff will be appointed to ensure that those residents of The Albion Hotel staying in the accessible rooms who need additional assistance are provided this and taken to safe refuge.

In the event of a Flood Warning being in effect, any reservations for dining, spa services and use of the bar will be amended to a time in which the warning is no longer in effect. If necessary, facilities will close until a time of safe reopening when a flood warning is no longer in effect.

Evacuation Procedure, Safe Refuge & Response to a Flood Warning:

The Albion Hotel will be required to be registered with the Environment Agency's Floodline Warnings Direct to be informed of flood risks as and when they are issued. The hotels management team will be in contact with the Isle of Wight Council during the event of flood alerts and flood warnings to understand the risks presented by the warnings and appropriately gauge the level of action required.

The decision to evacuate, or take shelter within our premises, will be made by hotel manager who is acting as the Flood Evacuation Manager 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. Flood waters contain hidden dangers and will impede if not prevent a safe evacuation.

The safety of guests and staff is of an utmost priority for The Albion Hotel so will be at the forefront of any decision during the event of flood warnings. No decision to evacuate will be taken lightly but in the event that this is necessary, all direction by the Flood Evacuation Manager must be followed. Cooperation with the emergency services during the event of flooding must be adhered to.

The routes of the flood evacuation will be specific to each bedroom & suite within the hotel. These will be clearly marked and presented on the inside of each door with the route to the safe refuge/assembly point. In public areas, members of staff will guide residents to the assembly point. Where no member of staff is present, illuminated signage should be followed.

The lowest datum of the hotel is the bar, the second lowest datum is the reception. These areas should be avoided in the event of evacuation if possible.

Safe Refuge:

The assembly point is located in the CAR PARK shown in Appendix C in this document. This is high ground with a level to that of the first floor of the hotel. The car park is accessible from multiple routes, but all safe routes will be demarked by illuminated signage.

The Flood Evacuation Manager will direct those in need to the nearest Temporary Place of Shelter.

Those staying in The Albion Hotel's two accessible rooms on the ground floor will be guided to the assembly point by a member of staff.

Only re-enter the building if told to do so by members of staff.

EVACUATION PROCEDURE:

1. In the event of evacuation, the hotel manager who is acting as the Flood Evacuation Manager will sound the alarm. This is an **INTERMITTENT RINGING**. Emergency lighting will signify evacuation for those who are hard of hearing.
2. IF IN A SUITE/BEDROOM – Immediately upon hearing the alarm, follow the route marked on the entrance door of your room.
IF IN A PUBLIC AREA OF THE HOTEL – Immediately upon hearing the alarm, follow direction of the members of staff. If no member of staff is present, follow signage to the assembly point.
3. Exits will be marked with an illuminated sign. Make your way to the Assembly Point located in the CAR PARK.
4. Listen to all guidance from the Flood Evacuation Manager & emergency service who will guide you to the nearest Temporary Place of Shelter.
5. Call 999 if you are in immediate danger.
6. Do not re-enter the building until guided to by The Flood Evacuation Manager.

Role of Emergency Services, Local Authority, Environment Agency, and Utility Companies:

The response to a major flood event will involve a number of organisations working together at a local level, including the emergency services, local authority (the council), the Environment Agency and utility companies. The Hampshire and Isle of Wight Local Resilience Forum (HIOW LRF) Multi Agency Flood Plan has been produced to provide relevant information and outline the response arrangements in place for a coordinated multi agency response.

The general roles of the main bodies in relation to a major flood event on the Isle of Wight are summarised below. It should be noted that this is a general list, and specific duties may vary between different bodies.

Hampshire Constabulary (Police):

- Overall coordination of the multi-agency response at a major flood event.
- Coordinate any multi agency decision to evacuate in consultation with key partner agencies.
- Save life in cooperation with the other emergency services.

Isle of Wight Fire and Rescue Service:

- Assist with evacuation and search and rescue operations.
- Provide and/or obtain specialist advice and assistance where hazardous materials are involved.
- Obtain New Dimensions specialist equipment such as High-Volume Pumps.
- Assist other relevant agencies, particularly the local authority, to minimise the effects of major flooding on the community.

Isle of Wight Council as the Local Authority:

- Provide a Temporary Place of Shelter capability for flood risk affected communities and activate staff and voluntary sector to support this.
- Provide emergency transport for people, equipment and materials, and if necessary evacuation.
- Provide advice and information to the public (websites, customer service centres, and social media) in accordance with the information provided in the HIOW LRF Multi Agency Flood Plan.
- Flood alleviation – for flood prevention, such as the placement of demountable flood barriers, clearing blocked culverts, for dealing with flooded roads and diversions (as carried out by Island Roads, the PFI Contractor) and for other assistance to the public such as drying-out facilities.

- Provision of sandbags - Island Roads, within the PFI contract, manage and maintain 3 strategic locations for sandbags in line with flood warning areas. The locations are; Well Road, East Cowes (kept in Newport Depot and deployed when alerts are issued); Simeon Street Rec, Ryde; and St Mary's car park, Cowes. Information regarding the strategic locations will be issued through Island Roads' website and twitter account. Additional sandbag locations in line with flood warning areas, above those of the strategic locations and outside of the contract with Island Roads, will be identified based upon flood alerts and warnings issued by the Environment Agency. Information on the disposal of sandbags can be found in Appendix C 'Disposal of Sandbags'
- Environmental health advice for action relating to environmental problems caused by flooding.
- Coordination of the voluntary sector during a response.

The Environment Agency:

- Issue flood alerts/ warnings and/or Operational Messages using their Flood Warning services to warn and inform the public and partners.
- Responsibility for maintenance and operation of Environment Agency owned flood defences. Checking defences and undertaking essential repairs and maintenance on Environment Agency owned flood defences and advise other owners on their maintenance responsibilities.
- Monitor water levels and flows, assessing the risk, clearing obstructions from known pinch points and advising the emergency services and the local authority.
- Along with partners, deploy temporary flood defences (where available) where impacts can be mitigated.
- Support the police and local authority by providing materials, equipment, and manpower as far as resources and other duties permit, once own systems and flood defences are secure.

Utility Companies:

- Maintain the safety and integrity of the electricity/ gas/ water supply system.
- Liaise with partner agencies and obtain pumps to maintain the supply at key locations.
- Repair services and seek alternative means of supply during any disruption and restore supplies as soon as possible.
- Implement Business Continuity Plans.

Useful Contacts:

THE ALBION HOTEL RECEPTION:

01983 755755

THE ENVIRONMENT AGENCY FLOODLINE NUMBER AND QUICK-DIAL CODE:

0345 988 1188, press option 1 and enter the quick-dial code 316125

THE LOCAL AUTHORITY DAYTIME:

Flooding: 01983 823111

General: 01983 821000

EMERGENCY SERVICES:

999

NON-EMERGENCY POLICE:

101

Monitoring and Review of the Plan:

The Plan will be reviewed yearly by The Albion Freshwater LTD.

This Flood Warning & Evacuation Plan is owned by The Albion Freshwater LTD, as a tenant of The Albion Hotel, owned by A2K Leisure LLP.

The successful implementation of this plan is dependent on all relevant staff and residents being familiar with its content and to have rehearsed, where possible, the procedures contained within the FWEP.

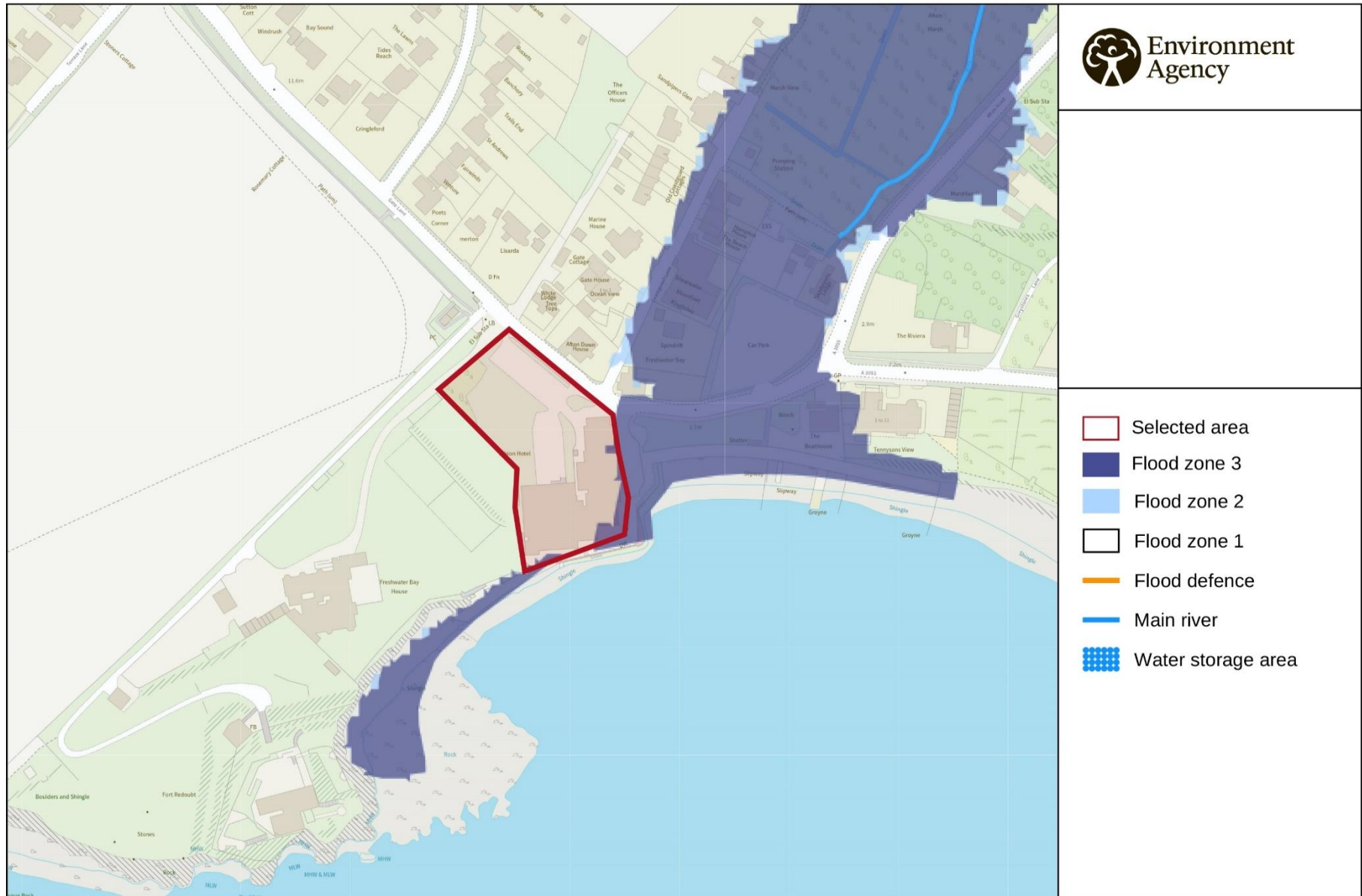
This Plan will be practised / rehearsed by members of staff yearly and upon new employment.

The Plan will be updated when new guidance is issued, with lessons learnt and to suit best practice.

APPENDIX A: MAP SHOWING SITE LOCATION



APPENDIX B: MAP SHOWING THE ENVIRONMENT AGENCY FLOOD ZONE



-  Selected area
-  Flood zone 3
-  Flood zone 2
-  Flood zone 1
-  Flood defence
-  Main river
-  Water storage area

APPENDIX C: MAP SHOWING ASSEMBLY POINT

