

NORTH WEST WALES MANAGEMENT DEVELOPMENT CENTRE LIMITED

ACCESS INFORMATION AND EMERGENCY ARRANGEMENTS

This document provides useful advice and information on:

Getting to The Management Centre.

Car Parking.

Building information including accessible facilities e.g. lift availability.

Emergency Procedures.

Useful Contacts.

GETTING TO THE MANAGEMENT CENTRE

- **Road:** To plan your route, visit the [RAC Route Planner](#) website.
- **Bus:** Arriva Bus serves Bangor daily, see the [Arriva Bus](#) website for details.
- **Rail:** Bangor is easily accessible from most areas of Britain and has regular direct services to London via Crewe. See the [National Rail](#) website for details on train services to Bangor Station which is a 10 – 15 minute walk from the Centre.
- **Sea:** Travelling from Ireland there is the choice of Super ferries or Fast craft from Dublin or Dun Laoghaire to Holyhead Port which is a 30 minute car or train journey away. For details on sailing times, please see [Irish Ferries](#) or [Stena Line](#).
- **Anglesey Airport**
[Anglesey Airport](#) is 25 minutes away by car and has daily flights to and from Cardiff provided by Links Air. Details can be found on their website.
- **Liverpool & Manchester Airports**
Liverpool and Manchester Airports are approximately 1 ½ hour drive from the Management Centre. There is also a frequent rail services from both Airports to Bangor Station.
- **Taxis:** Chubb Taxis is a local firm [01248 353535](tel:01248 353535). In addition, taxis may be requested at Reception.

CAR PARKING

The Main Car Park, approached from College Road is located at the front of the Management Centre and has three Blue Badge bays by the main entrance. The area provides level access to the Main Reception, is secure and well lit, with spaces usually allocated to overnight guests.

In addition, there is a second barrier controlled car park at the rear, found by taking the first left turning after passing The Management Centre. The car park is located adjacent to JP Hall, but although providing ample spaces for visitors does have a steep incline towards the Mon Hall entrance which may create difficulties for some.

BUILDING INFORMATION – CENTRAL RECEPTION HALL

Ground Floor

- Main Reception (01248 365900) - manned 24 hours a day.
- Level access to Reception is via the Main Car Park entrance.
- A loop system is available at the Reception desk for the hard of hearing.

Lower Ground Floor

- Restaurant, Kitchen and Meeting Room.
- The Restaurant enjoys views over the Menai Straits and has an adjoining room for either meetings or private functions.

First Floor

- Offices - accessible via 2 flights of stairs.

Lifts

- The Lower Ground Floor is accessible by lift from Main Reception. There is no lift to the First Floor.

Accessible Welfare Facilities

- Unisex accessible toilets are available on the Ground Floor.

BUILDING INFORMATION – MON HALL

Ground / First / Second and Third Floor

- Provides accommodation comprising of 40 bedrooms. The Hall has a dedicated Reception Area which is staffed 24 hours a day. Specific queries or concerns can be directed externally via 01248 365900 or internally via 5888 / 5882.

Lifts

- A lift is available to the Ground, First and Second Floor.

BUILDING INFORMATION – DYFRDWY AND ALUN HALLS

Ground Floor (including Mezzanine Level)

- Level access to the Lounge Area, Premier Lecture Theatre, Offices is via the Main Car Park entrance.

First Floor

- Training Rooms and Offices.

Second Floor

- IT Suite, Training Rooms and Offices.

Third Floor

- Offices.

Lifts

- A Platform Lift is available to the Mezzanine Level and the Main Lift goes to all other floors.

Accessible Welfare Facilities

- An accessible toilet which may be restrictive for some users is available on the Ground Floor. A wheelchair accessible toilet is available on the Third Floor.

BUILDING INFORMATION – ERYRI HALL

Ground Floor

- Offices and Bar.

First Floor

- Offices and Storeroom.

Second Floor

- Bedrooms.

Third Floor

- Bedrooms.

Lifts

- Access to Eryri Hall is via a glazed link corridor approached via a lift leading from the Main Reception. This corridor leads to the First Floor of Eryri Hall where a lift is available to all floors except the Third.

Accessible Welfare Facilities

- Adapted single occupancy rooms with a level access wet room are available on the Second Floor.

EMERGENCY PROCEDURES – GENERAL INFORMATION

The following provides general advice for staff, customers and students who may need assistance during an emergency evacuation.

In some cases, due to the type of impairment an individual Personal Emergency Evacuation Plan (PEEP) may also be needed to ensure the health and safety and welfare of the person during an evacuation. The PEEP will help to assess if the building is suitable and identify adjustments and support that can be made.

In addition, the document provides information on both the action to take in an emergency situation and the location of Refuge Points, areas which provide protection from smoke and fire and which have been designed for those who feel they could not evacuate a building using the stairs.

The Useful Contacts are also handy to know in case of other emergency situations for example feeling unwell or just needing help.

THE MANAGEMENT CENTRE RESPONSIBILITIES

The Centre prides itself on its customer care and will endeavour to provide assistance and undertake reasonable adjustments to enable / improve accessibility wherever possible. In addition, The Management Centre will prepare for staff and customers who have either been identified as needing, or on request a PEEP:

- **Staff:** The Line Manager will prepare a PEEP in liaison with the member of staff and The Management Centre Health and Safety Coordinator.
- **Customers:** The Management Centre Health and Safety Coordinator will prepare a PEEP in liaison with the customer / Event Organiser as required.
- **In all cases, the PEEP will be provided in a suitable format e.g. Braille, large print for the person concerned.**

Note: Students should inform Disability Services before visiting the Management Centre and they will arrange for Health and Safety Services to undertake a PEEP. Students who have not informed Disability Services first must contact The Management Centre's Reception on arrival.

STAFF, CUSTOMER AND STUDENT RESPONSIBILITIES

To help The Management Centre ensure it has done everything possible to assist. Staff and customers, preferably before arrival should:

- **Familiarise themselves with the information provided in the following pages.**
- **Inform Reception of any impairment which may restrict their ability to safely and quickly evacuate a building or if they feel they would not hear an alarm if it sounded (PEEP Information Form).**
- **If unable to hear the alarm, ensure others know of their location.**
- **Inform Reception staff immediately if they would like a Personal Emergency Evacuation Plan to be undertaken.**

Note: Students should inform Disability Services before visiting The Management Centre and they will arrange for Health and Safety Services to undertake a PEEP. Students who have not informed Disability Services first must contact The Management Centre's Reception on arrival.

EMERGENCY ACTION

During a Fire Alarm the following action should be taken:

- ALWAYS evacuate if possible.

IF UNABLE TO EVACUATE A BUILDING USING THE STAIRS:

- NEVER use a lift or platform lift.
- Proceed to the nearest Refuge Point, an area designed to protect you from smoke and fire (see locations below) and press the button. Ask someone to wait with you if you wish.
- Inform others if possible that you are going to the Refuge Point. Also ask them to let the Emergency Services / University Security know where you are as soon as they arrive.

REFUGE POINTS – GENERAL INFORMATION

- Remain calm. When you activate the Refuge Point it will not link through to a person but will register on the building Fire Panel so the Emergency Services will know where you are when they arrive.
- Don't panic. If you are on the Mezzanine or Ground Floor there will be no Intercom System. However, you will be right by the Fire Panel which the Emergency Services will go to as soon as they arrive.
- However, if you are worried you can also call the Emergency Number displayed at the Refuge Point to let University Security know where you are:

01248 382795



What an Intercom looks like



Sign that identifies a
Refuge Point

LOCATION OF REFUGE POINTS - DYFRDWY AND ALUN HALLS

- **Mezzanine Floor:** Stairwell lobby by the Fire Panel. Note: There is no Intercom but this is the first area the Emergency Services will visit.
- **Ground Floor:** By the lift. Note: There is no Intercom but this is the first area the Emergency Services will visit.
- **First / Second and Third Floor:** Stairwell lobby.

LOCATION OF REFUGE POINTS – MON HALL

- **Ground / First / Second Floor:** By the lift.
- **Third Floor:** There is no Refuge Point.

LOCATION OF REFUGE POINTS – ERYRI HALL

- **Ground Floor:** Stairwell lobby by the Fire Panel. Note: There is no Intercom but this is the first area the Emergency Services will visit.
- **First / Second Floor:** Stairwell lobby.
- **Third Floor:** There is no Refuge Point.

USEFUL CONTACTS

- **Main Reception:** 01248 365 900
- **Emergency Contact:** 01248 382795