

## NEW-U ENTERPRISES

### FIRE SAFETY PROCEDURES

75 & 73 Castle Mall, Norwich NR1 3DD

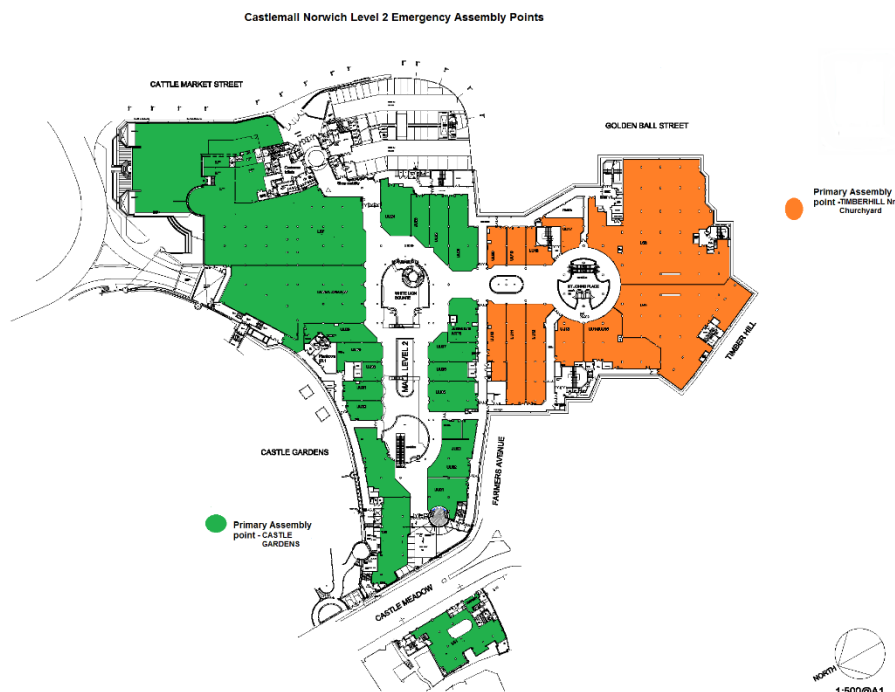
1. All staff, volunteers and those on work placements must familiarise themselves with these procedures on induction and know where the fire extinguisher, fire blanket and fire alarm points are located in the unit.
2. In the event of discovering a fire:
  - Immediately sound the alarm
  - Vacate customers, those on work placements and staff from the shop and direct to the nearest fire exit – **Turn right then right again in front of Boots to exit onto Golden Ball Street**
  - Dial 999 and ask for the Fire Service. New-U shop is on level 2, Castle Mall, NR1 3DD (this may be as you are leaving the premises)
  - Leave the premises and make your way to the pre-assigned assembly point (see below for level 2 assembly point)
  - Do not stop to collect personal belongings or secure the premises
3. In the event of an evacuation all staff must make their way to the pre assigned assembly point (see below for level 2 assembly point), and the shop manager or nominated deputy must check that all staff are accounted for. Castle Mall Fire Marshalls will be in position at the Assembly Points to relay updates.

If for any reason you are unable to reach your dedicated Assembly Point, go to the nearest available point, liaise with the Fire Marshall there and contact the shop manager if possible

#### Level 2 Fire Assembly Point

Green - Castle Gardens

Orange - Timberhill – Near to the Churchyard



**Do not return to the premises for any reason until Castle Mall Fire Marshalls have confirmed it is safe to do so.**

It is the responsibility of the Shop Manager to ensure fire doors are kept closed, fire safety equipment is accessible and exit routes from the shop both from the front and rear must be kept clear at all times.

Review date: 16<sup>th</sup> May 2026