

Ganger Farm Sports Pavilion

EMERGENCY ACTION PLAN

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1.0 Introduction

This procedure is in two sections:

Section A must be trained to ALL staff

Section B must be trained in addition to:

- Centre Manager
- Duty Manager

1.1 Training and Competency

All staff are to receive frequent training in the Emergency Action Plan, at least once every year. The training should focus on all areas of the Emergency Action Plan to ensure staff are aware of all possible eventualities.

Following training some form of competency assessment should be undertaken to confirm learning and understanding – i.e. task observation, practice drills etc.

Other groups based at the facility should be included in appropriate training on the relevant sections within the EAP and be provided with any updates to the document.



Section A - To Be Trained To All Staff

2.0 Responsibilities

It is the responsibility of Test Valley Borough Council to ensure that emergency situations are dealt with in a manner which minimises the risk to customers and staff members.

It is the responsibility of the Centre Manager, to make arrangements to deal with an event of serious or imminent danger to persons.

It is the responsibility of the Operations Manager to ensure all staff receive initial induction training and ongoing annual refresher training in the emergency procedures.

It is the responsibility of all staff members to be aware of their key responsibilities.



3.0 Facility: Introduction and Background Information

3.1 Facility Introduction

The facility consists of the following facilities and buildings:

- Ganger Farm Sports Pavilion building
- Astroturf pitches
- Grass pitches

3.2 Emergency Grab Bag

There is an Emergency Grab Bag located at reception, that includes the following to assist in an evacuation:

- First aid box
- High visibility jacket(s)
- Loud hailer
- Torch
- Foil blankets
- Accident / Incident forms
- Personal notes and witness notes forms
- Facility plan (see below)
- Duty Manager Evacuation Cards check sheet
- COSHH assessments of high-risk, bulk storage chemicals
- Serious incident management plan (SIMP)
 - Phone and contact numbers
 - Relevant forms.

3.3 Facility Plan

A plan of the building showing fire exit routes, location of fire extinguishers, emergency lighting, utility isolation/shut off points and any hazardous items that emergency services need to be aware of is located within the Fire Log Book.



4.0 People with Additional Needs (PEEPs and GEEPs)

In the event that the fire and evacuation alarm is activated, members of staff will:

- Clear their zone and inform able persons to leave the building via the nearest safe exit and to report to the Assembly Point
- Persons with a disability (public and staff) must be evacuated in accordance with their personal emergency evacuation plan (PEEP) or group emergency evacuation plan (GEEP)
- Customers and staff with any form of additional needs which require assistance in evacuation must be taken to the nearest Place of Relative Safety (Refuge).

Staff accompanying a member of the public or staff with an additional need must inform the Manager on Duty that persons are located at the Relative Place of Safety (Refuge). Some locations are fitted with specific communications equipment. Alternatively, a 2-way radio must be brought to the location.

People with additional needs must not be left alone in a Place of Relative Safety (Refuge) whilst waiting to be evacuated.

If required, the Place of Relative Safety (Refuge) will be accessed from the outside of the building. Where more mobility impaired people are present than space in the refuge allows, then a process of evacuation must commence to allow more to get into the area.

Staff trained in the use of evacuation chairs will commence evacuation of anyone requiring assistance from a Place of Relative Safety (Refuge).

Place of Relative Safety (Refuge)



Refuge Point(s) are located at:

Top of Rugby Club stairwell
Top of stairwell, opposite lift

5.0 Fire and Evacuation

5.1 What You Should Do If You Discover a Fire

- Sound the alarm by breaking a call point

In the event of a fire resulting in an evacuation being required, all staff must:

- Warn the public (customers, visitors, contractors) in the immediate vicinity
- Escort the public from the facility to the Assembly Point
- Not allow members of the public to collect personal items other than the minimum required to preserve decency for example: towel, robe etc.
- If showering or changing members of the public must not be allowed to return to the changing areas
- Use the evacuation cards to evacuate the zone in which they are working
- Provide assistance as necessary to any customers/staff with additional needs
- If anyone refuses to leave, they must be asked to leave, then told to leave and then told they are being left and that this will be reported to the Fire Service on their arrival.
- If possible, close all fire doors and windows and turn off any air conditioning units in the area of work prior to leaving
- Not re-enter the facility until instructed by the Duty Manager after the evacuation is complete and the emergency is over.

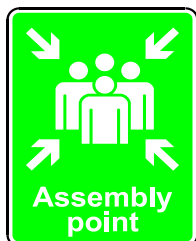


5.2 Fire Fighting Equipment

Fire extinguishers should only be used by specifically trained Fire Marshal(s) or if the member of staff's own exit route is blocked by fire or they have been trained in the use of extinguishers.

Staff should be trained in the use of a fire blanket which can be used to extinguish microwave and deep fat fryer fires.

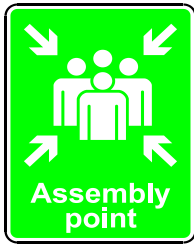
5.3 Fire/Evacuation Assembly Points



FIRE AND EVACUATION ASSEMBLY POINT LOCATION:

Coach Parking by Grass Rugby pitch .

In the event smoke is being blown in the direction of the main Assembly Point, or the situation changes indicating a safer location is required, members of the public will be directed to the alternative location by the Manager on Duty.



FIRE AND EVACUATION ALTERNATIVE ASSEMBLY POINT LOCATION:

top left of car park (from the centre) but 4g Rugby Pitch

5.4 Evacuation Procedure

This section needs to be made facility specific and should be adapted accordingly. Below are some key thoughts and considerations to help facilities when writing their evacuation process.

Manager on Duty specific responsibilities:

- Upon the sound of the alarm, determine which zone the alarm was activated by checking the alarm panel located in the reception area, and if safe to do so, confirm whether the activation is real or false
- Be ready to pass this information to the fire service upon their arrival
- Direct staff to carry out evacuation of the facility including directing any additional support needed to assist evacuations from Places of Relative Safety (Refuge Points)
- Collect the 'Emergency Grab Bag'.
- Clear all members public from the Ground Floor (Zone 1) and evacuate them through the nearest safe fire exit to the assembly point.
- Using the emergency mobile phone, make a 999 call to the fire service whether or not they have been automatically alerted via 'Redcare' and follow the instructions below.
- If the fire service is not automatically contacted via 'Redcare', dial 999 and follow the instructions below:
 - Pass the telephone number to the operator and ask for the fire service
 - Give the facility name, address and telephone number
 - Proceed to the assembly point and check that all staff are present
 - Check that all staff and customers are calm and aware of the situation
 - Instruct a staff member to stop anyone from re-entering the facility
 - Mark up a master facility plan showing all returned evacuation zones (at the Assembly Point)
 - Upon the arrival of the fire service, report the following to the lead fire officer:
 - all zones cleared
 - all zones not cleared
 - report any known persons not at the assembly point
 - Issue further instructions if required
- The Duty Manager may amend the format of proceedings at any stage should circumstances deem it necessary; all staff will be fully informed if this occurs.

If someone is suspected to still be in the facility DO NOT attempt to re-enter the facility but give full details of their suspected whereabouts to the fire service.



Leisure Assistants' specific responsibilities:

- Collect evacuation card located by the Top of stairs by refuge point (Zone 2) and sweep designated area
- Do not allow any person to return to the changing rooms to obtain personal belongings under any circumstances
- Issue space blankets as necessary
- Close windows and doors as you leave
- Once at the assembly point, hand the evacuation zone card to the Duty Manager and be available to assist with other tasks which may be necessary e.g. controlling traffic, meeting emergency services at the gate etc.

Rugby Club specific responsibilities:

- If the alarm sounds, switch off all electrical/gas appliances
- Lock till and remove keys
- Collect the evacuation zone card located Rugby Club (zone 3)
- Leave by the nearest safe fire exit to the assembly point
- Close windows and doors as you leave
- Once at the Assembly Point, await the arrival of the manager on call or fire service. Do not re-enter the building until either the manager on call or a member of the fire service have confirmed it is safe to do so.

5.5 Evacuation Zones

Ganger Farm Sports Pavilion has been zoned into six evacuation zones to ensure efficient evacuation. Evacuation zone cards are as follows:

- Zone 1 – card located Fire Alarm : Ground Floor.
- Zone 2 – card located Top stairs refuge point : First Floor
- Zone 3 – card located Rugby refuge point :Rugby area

5.6 Restrictions and High Risk Areas

In the event of a fire, the following restrictions will apply:

- Lifts must not be used
- Caution must be exercised when evacuating past plant rooms and chemical stores.

5.7 Re-admission following Emergency Evacuation

- No person may be re-admitted until the Duty Manager has been advised by the fire service and / or police that it is safe to do so
- On receiving confirmation from the relevant authority, the Manager on Duty will inform staff to begin the re-admission procedure by informing members of the public that they may re-



enter the building to either resume their activity or collect their clothing / belongings and leave as appropriate

- A member of staff should be deployed to collect foil blankets once customers no longer require them
- Inform senior managers as per the SIMP.

5.8 Where Re-admission is not possible following Emergency Evacuation

- Once it has been established that re-admission will not be possible, the Duty Manager will liaise with the emergency services and follow their instructions at all times
- Inform senior managers as per the SIMP
- Afford all possible assistance to enable people to leave the facility and return safely home, this may include:
 - Arranging suitable transport and supervision of unaccompanied children
 - Not allowing children under the age of 12 years to leave the facility unless the Duty Manager is entirely confident of their safety
 - Consideration given to any person lacking adequate clothing
 - Consideration given to any persons with additional needs
 - Giving the telephone number listed below to members of the public who have lost clothing or personal belongings, and request that they phone in to check on arrangements for claiming back their belongings.

Tel No: 01264 368000

- In some cases, neither re-admission nor departure from the venue will be possible. Therefore, members of the public will be taken to the location below whilst suitable arrangements for them are made:

Abbots Wood Community Centre

5.9 Alarm system out of service

It is essential that all occupants of a building can quickly be alerted should a fire occur, and that all occupants can evacuate the building effectively. Any delay in building users being alerted to a fire (e.g. fire alarm failure) could lead to the escape from a building taking longer and a risk of serious injury or death.

A building's alarm system may be out of service for a range of reasons including planned maintenance or faults/failures.

In the event of an alarm failure the Duty Manager will make the decision on whether the facility can remain open and what alternative controls will be put in place. These must be communicated to all staff:

Possible options include:

- a. Complete closure of the building to all occupants until it can be safely re-occupied
- b. Partial use or occupancy of the building with restrictions in place to limit use of certain areas or activities



- c. Keep the building in full use with appropriate precautions in place to ensure risks to building occupants are adequately controlled.

See **RD Doc EAP – Fire Alarm Out of Service Protocols** for more information.

System fully restored

Once the fire alarm system has been fully restored all staff must be notified and normal operations within the building can resume.

5.10 Testing the Evacuation Procedures

Testing the effectiveness of the emergency evacuation arrangements should be carried out at least annually, and every six months is advisable.

A range of scenarios relevant to the type of premises and the activities carried out at the facility should be included in the testing of the emergency evacuation procedures, this may range from fire, structural failure, serious injury to multiple casualties, lost persons, evacuation from a place of relative safety, toxic gas release.

All staff **MUST** attend as a minimum annually

A de-brief should be held following the 'drill' and any improvements to the process should be added to the facility Risk Reduction Plan.



6.0 Bomb Threat

Upon receiving a bomb warning, staff members must:

- Remain calm and not panic
- Obtain as much information as possible and record this on the Bomb Warning Checksheet
- Be friendly
- Inform the Manager on Duty immediately
- Under no circumstances circulate the warning on social media.

6.1 Person Taking the Call specific responsibilities:

- Upon a telephone warning stating that a bomb is in at location, ascertain as much of the following information as possible:
 - Listen to the caller, do not interrupt
 - Write down detail from the warning on the Bomb Warning Checksheet located at reception
 - Find out what time it will explode
 - Where it is located
 - What type of device is it
 - Note the tone of voice, accent and gender of the caller
 - Estimate the age of the caller, young or old
 - Any background noises that might identify the location of the caller/phone box etc.
 - If practical, keep the caller talking and alert a colleague to dial 999
 - If displayed on your phone, note the number of the caller, otherwise dial 1471 to obtain the number once the call has ended
 - Inform the Manager on Duty – DO NOT use the radio.

Upon instruction from the Duty Manager call the police by dialling 999 and giving the location's address and telephone number.

6.2 Duty Manager specific responsibilities:

- The Duty Manager must communicate the following message "Code 1, Code 1" to all staff members via the safest means – DO NOT use the radio or mobile phone
- Instruct all staff members to:
 - Turn off their radios
 - Not to use mobile phones
 - Evacuate the location in accordance with the location's Fire and Evacuation procedure or follow instructions as advised by the police
 - Direct the customers to leave the location by a route avoiding the suspect package / area.
- Designate an Alternative Assembly Point if the original location is near to the reported bomb
- Prevent persons re-entering the location until given the all clear by the police.



7.0 Power and Lighting Failure

Should the lights fail; the emergency lighting will come on automatically

The Duty Manager must be notified in case they are unaware of the power or lighting failure.

7.1 Staff Members' responsibilities:

- Stop admission at reception (further admissions shall be stopped at reception pending further information from the Duty Manager)
- Customers need to be asked to wait in the reception lobby until further information concerning the situation is available
- Customers and staff in external areas, such as the outdoor pitches, will need to be considered. The Manager on Duty should arrange for a staff member to collect a torch from reception and escort customers to the reception lobby
- If the power failure is prolonged the Manager on Duty will activate a full evacuation
- The arrangements will alter depending on the availability of natural light and emergency lighting
- The Manager on Duty will then contact the local electricity company (using the emergency telephone number below), or **dial 105** and provide the location postcode, to ascertain what has occurred the approximate time scales for reconnection.


0800 072 7282

- If after contacting the local electricity company they are advised that power will be down for longer than a couple of hours the Duty Manager will contact the Operations Manager who will assess the situation and advise on what action to take.

Paul Cass External Electricity Support Person:

Ext 8369 07901 517016

7.2 Leisure Assistant responsibilities:

- Ensure that the activities are stopped in all sports areas
- Customers asked to wait until further information concerning the situation is available
- If the lighting failure is prolonged and on the Manager on Duty's instruction, customers will be organised into groups and led into the changing rooms to change
- The arrangements will alter depending on the availability of natural light and emergency lighting.



7.3 Passenger lift alarm during a power failure

During a power failure, it has been established that the passenger lift alarm WILL sound

The lift will act in the following manner should there be no power to it:

Call Orona 08458 949127

The Duty Manager is responsible for checking if anyone is trapped within the lift car. Should a person be trapped in the lift the following procedure should be adopted:

Call Orona 08458 949127



8.0 Emission of Gas

- If there is an emission from natural gas, the immediate area shall be evacuated with haste
- The Manager on Duty must be informed of the situation immediately and will:
 - Turn off the 'Emergency Gas Shut Off'

Location of Gas Shut Off Valves	
Natural Gas	
Plant Room	

- Ensure the use of any naked flames or electrical switches is avoided
- Contact the National Gas Emergency Service immediately on **0800 111 999**; this is a 24-hour service and advice on immediate action to take.

The National Gas Emergency Service will log the incident and will require the following information:

- The address/location of the suspected gas escape or gas emergency
- How many people are at the location where the smell is most noticeable
- How long the smell has been noticeable
- Is the smell coming from the cellar/basement
- Are any neighbours affected
- Name and phone number
- Any special circumstances or access information.

Any person who has been affected by the gas must be taken to hospital as serious symptoms may develop at a later stage and appropriate first aid should be given. If evacuation of the area is deemed necessary:

- The fire and evacuation alarm must be activated
- Customers and staff members must be led away from the danger area. If necessary, an exclusion zone will be implemented
- Do not allow any person to re-enter the location until instructed by the Duty Manager and only after the evacuation is complete and the emergency is over.

A gas engineer will attend the facility within one hour (for all uncontrolled escapes), and within two hours (for all controlled escapes):

- A controlled gas escape is one where the person reporting it has confirmed that the gas emergency control valve serving the premises has been turned off and the smell of gas has gone
- An uncontrolled gas escape covers all others.

Once the facility has been made safe, the engineer will explain if any work on appliances (e.g. cookers, boilers or fires) has to be carried out. This should be completed by a Gas Safe registered engineer.



9.0 Controlled / Partial Evacuation

This section deals with evacuations where speed is not the major factor and there is no threat to life, this may be due to:

- A power cut
- Structural damage
- Small chemical leakage
- Loss of water supply.

9.1 Duty Manager responsibilities:

- Direct staff to carry out evacuation of the facility or affected area
- Guide members of the public to the changing rooms, if safe, informing them to get dressed quickly and leave the facility
- Secure the facility / area as required
- Proceed to the assembly point / safe area within the building
 - Check that all staff are present
 - Notify the emergency services, if required
- Issue further instructions if required
- Take the 'Evacuation Grab Bag' and the following to either the Assembly Point or safe area:
 - Signing in and out sheet and all relevant lists should be taken from reception and checked at the Assembly Point
 - Hand held radios.
- Check that all staff and customers are calm and aware of the situation
- Ensure no customers or staff re-enter the facility
- Upon the arrival of the fire service, report the following to the Fire Service:
 - All zones cleared
 - All zones not cleared
 - Reports of any known persons not at the assembly point / safe area.

9.2 Staff responsibilities:

- The staff member nearest reception must lock the till and ensure no members of the public enter the facility
- Technical staff must shut down any plant as required
- Catering staff should turn off all cooking equipment
- All staff are to assemble at the assembly point and await further instructions from the Manager on Duty.

The Manager on Duty must complete an Incident Report form at the earliest opportunity.



10.0 Robbery

If a robber demands money at the facility and / or brandishes a weapon, the staff member shall:

- Keep calm, don't argue
- Keep reactions and hand movements to a minimum
- Summon assistance if possible
- Comply with any demands, make it clear you will co-operate
- Give the robber the cash
- Keep a clear distance between yourself and the robber
- Try to stand side on to the robber
- Do not take personal risks
- Try to remember as much as possible about the robber
- When the robber has left, alert the Manager on Duty who shall contact the police
- Other staff members may inadvertently approach during the robbery. If this occurs, staff members must:
 - Be careful
 - Move slowly
 - Not startle the thief
 - Not take personal risks
 - Co-operate.
- Reception may be re-opened when the Manager on Duty has liaised with the police. If necessary, a temporary reception point shall be established
- A reconciliation of income shall be carried out to ascertain the amount of money taken
- The staff members involved in the robbery shall (if necessary) be relieved from duty and dependent upon the situation, the staff member may need to be sent home to recover and/or be provided with post incident support
- Notify senior managers as per the SIMP
- The Manager on Duty must complete an Incident Report form at the earliest opportunity and if anyone was injured report under RIDDOR .



11.0 Violence/Threats to Staff and Disorderly Behaviour

11.1 Violence/Threat to Staff

- In the event of a personal threat, the staff member must:
 - Keep calm, don't argue
 - Keep reactions and hand movements to a minimum
 - Summon assistance if possible
 - Comply with any demands, make it clear you will co-operate
 - Keep a clear distance between yourself and the assailant
 - Try to stand side on to the assailant
 - Provide opportunities for the assailant to back down without losing face
 - Recognise if the situation is worsening and attempt to slowly back away
 - Try to remember as much as possible about the assailant.
- The staff member must not:
 - Be hostile, aggressive or patronising
 - Take abuse personally
 - Lose their temper
 - Take any personal risks.
- The Duty Manager must be alerted immediately after the assailant has left and contact the police
- The staff member who is the victim must:
 - Be taken out of the customer's view straight away
 - Be offered immediate support, it may be necessary to send the staff member home (if someone will be at home and ideally accompanied)
 - The Duty Manager will arrange any first aid treatment that may need to be administered
 - Ensure the staff member is not left alone
 - Importantly, listen to the victim and not ask any questions until the arrival of the police.
- The Duty Manager may need to arrange for formal counselling for the staff member may be necessary
- The Duty Manager must complete an Incident Report form at the earliest opportunity
- Violence to staff is reportable under RIDDOR if injury is caused.

11.2 Disorderly Behaviour

- Any behaviour, which is likely to cause a nuisance or is dangerous to other customers, shall be stopped immediately
- Customers must be spoken to in an assertive manner indicating reasons why the behaviour is inappropriate
- If the behaviour persists, further warnings must be given
- Arguments must be avoided
- If the warnings have no effect, or if the behaviour becomes serious, the Duty Manager must be called to assess the situation and ask the offender to leave, if deemed necessary
- Continuation of the offence could lead to the Duty Manager calling the police
- The Duty Manager must complete an Incident Report form at the earliest opportunity
- Any injury from violence to staff from the disorderly behaviour is reportable to the under RIDDOR.



12.0 Indecency

Should any staff member become aware that any type of indecent behaviour has occurred within the facility, the matter should be treated seriously and dealt with as follows:

- Ask the complainant to accompany you into the office in a calm reassuring manner and contact the Duty Manager immediately. If possible, try not to be alone in the room with the complainant
- Before obtaining any further details of the incident, ask the complainant who they wish to speak to, for example a male or female staff member
- That staff member should try to obtain a brief description of what has occurred and where possible details or description of the persons responsible
- Ask the complainant if they wish the police to be informed and if so dial 999 immediately
- If possible, the Duty Manager should search the building/facilities and try to find the person responsible
- If the Duty Manager suspects the person responsible is still in the location they must observe, but not approach, the person concerned until the police arrive
- Report the details to the police and allow them to take charge of the incident
- Complete an Incident Report form at the earliest opportunity.



13.0 Lost, Missing or Found Persons

People who become lost are most likely to fall into the following categories:

- Young children
- The elderly
- Persons who may have a disability
- New visitors not acquainted to layout of the facility.

13.1 Person Reporting Themselves 'Lost'

- If not already at the reception, take the child/person there. If the reception is closed contact the Duty Manager. Try to ensure a second member of staff is present as soon as is feasibly possible
- Try to get from them the name(s) of the person/s they have been separated from and which facility they are using
- The staff member will then make an attempt to contact either directly or via a third party
- Stay with and reassure the person until collected
- If not collected within 5 minutes, repeat above procedure
- If after 30 minutes the person is unable to be re-united with the person they have been separated from, the police should be contacted.

13.2 Person Reported as 'Lost'

Persons who are particularly vulnerable to an accident may have become separated from parents/groups particularly at peak times. We must assume that the person informing you of the loss has made some form of unsuccessful search before coming to you.

In this situation the first search must:

- Involve a search of the last known location of the missing person
- With the support of other members of staff, issue a description of the missing person and begin a systematic plan to search surrounding areas made from the last known location, working away from it until all areas of the facility have been searched
- Include the review of any CCTV in the building to help locate the missing person
- If possible, seal off all exits from the building
- The relevant activity area(s) to be cleared of customers if the missing person is not located within 1 minute of being reported missing. Customers are to be directed to an appropriate area, such as the café, whilst a check for the missing person is made
- When searching the building, do so thoroughly but swiftly, checking blind spots, corners, staff only areas, store cupboards
- If after this search the missing person still has not been located, call the police
- Once police assistance arrives then the search operation should be handed over to them and staff will assist as is deemed necessary by the police.

If a missing person is reluctant to return to the person collecting them, refer to safeguarding procedures, however, some form of proof of identification may be required.



Emergency Action Plan | 1.2.13

Issue 1

The Duty Manager should complete an Incident Report form at the earliest opportunity.





14.0 Discovery of a Body/Fatality

Following the discovery of a body:

- Ascertain any first aid needs
- Contact the Duty Manager or activate emergency response (alarm), if available
- Move any persons in the vicinity away
- Maintain the integrity of the area for a police investigation.

The Duty Manager will:

- Contact emergency services
- Ensure emergency response and first aid procedures are implemented
- Arrange for the emergency services to be directed to point of entry and liaise with paramedics/police
- Prevent further access to the immediate area until the casualty has been taken from the area
- Note time of incident
- Notify the initial contact set out in the SIMP (see contact sequence flowchart)
- Notify staff they must not speak or communicate with the media or anyone else (including posts on social media) about the incident
- Complete an incident investigation to identify cause and prevent reoccurrence
- Liaise with the Coroner's Officer as directed by the police if required.



15.0 Dealing with Blood or Vomit Spillages & Sharps/Needlesticks

15.1 Dealing with Blood or Vomit Spillage

Firstly isolate the area, then, wearing first aid protective gloves and using the powder in the 'Body Fluid Spill Kit', cover the affected area and sweep up the congealed mass into a dustpan. Dispose of in a hazardous waste bag and dispose of in the Yellow medical bin found in the first aid room together with the first aid protective gloves.

If staff become in contact with blood or urine:

- Affected staff are to be removed from duty immediately
- Encourage staff to shower/wash and change their uniform if they come into contact with the spillage
- Arrange for the contaminated uniform is then to be bagged ready to be washed on a hot wash or safely disposed of depending on the extent of contact
- Encourage staff to book a GP appointment for advice.

15.2 Dealing with Sharps / Needlesticks

A needlestick injury is a skin puncture caused by contaminated needle/syringe; 'sharps' are any sharp edged instruments, broken glassware, or any other item which may be contaminated in use by blood or body fluids and which may cause laceration or puncture wounds.

Any member of staff finding a used sharp or needlestick must ensure that it is disposed of in the following manner:

- Take the yellow sharps box located in the first aid room, protective gloves and pincers/tongs to the location of the sharp or needlestick
- Wear protective gloves from the first aid box, carefully pick up the sharp or needlestick with pincers/tongs
- Place in a yellow sharps box and return the box to the first aid box. If the yellow box is becoming full the Duty Manager shall arrange for the box to be exchanged for a new one
- If you cut or prick yourself on something which may be contaminated with someone else's blood, **seek medical advice immediately**
- Refer to the First Aid Management procedure in the Health & Safety Manual
- Complete an Incident /Accident Report Form.



16.0 Dealing with 'Allergen' Related Emergencies

Provide immediate first aid to prevent further injury, or to assist with the preservation of life.

Try to establish the nature of the allergen sensitivity and encourage use of an auto injecting syringe (for example Epipen, Jexts or similar) if casualty carries one.

The Duty Manager will instruct a staff member to:

- Call the relevant emergency service by dialling 999 and inform them of the nature of the emergency
- Inform the emergency service which entrance to the premises they should arrive at and closest to the incident
- Collect high-viz jacket from the Emergency Grab Bag and meet the emergency vehicle at the entrance to the premises. Direct the emergency services to the casualty
- Complete an Incident Report form at the earliest opportunity.

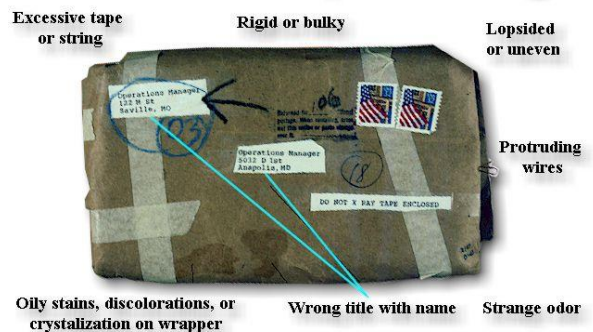
17.0 Suspicious Mail or Packages

17.1 Receiving suspicious packages

The probability of receiving a dangerous envelope or package is extremely remote. However the following characteristics could raise concerns:

- External packages / envelopes with excessive postage
- Hand-written or poorly typed addresses
- Incorrect titles
- Mis-spellings
- Oil stains
- Discoloration or odour (smell like marzipan or machine oil)
- Excessive use of security material such as parcel tape or sticky tape
- Lopsided, overweight envelopes or those marked personal or confidential should also be carefully treated.

What makes it a Suspicious Package?



How to handle suspicious packages:

- In all cases of opening envelopes / parcels, as a matter of good practice, a paper knife or package knife should be used as this creates least disturbance of the contents
- Envelopes should be opened slit uppermost and the contents not tipped or shaken out
- If suspicious about the contents of an unopened envelope, place it in a plastic bag or cover it with anything to hand (clothing, paper, a wastebasket or anything else suitable to this task).

Isolate and inform:

- Do not move it or remove the covering
- Leave the room and close the door
- Avoid touching eyes
- Wash hands with soap and water and inform the Manager on Duty
- Do not allow anyone to enter the room until police advice has been sought
- Inform the Duty Manager of the situation.

Other precautions:

- Note the names (and if necessary contact details) of any other person who may have come into contact with the envelope / package or its contents.



17.2 Discovery of a Suspicious Package/Device

Should any member of staff discover a suspicious item:

- Do not touch it
- Move everyone away to a safe distance
- Staff are to prevent others from approaching the area
- Inform the Duty Manager
- The Duty Manager should use **HOT** characteristics to further assess the risk of the suspect package being real or a hoax:
 - **H** has it been hidden? – has any attempt been made to conceal it from view or placed where accidental discovery is unlikely?
 - **O** is the item obviously suspicious? – does it look like a bomb? Does it have wiring, a power supply, etc.?
 - **T** is the item typical of what you might expect to find in the location?
- If suspicions confirmed or unsure, the Duty Manager will instruct all staff to evacuate everyone to a safe area away from the device's location out of the line of sight and behind hard cover
- Direct staff and members of the public to an alternative Assembly Point if the original Assembly Point locations are near to the reported suspicious item, via a route avoiding the suspect package / area
- Use hand-held radios or mobile phones away from the immediate vicinity of a suspect item, remaining out of line of sight and behind hard cover
- Notify the police immediately
- Ensure that whoever found the item or witnessed the incident remains on hand to brief the police
- No persons shall be allowed to re-enter the affected area until given the all clear by the Police
- At the earliest possible time after the incident, the Duty Manager must complete an Incident Report form.



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18.0 Act of Terrorism

18.1 Suspicious Behaviour/Possible Terrorist Activity

All staff know their work areas or offices very well and staff should be alert to:

- Unusual behaviour
- Items out of place, for example: unusual packages, bags or other items in odd places
- Carefully placed (rather than dropped) items in rubbish bins
- Photography of security arrangements i.e. CCTV camera positions
- People showing unusual interest in sensitive, important or less accessible areas.

If staff see or hear anything that could be terrorist-related immediate report to the Duty Manager who will call the Anti-Terrorist Hotline on **0800 789 321**. The Duty Manager will follow the SIMP at the earliest opportunity.

18.2 Terrorist Attack

Terrorist attacks are very rare, but staff should be prepared. Actions recommended by the National Police Chiefs' Council should be followed:

RUN



Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go, then...

HIDE



It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it is safe to do so...

TELL



Tell the police by calling 999.

When the police arrive, they will be armed. The police may be unable to distinguish you from the attacker. They may treat you firmly, do everything they tell you to do. Do not make any sudden movements or gestures that may be perceived as a threat. Follow all instructions given by police officers.

After the threat is over the Duty Manager will follow the Serious Incident Management Procedure at the earliest opportunity.

18.3 Silent Solution 55

If talking could put you in more danger you can use the '55' option.

When a person calls 999, an operator asks which service they require. If they don't answer, they are prompted to tap the handset.

They are then given the option to press 55. If there is no response to any of the prompts, the call is terminated with the assumption it was an accidental call.



SECTION B

To be trained to:

- Duty Managers
- Centre Manager

19.0 Out of Hours – Fire and Evacuation

On receipt of communication, through whichever means, that there is a fire at the facility, the Manager on Call will confirm that the emergency services have been notified. If not, the Manager on Call will dial 999 and alert the Fire Service.

The Manager on Call should attend site to assist the emergency services and activate the SIMP.

20.0 Flood, Storm or Structural Damage

- Upon a structural failure or flood, or if danger is suspected from any location structure, the Duty Manager is notified who will assess the seriousness of the situation and make the surrounding areas safe. If necessary, an exclusion zone will be implemented
- The Duty Manager will contact the appropriate Emergency Services if deemed necessary
- Customers will be evacuated from any affected building or location and moved to a safe area.



21.0 Overcrowding

All areas of the facility have specific maximum attendances as required by the Fire Risk Assessment. It is the duty of all staff members to inform the Manager on Duty of any potential breaches of these maximum figures.

In the event of such situations arising, the Manager on Duty must assess the risk of the potential overcrowding and instruct staff members in accordance with their decision.

If the maximum occupancy for an area has been reached the Manager on Duty will instruct staff members to allow no more admissions to that facility area, and if necessary ask an appropriate number of attendees to leave the particular area in order to maintain fire limits. Normally this will involve politely asking those who have been using the facilities the longest to leave.

Maximum Occupancy:

Area	Maximum Occupancy	Additional Comments
1 st Floor Rugby Club	120	
1 st Floor Community Space	250	
Ground Floor Changing Rooms no.s 1, 2, 3 & First Aid Room	50	
Ground Floor Changing Rooms no.s 4, 5 & 6	45	
Ground Floor Changing Rooms no.s 7, 8 & 9 and Referees Changing 10a & 10b	49	
Ground Floor Exercise Studio	40	
Ground Floor Office	4	
Total Occupancy	578	



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22.0 Food Poisoning

The Duty Manager should take the following action:

- Note the time the incident was reported by the Environmental Health or member of the public
- Confirm with EHO whether food operation can continue in the interim
- Comply with Local Authority Environmental Health department demands. Make list of EHO recommended improvements/ actions
- Notify the Centre Manager of the incident
- Forward copies of enforcement notices (Prohibition or Improvement) in line with the Enforcement procedure
- Notify all staff members that they must not speak to the media or anyone else (including the use of social media) about the reported incident
- Identify any staff members directly involved who may have worked during the period of reported case or outbreak or who may have eaten food from the facility during this period
- If necessary, arrange for additional staff to ensure effective running of the facility
- Liaise with Centre Manager if specialist cleaning services are required
- Complete Incident Report Form
- If RIDDOR, notify Incident Contact Centre (in consultation with EHO) as per the Accident, Incident, Dangerous Occurrences and Near Misses, and First Aid Management procedures
- Request any staff members involved at the time of the incident to complete personal notes sheet.



23.0 Reported Case of Legionella

Action by Duty Manager

- Note time the incident was reported by Environmental Health / Health Protection Agency (HPA) or the testing company
- Comply with Local Authority Environmental Health Department or HPA demands. Make a list of EHO/HPA or testing company recommended improvements/actions
- At the earliest opportunity, activate the SIMP and notify the appropriate people
- Confirm with EHO/HPA whether location/area operation can continue in the interim
- Ensure copy of Legionella Risk Assessment is available at the facility together with copies of legionella test results
- Forward copies of enforcement notices (Prohibition or Improvement) to Operations Manager
- Identify any staff members directly involved who may have worked during the period of the reported outbreak or who may have used the facilities during this period
- Liaise with water management company for specialist services required
- Complete Incident Report Form
- Notify the Incident Contact Centre (in consultation with EHO/HPA and company Health & Safety Advisors) as per the Accident, Incident, Dangerous Occurrences and Near Misses, and First Aid Management procedures.

24.0 Outbreak of Zoonotic Disease/s

A number of zoonotic diseases are notifiable under veterinary and/or human health legislation. However, not all zoonotic diseases in animals or humans are notifiable. An Outbreak Control Team (OCT) will be formed (by primary care authorities, HPA, government agencies) for significant outbreaks of zoonotic disease and depending on the individual situation and disease.

The OCT will first contact the facility where the suspicion has been identified before visiting to conduct an investigation. Upon notification from any of the agencies, the Manager on Duty is to activate the SIMP.

- Note time the incident was reported by the OCT
- Comply with OCT demands. Make a list of OCT recommended improvements/actions
- At the earliest opportunity, activate the SIMP and notify the appropriate people
- Confirm with the OCT whether location/area operation can continue in the interim.

24.1 Reporting Suspicion of Animal Disease

- The Centre Manager is responsible for reporting suspicion of disease to the nearest Animal Health and Veterinary Laboratories (AHVLA) Office.



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25.0 Lightning Storm

A lightning storm is a natural phenomenon and whilst it can produce a fantastic spectacle can also be deadly, particularly to those working outdoors and people who are participating in recreational activities.

Safety information on the arrangements during a lightning storm should be made available on all marketing material.

Flash to Bang Rule

Staff are to check if a storm is coming or going from where they are standing, staff are to apply the flash to bang principle, counting as soon as the lightning flash is seen until the thunder is heard.

Calculate the distance between yourself and the storm, divide the number of seconds by 3 to find the distance in kilometres. If the distance between the thunder and lightning increases over a couple of strikes, the storm is moving away from you. If it decreases, it is coming towards you – seek shelter.

30/30 Rule

The 30/30 rule should be used so that staff are sheltering during the most risky parts of the storm and should be adopted.

If the flash to bang is 30 seconds in length or less, staff should seek shelter. Staying inside this shelter is advised until 30 minutes past the last clap of thunder.

Where to seek shelter

Ideally, staff should seek shelter inside a large building or a motor vehicle keeping away from, and getting out of wide, open spaces, water areas and other exposed areas.

If staff are exposed to the elements with nowhere to shelter, they must make themselves as small a target as possible by crouching down with feet together, hands on knees and head tucked in. This technique keeps as much of a person off the ground as possible.

Staff and customers should not shelter beneath tall or isolated trees.

Activities and Events

In case of an event, organisers are to monitor the local weather from the day before activity/event to the end of play and the dispersal of crowds. For outside activities, staff should monitor the local weather for the day and any changing weather conditions during the activity.

If a lightning storm is developing, determine criteria for suspension of an activity or event by using the 30/30 rule.

Ensure the dissemination of information – participants, officials, spectators, and staff to make them aware of potential dangers and how to minimise the risk of injury.



Remove people from risk by following evacuation procedures where necessary by moving people to safe structures and locations. Safe structures can include a large/substantial building with plumbing and wiring that will conduct lightning to the ground or fully enclosed metal vehicles.

Where staff or customers are on open water, they must get to the shore and off wide open areas as quickly as possible following the water evacuation procedure.

To determine whether to resume the event or activity use the 30/30 rule before recommencing the activity. Allow 30 minutes after the last clap of thunder.

In the event of emergency/someone struck by lightning

If someone is struck by lightning, call the emergency services, the injured person will need help as soon as possible. First Aiders should apply first aid. They will not receive an electric shock. Quickly administer CPR using the AED if available. A lightning strike is not usually instantly fatal, victims' hearts and/or breathing may stop.

25.1 Outdoor Sports Pitches

The Duty Manager will be responsible for preventing activities from commencing or continuing in the event of a lightning storm.

25.2 External Working

The Duty Manager will be responsible for:

- Ensuring that no external tasks are undertaken by staff until the storm has passed
- Informing contractors of the impending storm and prevent work continuing on the roof of the premises or high risk areas.



26.0 Passenger Lift Failure

On hearing the lift alarm or being made aware of person(s) trapped, contact the Duty Manager.

The Duty Manager will:

- Make contact with the trapped person(s) and assist them to remain calm
- Follow the work instruction for releasing a person(s) trapped in the passenger lift – the work instruction will be based on manufacturer’s recommendations.
- When the person has been released, complete an Incident form
- Contact the lift maintenance company to undertake a full inspection before allowing the passenger lift to be brought back into service.

Lift Maintenance Contractor	
Name:	Orona
Telephone Number:	08458 949127



27.0 Medical Emergencies

If a member of the public requests attention for a 'minor' first aid issue, which may include but are not exclusive to, cuts and bruises, potential fractures, minor burns/scalds, the Duty First Aider must be informed.

After treatment an accident form must be completed.

If a 'major' medical emergency occurs then immediate first aid will be given by the Duty First Aider to prevent further injury, or to assist the preservation of life.

The Duty Manager will instruct a staff member to:

- Call the relevant emergency service by dialling 999 and inform them of the nature of the emergency
- Inform the emergency service which entrance to the premises they should arrive at and closest to the incident
- Collect high-viz jacket from the Emergency Grab Bag and meet the emergency vehicle at the entrance to the premises.
- Collect the Automated External Defibrillator (AED) from the outside the main entrance area.

The Duty Manager will then inform the relevant senior manager as per the SIMP at the earliest opportunity.

In preparation to assist the emergency services the Duty Manager will liaise with the local Air Ambulance team to identify and future plan for a suitable landing place for an Air Ambulance. See **RD-Doc Guidance for Air Ambulance Landing Sites** for more information.

Location for suitable landing area for an **Air Ambulance** is:

Grass Pitches



28.0 Water Supply Failure

33.1 Water Supply Directly from Mains

If the facility's water is direct from the mains and there is a failure in supply, the facility should be closed until the issue has been resolved. If adequate toilet and drinking water facilities can be made available, the facility can still remain open and still operate.

NB. The café must close immediately if the water fails

- Staff will also be asked to leave the building but told they may be recalled to finish their shifts at any time within their stated hours of work (consideration will be given to distance / time of travel and length of shift remaining)
- The Manager on Duty will remain in contact with the water supplier on a regular basis to remain updated on progress and estimated return of supply, information regarding supply must be updated via social media and reported to senior management immediately
- When the water supplier informs the Manager on Duty that the water supply is restored the Manager on Duty must complete a full building inspection including flushing all toilets, running all taps and checking plant and BMS prior to reopening.

NB. The café must close immediately if the water fails



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Associated Forms:

- Accident, Incidents, DO and Near Misses - Accident Report Form
- Accident, Incidents, DO and Near Misses - Incident Report Form
- Emergency Action Plan - Bomb Warning Checksheet
- Emergency Action Plan - Group Emergency Evacuation Plans (GEEPs)
- Emergency Action Plan – Visitor Emergency Evacuation Notice
- Emergency Action Plan - Personal Emergency Evacuation Plans (PEEPs)
- Emergency Action Plan - Evacuation Cards
- Inductions - Individual Training Record

Associated RD-Docs:

- PEEPs and GEEPs
- Guidance for Air Ambulance Landing Sites
- Fire Alarm Out of Service Protocols.

Updates of procedure:

Issue No.	Description of Revision	Date	Review Due Date	Action By
1	None - First Issue	September 2022	September 2023	Train designated staff and incorporate the procedure into QMS.

