



## PROCEDURE - CENTRE EMERGENCIES

### 1. INTRODUCTION

The purpose of this procedure is to ensure that all emergencies are responded to and that evacuations from the Centre are carried out in an appropriate manner by staff, contractors, users and hirers of the facility. This procedure should be read in conjunction with the Serco Crisis Management and Major Incident Guidelines as outlined in Procedure ref: SLQP007 – Risk and Crisis Management and procedures ref: SLQP037 – Pool Emergency Action, SLQP036 – Pool Normal Operating and SLQP030 – Health and Safety General.

Since all Centres are different in terms of design and facilities, Contract Managers will append certain documents to this procedure to ensure site-specific requirements are considered. These are as follows:

- Appendix 1 - Evacuation warnings and announcements
- Appendix 2 - Plan(s) / details of emergency exits, assembly points etc.
- Appendix 3 - Fire precautions
- Appendix 4 - Site-specific responsibilities
- Appendix 5 - Emergency plans for events
- Appendix 6 - Panic alarms and response requirements
- Appendix 7 - Guidance Notes for Staff on Receiving Suspicious Mail or Packages
- Appendix 8 - Contact numbers

Requirements for these are detailed in the body of the procedure.

### 2. RESPONSIBILITIES

The Duty Manager on shift will co-ordinate the emergency action and ensure that the correct reporting procedures are carried out.

The Receptionist or other nominated person will, if necessary, contact the emergency services as directed by the Duty Manager.

All members of staff are responsible for following the procedures set out in this document for their area of responsibility.



### 3. PROCESS

#### 3.1 Emergency Evacuation of Centre

Evacuation of the centre may be required as a result of the following scenarios: -

- Fire
- Bomb threat
- Gas leak
- Structural or mechanical failure
- Power failure
- Chemical emission
- Serious accident or incident
- Instruction by the Duty Manager.

Evacuation warnings will be one of the following: -

- Fire alarm siren / emergency announcement(s)
- Direct instruction from the Duty Manager or other nominated person (see 3.3 below)

The warnings will vary from site to site and may be single phase or two-phase and audible alarm signal or voice message. Details of the warnings will be included in Appendix 1 to this procedure, along with action to be taken at appropriate alarm stages if applicable.

#### 3.2 Evacuation – General Principles

##### Evacuation

If an evacuation is necessary or upon hearing an instruction from the Duty Manager or nominated person, members of staff will commence evacuating the area in which they are working as quickly and calmly as possible.

Customers will be directed to specific emergency exits and will remain there awaiting further instruction. If staff responsible for the customers are instructed to leave by the Duty Manager / nominated person or there is immediate danger, they will escort the customers to the designated assembly point(s). Persons evacuating the building through exits not leading directly onto assembly points will proceed to their designated assembly point as quickly as possible via the safest route. Emergency exit routes will be checked as necessary to ensure they are safe prior to evacuating customers. The emergency exits and routes by which evacuations would normally occur will be shown on the Plan in Appendix 2. The assembly points will also be shown on the Plan included in Appendix 2 or listed within Appendix 2.



The Plan in Appendix 2 will also show any exit routes for people with disabilities where the normal routes are not practical to use. In some buildings, it may be necessary to assemble disabled customers to an emergency exit and then await assistance from the emergency services so they can be safely removed. If these areas are dangerous, the Duty Manager / nominated person will be informed who will arrange immediate assistance to remove customers to safety without putting staff in immediate danger. Any special arrangements for disabled customers will be included in Appendix 2.

In order to assist the evacuation of the Centre, the building will be split into “zones” and these will correspond with the fire alarm system. These zones will be identified on the Plan in Appendix 2. These zones will be supported by Zone Cards / Tags (or equivalent) which detail the zone/route to be checked during the evacuation process. The Zone Cards / Tags will be held on Reception with the Fire File / Pack.

As a general principle, it is the responsibility of staff to assist customers from the building with due regard to their own safety, leaving by designated fire exits, assembling at the assembly points and reporting that their area is clear or otherwise to the manager responsible for the evacuation.

Customers will not be allowed to return to other areas of the building to collect valuables, meet friends, etc. Many customers may be in a state of undress, or be vulnerable to cold (e.g. the elderly, young children etc.). Space blankets or other suitable protection will be provided as necessary.

Staff will ensure particular attention and assistance is given to children, the elderly and disabled customers to assist their safe exit.

Staff will appear calm and authoritative at all times in order not to induce panic among customers. All staff will take responsibility for ensuring customers are kept calm, reassured and as comfortable as possible. This is particularly important in circumstances where babies and children are evacuated to different assembly points, e.g. from the crèche.

Specific responsibilities in the event of evacuation are included in 3.3 below.

### Emergency Services

When an emergency service vehicle arrives at the Centre, it will park in a designated space (shown on the Plan in Appendix 2) that will be kept clear of unauthorised vehicles at all times. The Duty Manager or nominated person will meet the crew and brief them on the incident and take them to the site of the incident or the fire panel in the case of a fire alert. In the case of a fire, the fire fighters will assume responsibility for the building at this point.



### Re-admission

Re-admission will only be permitted either upon receiving instruction from the emergency services (when present) or on instruction from the Duty Manager or nominated person once the building is deemed as being safe to enter. The process for re-admission will be as follows:

- The Duty Manager or nominated person will instruct a member of staff from each department to re-enter the building first to ensure that it is a fit state to allow re-entry
- All other members of staff will remain with the customers to help supervise re-entry to ensure that it takes place in an orderly manner
- Staff will collect any protective clothing issued during the evacuation
- All staff will assist customers who may have mislaid personal belongings during the evacuation
- The Duty Manager or nominated person will ensure that all emergency exits are secure and that all staff are back on site and have returned to their correct locations prior to re-admitting customers to the building
- If re-admission is not possible, the Duty Manager or nominated person will follow any advice given by the emergency services and seek their assistance where possible
- The names and addresses of unaccompanied children under the age of 16 will be recorded and every attempt will be given to ensure they return home safely.

## **3.3 Fire Emergencies / Evacuation**

### General

Fire, or the sounding of the fire alarm is likely to be the most common cause of evacuation. Every effort will therefore be made to prevent fires and some fire precautions are included in Appendix 3.

### Fire Drills

Fire drills, involving a full evacuation of the building will be carried out at least twice per year to verify the effectiveness of procedures and raise awareness of staff. The drills should take account of every eventuality, e.g. consideration should be given to the process of evacuating wheelchair users even if there are none present at the time of



the drill. Every attempt will be made to ensure all staff have been involved in the drills. A review of the effectiveness of the drill will be undertaken and records maintained. Any corrective action to be taken as a result will be implemented, e.g. further training or amendment to emergency procedures.

#### Discovery of a Fire

Upon discovery of a fire within the building the member of staff concerned will:

- Activate the nearest fire alarm point. The location of all break glass panels, fire sensors and fire fighting equipment within the building will be shown on the Plan and/or listed in Appendix 2.
- Attempt to extinguish the fire with the appropriate fire extinguisher, provided that personal safety is not put at risk. Only individuals who have been trained in the correct use of fire extinguishers will attempt to extinguish a fire. The locations of fire extinguishers throughout the building will be shown on the Plan and/or listed in Appendix 2. Guidance on the use of different types of extinguishers are included in standard charts available from signage suppliers
- If it is considered unsafe to try and extinguish the fire, the individual will leave the area immediately closing all doors on the way
- Report to the Duty Manager / nominated person
- In response to the fire alarm being activated, other members of staff will commence the evacuation of the building appropriate to their position / location as detailed below.

When the fire alarm is activated, either manually or by a heat/smoke detector, the Duty Manager or other nominated person will immediately go to the fire panel and identify the location of the purported fire from the fire alarm panel.

Once the location has been identified the area will be checked, if possible, to confirm whether or not there is an actual fire or if it is a false alarm.

All other staff will prepare their areas for full evacuation, unless the fire is located in their area and evacuation is necessary.

Details of specific responsibilities in the event of a fire evacuation are outlined below:

#### Duty Manager (Fire Evacuation Co-ordinator)

It is likely that the Duty Manager will be the person nominated to co-ordinate evacuations within the Centre. In some circumstances however, responsibility may be assigned to another member of staff, for example, a Senior Recreation Assistant. If



this is the case, this responsibility will be clearly defined and recorded in Appendix 4 to this procedure. For the purposes of this procedure however, reference will be made to the Duty Manager as the responsible person.

The Duty Manager will co-ordinate the evacuation process and ensure all appropriate reporting procedures are followed.

On hearing the fire alarm siren/message, the Duty Manager will:

- a) Check the affected zones on the fire panel and record the live zone in the Fire Log Book
- b) If there appears to be immediate danger, inform a Receptionist to pick up the staff and visitor/contractors registers and proceed via the nearest emergency exit to the designated assembly point
- c) Collect radios and the Zone Cards / Tags (or equivalent) and wait at Reception for staff to arrive
- d) Instruct the first **two** members of staff who arrive to proceed to the activated zone with the appropriate Zone Card / Tag and radio to check for fire
- e) Instruct the third member of staff to arrive to assume the position at the main assembly point after collecting the Fire File / Pack and space blankets from Reception to ensure only emergency services gain access to the front of the building and control customers leaving the Centre.
- f) If the incident is confirmed instruct the Receptionist to make the appropriate announcement to evacuate the building. If the staff report a false alarm, instruct the Receptionist to make the appropriate announcement and leave the alarms silenced until reset is authorised. Ensure all areas are notified.
- g) If evacuation is necessary, instruct Reception staff to telephone emergency services (if the system does not automatically notify them) – this may be done from the assembly point if in immediate danger, take the staff and visitor/contractors registers and proceed via the nearest emergency exit to the main assembly point.
- h) Send further staff members who arrive at Reception in **pairs** (if possible) to check and evacuate the rest of the building, having given them the appropriate Zone Card / Tag and a radio. Zone Cards / Tags will not be issued for known danger areas
- i) Instruct all other staff who arrive at Reception to proceed to the Assembly Point for registration by the Receptionist.
- j) Collect the Zone Cards / Tags to confirm which areas have been evacuated



- k) Leave the building once all customers have been evacuated, all zones have been checked and all staff, visitors and contractors have reported to the assembly point
- l) Use staff to arrange cordon around the building as necessary to prevent re-entry
- m) Report to the main assembly point and liaise with the emergency services as necessary, ensuring building plans, evacuation zones and access keys are available.
- n) Where a break glass unit has been broken, arrange for the replacement to be ready for the emergency services. No attempt will be made to replace the glass without supervision of the emergency services.
- o) Reset the alarm once the emergency services have given authorisation
- p) Co-ordinate the re-admission of staff and customers to the Centre as detailed in 3.2 above
- q) Complete all necessary fire evacuation and incident/accident forms in accordance with Section 3.16.

Note: Depending on the number of staff available, it may be necessary for the Duty Manager to assist in evacuation on one zone or more

#### Receptionists

Upon hearing an evacuation warning Reception staff will:

- a) Immediately stop admitting customers to the building
- b) Upon instruction from the Duty Manager, make appropriate announcement and telephone the emergency services (if applicable). Standard announcements to be made in the event of emergencies are documented in Appendix 1
- c) Turn off the screen and close the tills if time allows
- d) Collect the staff and visitor/contractors registers, along with any schools files / registers and remind the Duty Manager of any contractors in the building. Proceed to the main assembly point on instruction from the Duty Manager
- e) Check off staff, visitors and contractors against the registers as they arrive.
- f) Liaise with school teachers to ensure registers have been taken and all children have been accounted for
- g) Immediately inform the Duty Manager of any personnel unaccounted for



- h) If required, other Receptionists will assist with the evacuation as directed by the Duty Manager

Pool Staff (where applicable)

Upon hearing an evacuation warning the lifeguards will:

- a) Blow 1 long whistle and instruct all swimmers to exit the pool immediately and to gather by the appropriate emergency exit doors. Details of the emergency exits to be used by the pool users will be shown in Appendix 2
- b) Prevent any further admissions to the pool.
- c) Constantly observe the pool until all swimmers have left the water.
- d) Stand at the emergency exit doors with swimmers and await further instructions from the Duty Manager or Zone Card / Tag holder. Issue space blankets if these are available to children, elderly and disabled people and then those most in need
- e) Prevent anyone from returning to the changing rooms to collect their belongings.
- f) Leave the Centre if directed to do so by the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the pool area, evacuate and report to the Receptionist taking the register at the assembly point.
- g) When the needs of the swimmers have been taken care of, lifeguards will immediately report to the Duty Manager at Reception for further instruction, provided the group(s) of swimmers is not left unattended.

Pool staff supervising flumes or other water features will turn off the features and proceed from d) above

Swimming Teachers (where applicable)

Upon hearing an evacuation warning the teacher in charge of each class will:

- a) Direct swimmers to clear the pool and assemble by the nearest emergency exit.
- b) Ensure that no-one returns to the changing rooms to collect their belongings.
- c) Take the register to ensure that all pupils are accounted for.
- d) Stay with swimmers and await further instructions from the Duty Manager or Zone Card / Tag Holder. Issue space blankets if these are available to children, elderly and disabled people and then those most in need



- e) Leave the Centre if directed to do so by the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the pool area, evacuate and report to the Receptionist taking the register at the assembly point.

Catering Staff (where applicable)

Upon hearing an evacuation warning members of staff working within the catering area will:

- a) Shut the doors, close the till drawer and remove any keys if time allows.
- b) Switch off all appliances
- c) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the café/bar area, escort customers and evacuate via the nearest emergency exit.
- d) Escort customers to the appropriate assembly point reporting to the Receptionist taking the register.
- e) When the needs of the café / bar customers have been taken care of, catering staff will immediately report to the Duty Manager at Reception for further instruction, provided the customers are not left unattended.

Fitness Studio Staff (where applicable)

Upon hearing an evacuation warning members of staff working within the fitness studio(s) will:

- a) Switch off electrical equipment if there is time and it is practical to do so.
- b) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the fitness studio area, escort customers and evacuate via the nearest emergency exit.
- c) Escort customers to the appropriate assembly point reporting to the Receptionist taking the register.
- d) When the needs of the fitness studio customers have been taken care of, staff will immediately report to the Duty Manager at Reception for further instruction, provided the customers are not left unattended.
- e) Ensure any disabled people are in the "refuge point" on the top level and that the button is pressed next to it. The nominated person on shift in the fitness suite will ensure that the duty manager is made aware of anyone left in the refuge area.



Gym staff working within the Fitness Studio staff will be required to evacuate customers from the gym changing rooms where this is not constantly supervised, unless this is specifically covered by the Zone plan.

Gym Changing Room Staff (where applicable)

Upon hearing an evacuation warning members of staff working within the gym change will:

- a) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the changing room area, escort customers and evacuate via the nearest emergency exit.
- b) Escort customers to the appropriate assembly point reporting to the Receptionist taking the register.

Crèche Staff (where applicable)

Upon hearing an evacuation warning members of staff working within the crèche suite will:

- a) Assemble all children, collect the Crèche Daily Record, ref: SLQF003 and await further instruction
- b) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the crèche area, escort children and evacuate via the nearest emergency exit. A staff member will remain in the crèche until all children have been safely evacuated
- c) Check off all children against the Crèche Daily Record and escort the children to the appropriate assembly point reporting to the Receptionist taking the register.
- d) Where children are re-united with their parents at the assembly point, the Crèche Signing in Form will be signed by the parent/guardian and member of staff handing over the child

Dryside Staff (e.g. Recreation Assistants on Dryside duties, Coaches, Instructors and Cleaners)

Upon hearing the evacuation warning members of staff working within their areas will:



- a) Prepare to evacuate the areas in which they are located and await further instructions / announcements. Recreation Assistants who are not responsible for an area or activity will report to the Duty Manager at Reception, checking for signs of fire on route.
- b) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, escort customers and evacuate via the nearest emergency exit.
- c) Escort customers to the appropriate assembly point reporting to the Receptionist taking the register.

Aerobics Coaches (where applicable)

Upon hearing the evacuation warning aerobic coaches working within their areas will:

- a) Prepare to evacuate the area. Switch off electrical equipment if time allows and await further instructions / announcements.
- b) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, escort customers and evacuate via the nearest emergency exit.
- c) Escort customers to the appropriate assembly point reporting to the Receptionist taking the register.

Technical and Maintenance Staff

Upon hearing an evacuation warning Maintenance and Technical Staff will assume direct responsibility for:

- a) Immediately stopping work and making area safe if necessary
- b) Clearing the plant room areas if practical to do so
- c) Making safe any plant room operations if practical to do so.
- d) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, escort contractors and evacuate via the nearest emergency exit.
- e) Escorting contractors to the appropriate assembly point reporting to the Receptionist taking the register.



- f) Checking the contractors register and ensuring that all persons are accounted for, if practical to do so.
- g) Reporting to the Duty Manager via radio to inform him/her that the plant room area/workshop areas are clear
- h) Where technical or maintenance staff are not in the building, the responsibility for evacuating Contractors personnel will rest with the Duty Manager.

#### Administration/Office Staff

Upon hearing an evacuation warning staff working within the office areas will:

- a) Prepare to evacuate area. Switch off all appliances and secure any cash if time allows.
- b) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, evacuate via the nearest emergency exit, assisting customers as necessary along the way.
- c) Proceed to the appropriate assembly point and report to the Receptionist taking the register.

#### Polar Adventure Staff

Upon hearing an evacuation warning staff working within the Polar Adventure Areas will:

- a) Collect the radio from behind the Polar Adventure reception desk.
- b) Escort customers and children from the ice hills and toilets to the fire exit adjacent the under 5 area.
- c) Ensure there are no children in the gym area.
- d) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, escort children and evacuate via the nearest emergency exit. A staff member will remain in the area until all children have been safely evacuated



### Children's Activity Staff

Upon hearing an evacuation warning staff working within Children's Activity Areas or supervising children's activities/parties will:

- a) Assemble all children, collect registers / signing in sheets (where these are used) and await further instruction
- a) Following instruction from the Duty Manager, on hearing appropriate announcement, or if there is immediate danger in the area, escort children and evacuate via the nearest emergency exit. A staff member will remain in the area until all children have been safely evacuated
- b) Check off all children against the Childrens Activity Register, ref: SLQF044 and Soft Play Register, ref: SLQF043 where these have been used and escort the children to the appropriate assembly point reporting to the Receptionist taking the register.
- c) Where children are re-united with their parents at the assembly point, the register / signing in Form (where used) will be signed by the parent/guardian and member of staff handing over the child

### Events Staff (where applicable)

Staff supervising events will carry out their responsibilities as dryside staff above or pool staff where galas are being held. However, if large events are held within the Centre, involving large numbers of people, e.g. concerts or major sporting events, a separate plan, supplementing this procedure, will be prepared and included in Appendix 5.

### Hirers

Hirers of the Centre are responsible for complying with emergency evacuation procedures. They will be advised of their responsibilities on booking and the Duty Manager will remind them of their requirements on the day.



### Contractors

Contractors employees working within the Centre are also responsible for complying with emergency evacuation procedures. Technical/Maintenance staff and/or the Duty Manager will ensure they are aware of their responsibilities whilst on site.

### Assisting Other Areas

Whilst the Duty Manager will allocate responsibilities for checking areas "on the day", specific responsibilities for assisting staff in designated areas may be assigned. An example of this is the crèche where certain staff may be required to assist in manoeuvring pushchairs/prams and for keeping children under control, particularly when the crèche has a separate emergency exit / assembly point area. Specific responsibilities for other areas will be included in Appendix 4 and communicated to relevant staff through training.

### Mote Hall Fire Exits

Mote Hall fire exits are to be kept shut at all times. This is operated by a key and should be turned to the close position. This means that the fire exit can not be opened from either side.

To open the fire exits urgently the green "break glass" point can be smashed which will only open the fire exits and not sound the fire alarm.

If the fire alarm is activated the doors will be over rid and will release, this will then allow people to evacuate through the fire exits and to the assembly point.

## **3.4 Bomb / Terrorist Threat**

### Telephone Message

In the event that a telephone message is received advising of a bomb in the building or other terrorist threat, as much information will be taken from the caller as possible in order to assist in locating the device and to assist the police in determining whether a threat is real or a hoax. The following procedure will be followed:

- a) Record details on the Bomb Threat Checklist, ref: SLQF085. These checklists will be kept at Reception and in the main administration office. If the form is not available to the person receiving the call, as much information as possible relating to the following will be recorded:



- Exact wording of the threat
  - Any code given
  - Time of the call
  - Details about the caller, e.g. male/female, approximate age, accent, tone of voice, background noise etc.
- b) Where possible, questions will be asked of the caller relating to the location of the device, what it looks like, when it is going to explode etc.
- c) As soon as the call is over, the Bomb Threat Checklist or written details will be given immediately to the Duty Manager
- d) The Duty Manager will inform staff by using the PA system, telephone or in person to turn off their radios and avoid pressing the pool alarms transmitters (both of these can inadvertently detonate a bomb)
- e) The Duty Manager will telephone the police and request their assistance
- f) A search of the building will be made to look for any suspicious objects or parcels. If any are found they will not be touched
- g) In liaison with the police, the Duty Manager will decide whether or not to evacuate the building.
- h) If the decision is made to evacuate the building, the fire alarm will be sounded and evacuation will commence in accordance with the procedure for fire evacuation as detailed in 3.3 above, although the radios will not be used as a form of communication. Should the assembly points for bomb threats differ from those used in a fire, these will be detailed in Appendix 2.
- i) Once the building has been evacuated, the Duty Manager and the police will make a thorough search of the building
- j) No-one will be allowed to re-enter the building until the emergency services have advised that it is safe to do so.
- k) As soon as possible after the incident, the Duty Manager will be required to make a written statement. No statements will be made to the media or members of the public.



### Discovery of a Suspicious Package / Receiving Suspicious Mail

If any member of staff discovers a suspicious object or package within the building, they will immediately contact the Duty Manager. The object or package will not be touched.

The Duty Manager will assess the situation and if necessary telephone the police and request their assistance.

The procedure for dealing with the suspicious object or package received in the post is outlined in Appendix 7.

## **3.5 Gas Leaks**

A gas leak or an emission of toxic chemicals may be identified by a member of staff, alternatively, a leak may be evident by the sounding of an alarm, e.g. CO<sub>2</sub> or chlorine gas. The following procedure outlines general guidelines to be followed in the event of a leak. Specific instructions relating to chlorine gas leaks are contained in the Technical Manual.

On suspicion of a gas leak or emission of toxic chemicals, the Duty Manager will be immediately informed. The Duty Manager will ensure that the appropriate authorities / emergency services are advised of the situation in the event that the emission cannot be safely controlled.

If it is not necessary to enter the affected area and it is known that no one is isolated in the area, doors will be closed to prevent gas spreading and anyone from gaining access into the affected area. If the gas leak is adjacent to any intake fans, they will immediately be isolated.

Only persons wearing suitable breathing apparatus who have been trained in its safe use will enter the affected area. No person will enter the affected area until another person is stationed outside the area.

An evacuation will commence in accordance with procedures for fire evacuation outlined in 3.3 above, having first briefed staff to avoid taking customers into the vicinity of the leak.

## **3.6 Structural Failure**

A structural failure may occur in any area of the building. Upon discovering a structural failure, the Duty Manager will be informed immediately. The Duty Manager will ensure that the appropriate authorities / emergency services are advised of the situation if



appropriate. Should an evacuation be necessary, he / she will activate the fire alarm and commence the evacuation in accordance with procedures for fire evacuation outlined in 3.3 above, having first briefed staff to avoid taking customers into the vicinity of the structural failure.

### 3.7 Lighting / Power Failure

Battery powered emergency lights are located in all areas of the building. This system will provide sufficient light should evacuation of the building be necessary.

In the event of a power failure the Duty Manager will:

- a) Confirm all emergency lights have been activated.
- b) Checks the lifts to ensure that no one is trapped in them
- c) Check to confirm the extent of the problem, i.e. is it localised within the Centre or is it affecting a wider area.
- d) If the problem is localised, attempt to identify the cause and restore power.
- e) If the problem is affecting a wider area, contact the electricity company for further information.
- f) If an evacuation is necessary staff will be instructed to evacuate the building in accordance with the procedure for fire evacuation.
- g) When power is restored, the Duty Manager will ensure that all equipment is operating correctly

### 3.8 Chemical Spillage or Leakage

Upon discovering a chemical spillage or leakage the Duty Manager will be informed immediately who will assess the situation and take the appropriate action. No person will attempt to deal with a chemical spillage unless training has been provided in the safe handling of the chemical in accordance with the relevant COSHH assessment.

Action that may be taken is as follows:

- a) For a minor spillage, absorbent chemical boom or granules may be placed around the chemical.



- b) When dealing with a chemical spillage, the correct personal protective equipment will be used and the chemical dealt with in accordance with the appropriate COSHH assessment.
- c) For a major spillage / leakage, or if there is a danger of contamination or 'mixing', extreme caution will be exercised.
- d) The Duty Manager will ensure that the appropriate authorities / emergency services have been informed of the situation if necessary
- e) If necessary the building will be evacuated by activating the fire alarm and following the procedure for fire evacuation.
- f) Staff must ensure that all customers are escorted immediately to the designated assembly points and issued with blankets if required.
- g) Once the evacuation is complete staff will report to the Duty Manager as for a fire evacuation.
- h) Staff will remain at the designated assembly points, with the customers, until it is safe to re-enter the building.

### 3.9 Armed Robbery / Threatened Armed Robbery

Although all members of staff are potential targets of an armed robbery, it is most likely to happen at Reception, as this is where money is handled.

Any member of staff confronted with this situation must make their own safety and that of other staff / customers a prime consideration and will:

- a) Activate the panic alarm immediately, or as soon as it is safe to do so, where one is provided.
- b) Comply with any cash demands.
- c) Try to remember as many details as possible of the robber(s). This will be of value later when completing the required forms in the Serco Crisis Management and Major Incident Guidelines Manual and may assist the police
- d) The Duty Manager will contact the police as soon as possible and will ensure that the forms in the Crisis Management and Major Incident Guidelines Manual are completed
- e) Any witnesses will be persuaded to remain in the Centre and make statements to the police as required.



- f) The scene of the crime will be protected to enable forensic tests to take place.
- g) The Duty Manager will ensure the victims of robbery or threatened robbery are dealt with sensitively

### **3.10 Theft, Assault and Bullying**

All staff will inform the Duty Manager of any incident of theft, assault or serious bullying. The Duty Manager will take appropriate action which may be to call the police if required.

No member of staff will become involved in physical conflict.

Where appropriate, staff will be asked to act as witnesses when customers involved in the incident are interviewed.

### **3.11 Disorderly Behaviour**

Disorderly behaviour will be dealt with in accordance with Procedure ref: SLQP044 – Security and Safe Working Practice, ref: LSWP05 – Violence and Aggression.

### **3.12 Allegations of Abuse, Indecent Exposure, Sexual Assault & Child Protection Violations**

Allegations of abuse, indecent exposure, sexual assault and child protection violations will be reported to the Duty Manager. The Duty Manager will take control of the situation without getting personally involved and take appropriate action, including making notes on the incident and noting the behaviour and appearance of both parties.

The Duty Manager will ensure the police are called and will request that both parties remain in the Centre until the police arrive. If they choose not to do so, every attempt will be made to identify the person, e.g. name, address and car registration number.

Any action relating to incidents involving children will be taken in accordance with the Serco Leisure Child Protection Policy. Procedure ref: SLQF044 – Security outlines the process for dealing with users who may be acting suspiciously whilst using any form of photography equipment.

### **3.13 People Trapped in Lift**

If the lift fails to operate and people are trapped in the lift, the Duty Manager will:



- a) Attempt to reset the lift
- b) If possible, open the doors on the nearest level to determine if people are able to get out
- c) Manually lower the lift to the nearest level (note: this will only be carried out by trained staff)
- d) Telephone the lift contractor
- e) If people inside the lift are panicking or it is suspected that first aid treatment is required, the emergency services will be called
- f) At all times, the people trapped in the lift will be reassured

### 3.14 Other Emergencies

The process for dealing with emergencies on poolside is outlined in Procedure ref: SLQP037 – Pool Emergency Action.

Other emergencies may occur throughout the Centre which may be alerted by staff or customers. The Duty Manager will ensure appropriate action is immediately taken and will seek assistance from the emergency services where applicable.

Where an emergency is alerted by the use of a panic alarm, e.g. sauna, sunbed, steam, spa and disabled toilets / showers, the Duty Manager will ensure a member of staff attends the area immediately to evaluate and deal with the problem. Staff will be trained to recognise the alarms and respond appropriately.

Details of the panic alarms and any particular response requirements are contained within Appendix 6 to this procedure. Details of the pool alarm and the procedure for response to this, are contained in Procedure ref: SLQP037 – Pool Emergency Action.

### 3.15 Communicating an Emergency

Apart from informing the emergency services where applicable, it will be necessary to advise other organisations and individuals of the incident, including the Client and Senior Management. The Duty Manager / Contract Manager will ensure all relevant parties are contacted. Telephone numbers for key contacts are listed in Appendix 8 to this procedure.



### 3.16 Records

Records will be maintained of all major incidents within the Centre. Key records are as follows:

#### Crisis Management and Major Incident Guidelines Manual

The relevant forms are to be completed for all crisis / emergency incidents, e.g. fires, gas leaks. In addition, the Major Incident forms contained within the manual must also be completed for any health and safety incident. Details of emergencies / incidents which require reporting are contained within the Manual.

#### Accident/Incident Forms

These will be used to record details of all accidents and incidents which have potential for causing injury. Accidents and incidents falling under the scope of the RIDDOR Regulations will be reported in accordance with Procedure ref: SLQP030 – Health and Safety – General.

#### Incident Report Form

Incidents without the potential for causing injury will be recorded on the Incident Form, ref: SLQF072.

#### Fire Forms

The Fire Log Book will be completed for when alarms are activated, whatever the reason. The Fire Evacuation Form, ref: SQLF086 will be completed for all drills and evacuations.

#### Bomb Threat Checklist

This will be completed for all instances where a threat is received or suspicious package found.

All records will be reviewed to determine if any further action is required.

## 4. REFERENCES

Ref:	Item:
Appendix 1	Evacuation warnings and announcements
Appendix 2	Plan(s) / details of emergency exits, assembly points etc.
Appendix 3	Fire precautions
Appendix 4	Site-specific responsibilities



Appendix 5	Emergency plans for events
Appendix 6	Panic alarms and response requirements
Appendix 7	Guidance Notes for Staff on Receiving Suspicious Mail or Packages
Appendix 8	Contact numbers
SLQP007	Procedure – Risk and Crisis Management
SLQP030	Procedure – Health & Safety – General
SLQP036	Procedure – Pool Normal Operating
SLQP037	Procedure – Pool Emergency Action
SLQP044	Procedure – Security
SLQF085	Bomb Threat Checklist
SLQF072	Incident Form
SLQF086	Fire Evacuation Form
LSWP05	Safe Working Practice - Violence and Aggression
-	Accident / Incident Forms
-	Fire File / Pack
-	Fire Log Book
-	Technical Manual
-	COSHH Manual
-	Serco Crisis Management and Major Incident Guidelines
-	Serco Leisure Child Protection Policy



## APPENDIX 1

### Fire Alarm Test

“Attention please, this is a staff and customer announcement. We are about to test the Centre’s Fire Alarms, please ignore the alarm. Thank you.” Repeat.

Upon completion of the test “Attention please, this is a staff and customer announcement. The testing of the Fire Alarms is now complete. Thank you.” Repeat.

### Full Evacuation

[PRE-RECORDED TANNOY MESSAGE UPON ACTIVATION OF THE FIRE ALARM]

“Attention.....Attention! There is a need to evacuate the centre. Please leave the building by the nearest available exit or fire exit immediately. Please do not use the lift.”

### Lighting Failure

“May I have your attention? The lighting will be reinstated as soon as possible. Please stay calm and remain where you are. Staff will come to your assistance.” Repeat.

“Thank you”

### First Aid

“Staff call. Duty Manager please contact reception for First Aid.” Repeat. “Thank you”.

### Panic Alarm’s

“Attention please, this is a staff announcement. Can Jimmy Jones please go to (AREA) immediately”. Repeat



## APPENDIX 2

### Main Assembly Point

Bowls Club Car Park

### Special arrangements for disabled customers / staff

Staff checking areas as on Zone Cards will ensure that if disabled customers are present on the 1<sup>st</sup> and 2<sup>nd</sup> floors then they will be escorted to the following exits:-

- Mote Hall Balcony / Health Suite to Mote Hall Balcony Fire Exit at top of stairs.
- Isospa / Fitness Pool Balcony to Fitness Pool Balcony Fire Exit at top of stairs.

The disabled customers / staff will be asked to wait at those areas / exits then staff checking those areas will inform the Duty Manager that assistance is required immediately to help remove the customers to safety.

### Green Zone Card

- Terrace
- Spotlight toilets (inc disabled)
- Gold-Fish Bowl
- Wet change (all toilets, male, female, family, group change, shower area)
- Club room
- Invicta toilets (inc disabled)
- Invicta Hall
- Artist change
- Mote Hall store cupboard
- Mote Hall
- Occasional Bar
- Spotlight Bar
- Reception



### Blue Zone Card

- Stairs to Isospa & Health Suite
- Mote Hall Balcony (inc fire exit)
- Sound room
- Store cupboards
- Plant Room
- Treatment Rooms
- Health Suite
- Stairs to Isospa
- Fitness Pool balcony (inc fire exit)
- Dummy cupboard
- Staff room (inc plant room)
- Red Stairs

### Grey Zone Card

- Stairs to crèche
- Crèche (inc play area and toilets)
- Athletics change
- Basement corridor
- Disabled toilets
- Female dry change
- Male dry change
- Training Room
- Polar Adventure reception
- Polar Adventure toilets
- Ice Hills
- Polar Adventure
- Corridor to new plant room
- Chemical Room
- Old plant room
- Red Stairs

### Emergency service designated space

Top of reception ramp

**Location**

The location of all break glass panels and fire sensors are outlined below.

Location	Zone	Unit Number
Main Office	13	69Y
Opposite reception, disabled exit	13	66R
Reception Desk	13	64R
Reception Desk	13	68Y
Reception area by shop	13	62R
Reception area by buggy store	13	60R
Kitchen exit to terrace	12	35R
Kitchen exit to car park	12	34R
Exit from terrace above Polar Adventure	13	52R
Exit from terrace by Pool Control	13	54R
Pool Control	13	55Y
Splash pool fire exit	13	54R
Dive Pit by High Chair	10	15Y
Fitness Pool outside first aid room	10	02Y
Fitness Pool exit to stairs by drench shower	10	16R
Exit at bottom of stairs off fitness Pool	10	25R
Fitness Pool balcony by exit to stairs	13	26R
Wet change exit	9	47R
Entrance to wet changing room	13	51R
Entrance Invicta Hall	8	126R
Passageway Outside Club Room	8	34R
Invicta Hall fire exit opposite Artiste change	8	59R
Mote Hall store by main door	8	28R
Mote Hall store adjacent to shutters	8	18R
Mote Hall foyer left	7	3R
Mote Hall foyer right next to Occasional Bar store	7	1R
Mote Hall fire exit right hand side	7	9R
Mote Hall fire exit left hand side	7	6R
Mote Hall centre opposite Court 6	7	109Y
Occasional Bar outside Mote Hall (left foyer)	7	125R
Mote Hall Gallery sound room end	7	10R
Mote Hall Gallery fire exit	7	13R
Mote and Invicta plant room by entrance	8	39R
Mote and Invicta plant room escape ladder	8	36R
Top corridor entrance to Health Suite	8	108R
Isospa lobby by entrance to the lift	14	18R
Isospa reception desk	14	25R
Isospa exit to Fitness Pool Balcony	14	23R
Plant room under Isospa to right of ladder	14	62R



Polar Adventure reception desk	2	25R
Polar Adventure basement corridor	2	16R
Polar Adventure exit left	2	19R
Polar Adventure exit right	2	18R
Polar Adventure stairway	2	17R
Polar Adventure to escape corridor	2	23R
Lower escape corridor by fire exit	6	82R
Basement corridor opposite dry change	3	36R
Fire exit outside crèche	3	33R
Athletic changing room	3	32R
Boiler room opposite archive store	4	52R
Boiler room by exit to basement corridor	4	48R
Old plant room to off steps	5	72R
Old plant room outside workshop	5	72R
Wave Room	1	1R

**Location of fire extinguishers**

Location	Number	Type
<b>1<sup>st</sup> Floor</b>		
Isospa	1	WG
By exit to stairs	2	WG
Hallway to Mote Hall balcony	3,4	WG
Treatment Rooms	5,6	WG, CK
Training Room	7,8	WG, CK
Plant room	9,10	DP, CK
Mote Hall Gallery	11,12	WG
<b>Ground Floor</b>		
Fire exit G1	13	WG
Outside Invicta Hall	14	WG
Invicta Hall	15	WG
Club Room	16	WG
Mote Hall store cupboard	17	WG
Mote Hall fire exits	18,19,20,21	4x WG
Outside baby changing	22	WG
Reception fire exit	23	WG
Front office	24,25	CK, WG
Duty Manager	26	WG
Fire exit G5 café right hand side	27	WG
Fire exit G3 café left hand side	28,29	WG, HR
Café	30,31,32	DP, CK, B
Back fire exit	33	WG





Wave machine	34	CK
Fire exit G2 Splash Pool	35	WG
Lagoon	36	H-Reel
Shallow end fire exit	37	WG
Baby pool	38	WG
Pool gallery	39,40	WG, CK
Pool gallery	41,42	2x WG
Outside staff room	43	WG
Staff room	44,45	CK, FB
Fire exit wet changing rooms	46	WG
<b>Basement</b>		
Crèche (code	47	WG
Sports change corridor	48	WG
Fire exit	49	WG
Fire exit changing room	50	WG
Polar Adventure towards changing rooms	51	WG
Polar Adventure fire exit	54,55	2x WG
Outside plant/boiler room	56,57,58	WG, DP, CK
Outside boiler room	59	WG
Boiler room	60	DP
Workshop	61	DP
Filter room	62,63	CK, DP
Switch room	64	CK

**Location of Fire Exits**

Floor	Location
Ground	Reception main entrance/exit
Ground	Reception disabled entrance
Ground	Terrace between counter and Polar Adventure
Ground	Terrace next to Pool Control
Ground	Splash Pool
Ground	Fitness Pool at shallow end (downstairs)
Ground	Club Room/Invicta Corridor
Ground	Invicta Hall
Ground	Mote Hall (left and right)
Basement	Polar Adventure (left and right)
Basement	Escape corridor (Polar Adventure counter, Lagoon plant & chemical store)
Basement	Old plant room near workshop
Basement	Basement corridor next to crèche
1 <sup>st</sup> Floor	Mote Hall Balcony
2 <sup>nd</sup> Floor	Isospa to Fitness Pool Balcony (left and downstairs)



**APPENDIX 3**

**FIRE PRECAUTIONS**

1. Evacuation routes, i.e. fire exits, stairwells, and corridors must be free of obstructions at all times.
2. Do not allow accumulations of combustible materials, especially in public areas and on evacuation routes.
3. If electrical plugs or sockets become hot, stop using the appliance and report it to a manager.
4. Do not overload electrical plug sockets.
5. Electrical appliances must be turned off and unplugged if not in use.
6. Any electrical fault must be reported immediately to the Duty Manager
7. Catering staff must not leave electrical / gas cooking appliances on unattended.
8. Do not place anything on heaters to dry out.



#### APPENDIX 4

Should the Duty Manager be dealing with a rescue situation or serious first aid incident, the Senior Recreation Assistant will take over the responsibilities of the Duty Manager for the evacuation of the building.



## APPENDIX 5

### Events Manager / Supervisor and Events staff

Staff member in sound room will immediately turn on the house lights.

The Duty Manager will check where the alarm has been activated and act as in *Duty Manager (co-ordinator)* and his/her staff will proceed to check and evacuate the building.

The Events Manager/Supervisor will address the audience and artists with the following message:

“Ladies and Gentlemen, it has become necessary to clear the hall. Would you please be kind enough to leave starting with the front and subsequent rows via the exits as directed by the stewards.”

Stewards will check all the fire exit routes before they direct the audience and artists to them, and to the assembly point at the Bowls Car Park.

The Duty Manager will co-ordinate with the Fire Brigade and upon their instruction, inform the Events Manager /Supervisor to allow customer back into the building.



## APPENDIX 6

## Panic Alarm Locations

Ground Floor	Pool Control
Ground Floor	Lagoon 1
Ground Floor	Top of the Flumes
Ground Floor	Splash Pool
Ground Floor	Fitness Pool by High Chair
Ground Floor	Fitness Pool outside First Aid room
Ground Floor	Fitness Pool at shallow end
Ground Floor	Teach Pool
Ground Floor	Spotlight disabled toilet
Ground Floor	Wet change disabled toilet
Ground Floor	Invicta disabled toilet
1 <sup>st</sup> Floor	In Sauna
1 <sup>st</sup> Floor	Outside Sauna
1 <sup>st</sup> Floor	By Jacuzzi
1 <sup>st</sup> Floor	Inside Treatment room



## APPENDIX 7

### Guidance Notes for Staff on Receiving Suspicious Mail or Packages

#### Introduction

It must be stated that even in times of high national alert for acts of terrorism the probability of receiving a dangerous envelope or package is extremely remote. The United States Centre for Disease Control has issued the following advice.

#### What to be suspicious of

External packages / envelopes with excessive postage, hand-written or poorly typed addresses, incorrect titles, mis-spellings, oil stains, discoloration or odour. 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.

#### How to handle

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. Wash hands with soap and water and inform your manager. Do not allow anyone to enter the room until police advice has been sought. Inform the building custodian of your actions.

#### 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.



## APPENDIX 8

## USEFUL TELEPHONE NUMBERS

**Please note if using site based land lines use 9 to get an outside line.**

- Maidstone Police - 01622 690055
- Ambulance / fire service - 999
- Town Hall CCTV - 01622 662595
- Alarm monitoring company (ADT) - 08706 006008
- Gas company - 01622 686660
- Water company - 01634 240313
- Electricity company - 0345 22 22 22
- Serco Support Office - 0208 614 3700
- Contract Manager - 07970 466596
- Health & Safety Manager (Serco)  
Sue Cranston - 07718 063716

*Please also refer to Contact Numbers contained within the Serco Crisis Management and Major Incident Guidelines.*