This facility is operated by SLM Ltd, and reflects the Normal Operating Plan & Emergency Action Plan followed at

**HOLLY HILL LEISURE CENTRE**

Contents

**Normal Operating Plan**

- NOP 1  Details of the Building
- NOP 2  Details of the Pool and Lifeguard Zones
- NOP 3  Potential Risk
- NOP 4  Dealing with the Public
- NOP 5  Lifeguards Duties and Responsibilities
- NOP 6  Systems of Work
- NOP 7  Operational Systems
- NOP 8  Detailed Work Instructions
- NOP 9  First Aid Supplies and Training
- NOP 10 Details of the Alarm Systems and any emergency equipment, maintenance arrangements
- NOP 11 Conditions of hire to outside organisations

**Emergency Action Plan**

- EAP 1  Serious Incident Management
- EAP 2  Emergency Evacuation of the Building – Outbreak of Fire (Fire Alarm)
- EAP 3  Emergency Evacuation of the Building – Bomb Threat
- EAP 4  Emergency Evacuation of the Building – Escape of Hazardous Substances
- EAP 5  Emergency Evacuation of the Building – Structural Failure
- EAP 6  Controlled Evacuation of the Building – Lighting Failure
- EAP 7  Serious Injury (Wet Side)
- EAP 8  Serious Injury (Dry Side)
- EAP 9  Lift Entrapment
- EAP 10 Lack of Water Clarity
- EAP 11 Overcrowding
- EAP 12 Release of Faeces, Blood or Vomit
- EAP 13 Disorderly Behaviour (including violence to colleagues)
- EAP 14 Robbery
- EAP 15 Lost and Found Children
- EAP 16 Assistance Alarm Activation
- EAP 17 Finding or Receiving a Suspicious Package
**NOP 1 - Details of the Building**

Insert a plan of the building to include

- Fire alarm call points
- Other alarms (Accessible alarms, chemical alarms, Front of House panic alarms)
- Emergency exit routes and Assembly Point
- Emergency Shut Off Points
- Location of swimming pool chemical stores with the name of each chemical inside
- Any other relevant information
NOP 2 - Details of the Pool and Lifeguard Zones

Insert plans that are on the powerpoint document saved on L drive
## NOP 3 - Potential Risk

### 1. Risk Assessment Index - Environment

<table>
<thead>
<tr>
<th>No</th>
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<tbody>
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<td>Function / Meeting Rooms</td>
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<td>Gymnastics Hall</td>
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<td>Outdoor Courts / Pitches</td>
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<td>Colleague Room</td>
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### 2. Risk Assessment Index - Activities
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<td>2.85</td>
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<td>Working at Height – Banner erection / removal using a ladder</td>
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<td>Working at Height – Cleaning using MEWP or Mobile Platform</td>
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| 2.98 | **Golf Course – Fluids Under Pressure** | One |
| 2.99 | **Free Swimming Initiative** | One |
| 2.100 | **Plant Room Activities – Backwashing** | One |
| 2.101 | **Plant Room Activities – Changing Strainers Baskets** | One |
| 2.102 | **Triathlon Club - Pool Training** | One |
| 2.103 | **Dodge Ball** | One |
| 2.104 | **Boot Camp** | One |
| 2.105 | **Indoor Hockey** | One |
| 2.106 | **Operating the Pool Cover** | One |
| 2.107 | **Tumble Tots** | One |
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| 2.110 | **Lone Working** | One |

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| 3.3 | **Young People (16 and 17 year olds)** | One |
| 3.4 | **People Violent to Colleagues** | One |
| 3.5 | New & Expectant mothers RA plus EA112 New & Expectant mothers form are in Section 13.3.7(index) of The H&S Manual | |
NOP 4 - Dealing with the Public

NOP 4.1 Admission Rules

- Admission rules are displayed at reception.
- Children under the age of 8 years shall not be admitted to the facilities unless accompanied and supervised by their parent, or an adult aged 18 or over (with a maximum of 2 children per adult in the swimming pool).
- Permission must be obtained from Duty Manager before taking any video or photographic images in the building.
- Children not yet toilet trained should wear Aqua-nappies which can be purchased from reception.
- Please do not swim if you have just eaten or drunk or have an upset stomach.
- Customers must wear appropriate clothing for their activity.
NOP 4.1.1 The Receptionist will

If a customer under the age of 8 attempts to use the site unaccompanied

1. The Duty Manager should be contacted and the parents contacted to arrange collection of the child.
2. If the child’s parents are not contactable within 30 minutes, the Duty Manager should contact the Police or Social Services.

If a customer brings in a child who requires a nappy

1. Check that the parent / guardian have an aqua nappy.
2. If they do not, sell them a nappy as part of the swim.
3. If they refuse to purchase one, explain that the result of an accident could mean closure of the whole swimming pool for the day and therefore refuse admission.
4. Contact the Duty Manager as necessary to discuss with the parent / guardian.

If a customer requests to take a Video / Photograph

1. Contact the Duty Manager to issue a permit.

NOP 4.2 Controlling Admissions

- The maximum number for the Main Pool is 104 (25m x 12.5m)
- The maximum number for the Teaching Pool is 32 (12m x 8m)
- Refer to table in section 5.3 for maximum number in each session.

NOP 4.2.1 The Receptionist will

Prior to general swimming on evenings and weekends and inflatable sessions

Operation of Band System in the Main Pool

The band system will be operated in both pools simultaneously at the discretion of the Duty Manager should bather loading get heavy. The system is as follows:-

(a) Reception is to introduce the system. Issue 20 bands of the first colour. The time an hour after the last band of that colour has been issued is recorded.

(b) Then issue the next band in the colour sequence.

(c) There are five colours of bands to be issued, and rotated. If all the bands have been issued then no more swimmers are to be admitted.

(d) Once an hour and ten minutes has elapsed from the time recorded of the colour band used in the sequence, Reception will make a public announcement informing all customers of that colour band to leave the pool.
The corresponding coloured button on the wall behind reception needs to be pressed and the black button needs to be held for 5 seconds making a noise on poolside to indicate to swimmers that their swimming session time has ended.

Lifeguards are to ensure that swimmers with the particular colour announced are to vacate the pool.

Swimmers should deposit the bands in the collection box on vacating the pool, and Lifeguards should return the bands to Reception during normal pool rotation duties.

The band system can be cancelled at the discretion of the Duty Manager.

### Operation of Band System in the Teaching Pool

30 orange bands will be handed out at reception along with the corresponding colour band in use in the Main Pool.

The procedure follows the same as with the Main Pool procedure. If swimmers leave the Teaching Pool, the Lifeguard must ask them if they are leaving or will be returning. This is so that if Reception calls to find out the bather load, an incorrect number isn’t communicated. If swimmers are not returning to the Teaching Pool, the Lifeguard should take their orange band. Reception and lifeguard communicate via telephone to mange the bather loading.

<table>
<thead>
<tr>
<th>Band Colour</th>
<th>Band Session Starts</th>
<th>Band Session Finishes</th>
<th>Band Issuing Start Time</th>
<th>Last Ticket Issued</th>
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</thead>
<tbody>
<tr>
<td>Red</td>
<td>On the hour</td>
<td>Hour from when last band is given</td>
<td>As agreed by the DM pending bather load</td>
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<tr>
<td>Blue</td>
<td>On the hour</td>
<td>Hour from when last band is given</td>
<td>As agreed by the DM pending bather load</td>
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</tr>
<tr>
<td>Green</td>
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<td>Hour from when last band is given</td>
<td>As agreed by the DM pending bather load</td>
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</tr>
<tr>
<td>White</td>
<td>On the hour</td>
<td>Hour from when last band is given</td>
<td>As agreed by the DM pending bather load</td>
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<tr>
<td>Yellow</td>
<td>On the hour</td>
<td>Hour from when last band is given</td>
<td>As agreed by the DM pending bather load</td>
<td>NA</td>
</tr>
</tbody>
</table>

### On a customer paying for a swim at Reception

1. Highlight that you are running sessions to the customer and the times they are expected to get out of the pool.
2. Ask the customer which pool they will be using and issue them with the appropriate bands placing the band onto the customer’s wrist. Customers are not allowed to use both pools, one or the other.
3. If you use all the bands available, inform the Duty Manager that all the bands have been given out and inform customers the time of the next session.
NOP 4.2.2 The Lifeguard will

1. Every 30 minutes on Poolside, undertake a headcount of people in the main and teaching pools and record it in the Pool Operations Book. If the number reaches 90% of the maximum occupancy of the pool Contact the Duty Manager as per the EAP.
2. During all banded sessions check that all customers are wearing the appropriate band for the session in the swimming pool area.
3. If any individuals during a banded session are not wearing the appropriate band within the poolside area ask them to obtain the correct session band from Reception. If they refuse contact the Duty Manager.

NOP 4.2.3 The Duty Manager will

1. Arrange a public announcement (PA) announcement at the end of each session to inform customers that their banded session has finished and they must leave the pool.

NOP 4.3 Pool Rules

1. Pool rules are displayed in the pool hall for lifeguard’s and customer’s reference.

Pool Rules

Attention! Pool Safety

- No running
- No diving
- No bombarding
- No pushing
- No ducking
- Rafts must be kept away from the sides of the pool
- No swimming under the influence of drugs or alcohol
- No food or drink to be consumed in the pool
- No flippers or snorkels
- Children not yet toilet trained should wear Aquasuits which can be purchased from reception
- Children under 8 years must be supervised by their parent or an adult over the age of 18 (to a maximum of 2 children per adult)

www.everyoneactive.com
NOP 4.3.1 The Lifeguard will:

1. When enforcing the pool rules always try and explain the reasons behind why you are taking action to the individual. Do not shout.
2. If the misbehaviour continues, contact the Duty Manager.
3. If a member of public needs assistance with a non-urgent issue. Contact the Duty Manager via the radio for assistance. Explain to the customer that someone will be coming to assist them as you must maintain vigilance of the pool.
NOP 5 - Lifeguards Duties and Responsibilities

NOP 5.1 Lifeguard Training

NOP 5.1.1 The General Manager will

Ensure all swimming pool sessions are lifeguarded

Prior to Lifeguards working on poolside

1. Ensure they hold a current National Pool Lifeguard Qualification (NPLQ).
2. Ensure they attend and pass an NPLQ SLM Competency Test prior to working.
3. Ensure they undertake monthly training and competency assessment at the site they work at in line with the SLM Lifeguard Training Plan.
4. Ensure they undertake an SLM Induction including the Pool Safety Operating Procedures (PSOP)
5. Ensure all training is recorded in the individuals training file.
6. Ensure all Lifeguards are issued Uniform (Yellow Shirt, Red Short and Whistle.)

NOP 5.2 Lifeguard Duties and Responsibilities

NOP 5.2.1 Lifeguards will

At all times

1. Turn up for work physically fit, have good vision and hearing and be mentally alert
2. Wear the correct uniform (yellow shirt, red shorts and trainers) and carry your whistle
3. Keep a close watch over the pool and the pool users, exercising the appropriate level of control
4. Communicate effectively with pool users, and colleagues
5. Anticipate problems and prevent accidents
6. Intervene to prevent behaviour which is unsafe
7. Identify emergencies quickly and take appropriate action
8. Carry out rescues from the water
9. Give immediate first aid to any casualty
10. Be able to supervise.
5.3 Lifeguard Supervision Requirements for Activities and Equipment

<table>
<thead>
<tr>
<th>Main Pool Activity</th>
<th>Minimum number of lifeguards</th>
<th>Bather load for Busy Conditions (66% of max bather load)</th>
<th>Number of lifeguards for busy conditions</th>
<th>Maximum bather load for session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programmed sessions: Swimming Lessons, Swimming Club, Aqua classes (Whole Pool)</td>
<td>1</td>
<td>67</td>
<td>1</td>
<td>67</td>
</tr>
<tr>
<td>Un programed sessions: Pool size 25m x 10m or 250m² (2 lanes closed)</td>
<td>1</td>
<td>67</td>
<td>2</td>
<td>67</td>
</tr>
<tr>
<td>Un programed sessions: Pool size 25m x 12.5m / 312.5m²</td>
<td>2</td>
<td>104</td>
<td>2</td>
<td>104</td>
</tr>
<tr>
<td>Inflatable sessions: Pool size 25m x 12.5m or 312.5m²</td>
<td>3</td>
<td>80</td>
<td>3</td>
<td>80</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Teaching Pool Activity</th>
<th>Minimum number of lifeguards</th>
<th>Bather load for Busy Conditions (66% of max bather load)</th>
<th>Number of lifeguards for busy conditions</th>
<th>Maximum bather load for session</th>
</tr>
</thead>
<tbody>
<tr>
<td>All sessions Pool size 12m x 8m / 96m²</td>
<td>1</td>
<td>30</td>
<td>1</td>
<td>30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Area</th>
<th>Occupancy Levels</th>
<th>Minimum Occupancy</th>
<th>Colleague Ratios/Levels Minimum</th>
<th>Colleague Ratios/Levels Maximum</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Maximum for area</td>
<td>Practical for normal operation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reception Area</td>
<td>185</td>
<td>N/A</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Swimming Pools</td>
<td>436</td>
<td>N/A</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Gym (includes spinning studio)</td>
<td>221</td>
<td>N/A</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Dance studio</td>
<td>612</td>
<td>N/A</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

NOP 5.4  Swimming Lessons Throughcare Process

NOP 5.4.1 The General Manager will:

Ensure adequate signage is in place in a suitable location in the Changing Village for information to Parents.

Ensure adequate signage and space is available for Stages 1-8 for parents to use as a drop off and pick-up point for Lesson pupils.

NOP 5.4.2 The Swim Lesson Manager will:

Ensure Parents are communicated to regarding site through care process, using the following methods;

- Letter to all Parents/Guardians when Swimming Lessons throughcare process is implemented.
- Welcome letter for all new customers when en-rolling on Swim Lessons

**NOP 5.4.2 The Swim Teacher will:**

Collect their class from the designated stage area pre-class and instruct parents to vacate the area

Take their class back to the designated stage area post-class and hand the children back to Parents/Guardians
NOP 6 - Systems of Work

NOP 6.1  Lines of Supervision

NOP 6.1.1 The General Manager will:

1. Ensure that there is a Duty Manager on at all times the Centre is open.
2. Ensure that there is a qualified first aider holding a current NPLQ certificate on at all times the Centre is open.

NOP 6.1.2 The Duty Manager will:

1. Undertake early morning check of the building (including pool water, pool alarm checks, and pool equipment checks, cleaning and maintenance) using the Dry, Fitness and Poolside Safety and Operations books.
2. Plan colleagues work patterns on shift noting any special events that are planned throughout the day.
3. Check all colleagues turn up to work on time and are ready to work (physically fit and mentally alert) wearing the correct uniform (yellow shirt, red shorts and trainers), your whistle (for outdoor pools this includes a broad brimmed hat, polarising sunglasses and sun block) and with jewellery kept to a minimum.
4. Check operations and cleaning tasks are being done in accordance with the safety and operations book and cleaning procedure.

NOP 6.2  Lifeguarding Zones

NOP 6.2.1 The General Manager will:

1. Ensure that lifeguard zone visibility tests are undertaken for each lifeguarding position for each activity on each pool. The LZVT should be attached to the Swimming Pool Risk Assessment.
2. Ensure zone plans of the pool hall for each pool activity are completed following the LZVT and are located in:
   - NOP 2 in this document
   - At each lifeguarding point (laminated)

NOP 6.3  Work Rotation

NOP 6.3.1 All Lifeguards will

At all times

1. Turn up to work physically fit (with good vision and hearing), mentally alert, and in good time for your shift, with the correct uniform (yellow shirt, red shorts and white trainers), your whistle (for outdoor pools this includes a broad brimmed hat, polarising sunglasses and sun block) and with jewellery kept to a minimum.
2. On arriving on poolside at start of your shift go to allocated position as per the zoning plan for that activity;
When undertaking a Lifeguard Chair Change-over

1. Stand at the side of the chair and listen to any concerns the current lifeguard has (weak swimmers, boisterous behaviour, pool numbers).
2. Notify the chair lifeguard that you are observing the swimming pool.
3. Once the Chair lifeguard has climbed down, with their back facing the swimming pool, and informed you that they are observing the swimming pool. Climbs up the steps facing the chair onto the seat.
4. Notify the observing lifeguard that you are in a position lifeguard the pool.

When undertaking a Patrolling Lifeguard Change-over

1. Facing the poolside and maintaining vigilance, listen to any concerns the current lifeguard has (weak swimmers, boisterous behaviour, pool numbers).
2. Take the torpedo buoy and either hold it over the shoulder with the strap at the front of the body. (The torpedo buoy is placed at the rear of the shoulder in a vertical plane), or hold it across the body in front of you. The strap is held over the wrist or the shoulder.
3. Notify the observing lifeguard that you are in a position lifeguard the pool.
4. Maintain vigilance throughout your rotation on poolside.
5. Ensure that the pool rules are adhered to.

When moving off position once your replacement arrives

1. Highlight any current concerns (weak swimmers, boisterous behaviour, pool numbers).
2. Once you are informed that they are in position and observing the pool, move to next position.

If the next position is off poolside,

1. Check changing room area picking up litter on route, sign off changing room checks and report any deficiencies to the Duty Manager.
2. Undertake tasks as detailed by the Duty Manager.

**NOP 6.4 Maximum Poolside Working Times**

**NOP 6.4.1 The General Manager will:**

1. Ensure a Daily Poolside Rotation Matrix is completed for the swimming pools which take into account the Lifeguard numbers required for each activity and the maximum working times.

**NOP 6.4.2 The Duty Manager will:**

1. Ensure all colleagues are organised to undertake Lifeguard duties for no more than 60 minutes without a break. In exceptional circumstance this can be increased to 90 minutes.

2. They will issue a daily poolside rotation matrix to each colleague to highlight when they are on poolside duties and duties away from poolside including breaks.

- *Input Daily Poolside Rotation Matrix Here.*

<table>
<thead>
<tr>
<th>Activities</th>
<th>Rotation</th>
<th>Duty Spells</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swimming Lessons, Swimming Club, Aqua classes</td>
<td>20 minutes per</td>
<td>60 minutes</td>
</tr>
<tr>
<td></td>
<td>Lifeguard position</td>
<td></td>
</tr>
</tbody>
</table>
NOP 7 - Operational Systems

NOP 7.1 Controlling Access

The General Manager will:

1. Ensure that all non public areas will be fitted with coded locks and door closures to prevent unauthorised public access.
2. Ensure there is a method of locking the pool off from public access out of hours so the pool cannot be accessed.

NOP 7.1.1 The Duty Manager will:

1. Ensure LG positioned in pool hall until last bather has changed and vacated pool halls and changing village
2. Once Pool Halls and Changing Village are vacated, lock the changing village doors to prevent access into the pool halls

7.2 Pool Covers

Input Safe system of work for putting out the pool covers – if you do not have pool covers remove this section.
# NOP 8 - Detailed Work Instructions

## NOP 8.1 Safe Systems of Work

<table>
<thead>
<tr>
<th>Ref</th>
<th>Safe Systems of Work Index</th>
<th>Located</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Alarm Call Out</td>
<td></td>
</tr>
<tr>
<td>1.2</td>
<td>Backwashing</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>Cleaning Injectors</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Diving Boards – Not applicable</td>
<td></td>
</tr>
<tr>
<td>1.5</td>
<td>Flume Inspection and Use</td>
<td></td>
</tr>
<tr>
<td>1.6</td>
<td>Inflatable Structure</td>
<td></td>
</tr>
<tr>
<td>1.7</td>
<td>Movable Floor – Not applicable</td>
<td></td>
</tr>
<tr>
<td>1.8</td>
<td>Opening and Closing of the Building</td>
<td></td>
</tr>
<tr>
<td>1.10</td>
<td>Pool Inflatable Structure</td>
<td></td>
</tr>
<tr>
<td>1.11</td>
<td>Shower Head Cleaning, Descaling and Disinfecting</td>
<td></td>
</tr>
<tr>
<td>1.12</td>
<td>Sodium Hypoclorite Delivery</td>
<td></td>
</tr>
<tr>
<td>1.13</td>
<td>Sports Equipment</td>
<td></td>
</tr>
<tr>
<td>1.14</td>
<td>Trampoline</td>
<td></td>
</tr>
<tr>
<td>1.15</td>
<td>Wave machine – Not applicable</td>
<td></td>
</tr>
<tr>
<td>1.16</td>
<td>Rock Salt Dispensing &amp; Gritting</td>
<td></td>
</tr>
<tr>
<td>1.17</td>
<td>Easy access steps</td>
<td></td>
</tr>
<tr>
<td>1.18</td>
<td>Backstoke marker flags</td>
<td></td>
</tr>
<tr>
<td>1.19</td>
<td>Netball Posts and bases</td>
<td></td>
</tr>
<tr>
<td>1.20</td>
<td>Football and Hockey goals</td>
<td></td>
</tr>
<tr>
<td>1.21</td>
<td>Judo and gym mats</td>
<td></td>
</tr>
<tr>
<td>1.22</td>
<td>Badminton nets and posts</td>
<td></td>
</tr>
<tr>
<td>1.23</td>
<td>Portable electrical equipment</td>
<td></td>
</tr>
<tr>
<td>1.24</td>
<td>Trackway and netting</td>
<td></td>
</tr>
<tr>
<td>1.25</td>
<td>Moving gymnastics equipment</td>
<td></td>
</tr>
<tr>
<td>1.26</td>
<td>Demountable rebound screens</td>
<td></td>
</tr>
<tr>
<td>1.27</td>
<td>Large and small beams</td>
<td></td>
</tr>
<tr>
<td>1.28</td>
<td>Boxercise punch bags and hooks</td>
<td></td>
</tr>
<tr>
<td>1.29</td>
<td>Removing sauna benches from sauna</td>
<td></td>
</tr>
<tr>
<td>1.30</td>
<td>Delivery of sodium bi sulphate</td>
<td></td>
</tr>
<tr>
<td>1.31</td>
<td>Spill Response Kit</td>
<td></td>
</tr>
<tr>
<td>1.32</td>
<td>Setting up A bars</td>
<td></td>
</tr>
<tr>
<td>1.33</td>
<td>Table tennis table (A)</td>
<td></td>
</tr>
<tr>
<td>1.34</td>
<td>Sauna and steam room</td>
<td></td>
</tr>
<tr>
<td>1.35</td>
<td>Transfer of water MP and TP</td>
<td></td>
</tr>
<tr>
<td>1.36</td>
<td>Basket ball backboards</td>
<td></td>
</tr>
<tr>
<td>1.37</td>
<td>Filling day tank sodium bi sulphate</td>
<td></td>
</tr>
<tr>
<td>1.38</td>
<td>Bleacher seating</td>
<td></td>
</tr>
<tr>
<td>1.39</td>
<td>Stacking chairs</td>
<td></td>
</tr>
<tr>
<td>1.40</td>
<td>Safety Mats</td>
<td></td>
</tr>
<tr>
<td>1.41</td>
<td>Lanes ropes</td>
<td></td>
</tr>
<tr>
<td>1.42</td>
<td>Disposal of sharps</td>
<td></td>
</tr>
<tr>
<td>1.43</td>
<td>Diving blocks</td>
<td></td>
</tr>
<tr>
<td>Reference</td>
<td>Form:</td>
<td>Issue No:</td>
</tr>
<tr>
<td>-----------</td>
<td>-------</td>
<td>-----------</td>
</tr>
<tr>
<td>CSOP</td>
<td>CSOP – Centre Safety Operating Procedures (Including NOP &amp; EAP)</td>
<td>Seven</td>
</tr>
<tr>
<td>1.45</td>
<td>1.46</td>
<td>1.47</td>
</tr>
<tr>
<td></td>
<td>Pool Cover Main Pool</td>
<td>Tables</td>
</tr>
</tbody>
</table>
NOP 8.2 Cleaning Tasks

Insert cleaning schedule reference which should be read and trained as part of this document.
NOP 9 - First Aid Supplies and Training

NOP 9.1 Locations of First Aid Equipment

<table>
<thead>
<tr>
<th>Location</th>
<th>First Aid Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Swimming Pool</td>
<td>Main first aid box</td>
</tr>
<tr>
<td></td>
<td>Space Blankets</td>
</tr>
<tr>
<td>Fitness Gym</td>
<td>Basic first aid box</td>
</tr>
<tr>
<td>Reception</td>
<td>AED (automated external defibrillator)</td>
</tr>
<tr>
<td>First Aid room</td>
<td>Main first aid box, Couch, Blanket, Sharps Box, Body fluid kit</td>
</tr>
</tbody>
</table>

9.2 Checks of First Aid Equipment

Contents of First Aid Boxes:

**Basic first aid box**
- 6 Assorted individually wrapped sterile dressings, and 1 large individually wrapped dressing
- 2 individually wrapped triangular bandages and 2 safety pins
- disposable gloves
- individual moist cleaning wipes
- cold compress – either chemical or suitable to hold ice. Assortment of plasters (blue coloured for kitchen) (coloured for children/crèche)

**Main first aid box**
- 20 Assorted individually wrapped sterile dressings
- 2 sterile eye pads
- 4 individually wrapped triangular bandages
- 6 medium individually wrapped dressings
- 2 large individually wrapped dressings
- disposable gloves
- safety pins
- individual moist cleaning wipes
- cold compress – either chemical or suitable to hold ice
- plasters

NOP 9.2.1 The Site Safety Coordinator will

- Ensure a weekly check of First Aid Kit (including Space Blankets, AED, Body Fluids Kit and Sharps) is undertaken to ensure sufficient stock is replenished.

9.3 First Aiders

NOP 9.3.1 The General Manager will;

1. Ensure that a minimum of one qualified first aider holding a current NPLQ certificate must be present at all times when the premises are in use.
2. Ensure accident forms are located in managers office and are used in number sequence.
3. Ensure accident forms are completed as per corporate standard.
NOP 9.3.1 The First Aider will:

1. Ensure accident forms are used in number sequence.
2. Ensure accident forms are completed as per corporate standard.

9.4 Disposal of Sharps

A ‘sharp’ is any sharp object that can puncture the skin and may be contaminated with blood or any other bodily fluid.

NOP 9.4.1 All Colleagues will;

On discovering a sharp,

1. Cordon off area from public
2. Collect yellow sharps bin located in the first aid room.
3. Place Sharps in the yellow sharps bin using the litter picker.
4. Close the Sharps bin and carry by the handle back to the first aid room.

NOP 9.4.2 General Manager will;

Once the Sharps Bin is 2/3rds full

1. Arrange for the sharps bin to be disposed of through PHS
NOP 10 - Details of the Alarm Systems and any emergency equipment and emergency arrangements

NOP 10.1 Alarm Systems and testing

<table>
<thead>
<tr>
<th>Alarm Type</th>
<th>Operation</th>
<th>Locations</th>
<th>Action to take on Hearing Alarm</th>
<th>Testing Arrangements</th>
<th>Maintenance Arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fire Alarm</strong></td>
<td>See Emergency Action Plan</td>
<td>See Building Plan – NOP 1</td>
<td>See Emergency Action Plan</td>
<td>Tested Weekly by the Duty Manager and Recorded in the Dry Operations Book</td>
<td>6 monthly maintenance by Ace Fire &amp; Security</td>
</tr>
<tr>
<td><strong>Assistant Alarm</strong></td>
<td>See Emergency Action Plan</td>
<td>See Building Plan – NOP 1 &amp; 2</td>
<td>See Emergency Action Plan</td>
<td>Tested Daily by the Duty Manager and Recorded in the Dry and Wetside Operations Book</td>
<td>Annual Inspection by Ace Fire &amp; Security</td>
</tr>
</tbody>
</table>
### NOP 10.2 Emergency Equipment

<table>
<thead>
<tr>
<th>Type</th>
<th>Location (s)</th>
<th>Checks</th>
<th>Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Torpedo Buoys</td>
<td>See Pool Plan – NOP 2</td>
<td>Daily by the Duty Manager and Recorded in the Pool Operations Book</td>
<td>Replace when faults identified on daily checks</td>
</tr>
<tr>
<td>PXB</td>
<td>See Pool Plan – NOP 2</td>
<td>Daily by the Duty Manager and Recorded in the Pool Operations Book</td>
<td>Arrange immediate remedial action when faults identified on daily checks</td>
</tr>
<tr>
<td>Emergency evacuation pack</td>
<td>Reception</td>
<td>Weekly and recorded in Area of Accountability File – Manager’s Office</td>
<td>Replace items as faults identified on weekly check</td>
</tr>
<tr>
<td>Evacuation Chairs</td>
<td>See Building Plan – NOP 1</td>
<td>Daily by the Duty Manager and Recorded in the Dryside Operations Book</td>
<td>As detailed in manufacturers guidance</td>
</tr>
</tbody>
</table>
NOP 11 - Conditions of Hire to Outside Organisations

NOP 11.1 General Manager will:

1. Ensure that an external hire agreement EA212 booking form is completed and signed by hirer for all bookings. (conditions of hire are located on the back of the booking hire form)
2. Ensure ALL pool birthday party bookings complete EA 137 under 8's party supervision form.

If there are any gaps on the Booking Form or any documentation is not fully completed

1. Refuse Booking until such time as these are put in place or deemed as not necessary by the Regional Health and Safety Manager
EAP 1 – Serious Incident Management Procedure (SIMP)

EAP 1.1 The Duty Manager will:

1. Upon a serious incident occurring immediately implement the relevant EAP set out in Centre Safety Operating Procedure. [CSOP]

2. Use the SIMP for any of the following serious incident situations.

   - Fire or other premises evacuation
   - Bomb threat or explosion
   - Gas, water, chemical, toxic gas, sewage leak/pollution incident
   - Notified/unexpected loss of gas/electricity/water for an hour or more
   - Severe weather damage resulting in cessation of business
   - Serious Injury to any person, requiring urgent hospital treatment
   - Resuscitation [CPR] or fatality
   - Legionella, Cryptosporidium or similar detection/occurrence/report
   - Use of the premises as part of the local Civil Emergency Procedure
   - Any other incident that is deemed serious by the Duty Manager

3. Obtain a copy of the SIMP located in the managers office and follow Steps 1 to 4 set out within the procedure recording information as necessary.

4. Issue Colleague ‘Personal Notes’ Forms located in the managers office to all colleagues on duty at time of incident to record their own account of what they saw, heard and did.
EAP 2 - Emergency Evacuation of the Building – Outbreak of Fire

EAP 2.1 Colleagues will:

On becoming aware of a fire

1. Activate the Fire Alarm
2. Locate and remove local evacuation card from the wall
3. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
4. Report to the Assembly Point which is located to the left of the car park (Facing away from the building), inform the Duty Manager of the Situation and pass the evacuation card.

EAP 2.2 The Duty Manager Will:

On hearing the fire alarm which is a loud continuous siren,

1. Go directly to Reception
2. Contact the Fire Brigade by dialling 999 to contact an ambulance giving the sites address
   Holly Hill Leisure Centre
   Barnes lane
   Sarisbury Green
   SO31 7BJ
3. If the Fire Brigade refuse to come continue the evacuation as normal and contact the Regional Health and Safety Manager for advice.
4. Collect the Evacuation Pack (includes loud hailer, high visibility vests, evacuation card overview, fire alarm reset key, torches, accident / incident investigation forms and mobile phone)
5. Check fire panel to determine where the fire alarm was triggered
6. Put on high visibility jacket
7. Go to the assembly point which is located to the left of the car park (Facing away from the building).
8. Collect evacuation cards from colleagues and determine any areas not evacuated or any colleagues that have not reported to assembly point that should have against the evacuation card overview in the evacuation pack.
9. Nominate someone to put on a high visibility jacket to meet the emergency services
10. Nominate someone to put on a high visibility jacket to prevent people re-entering the Centre.
11. If informed that the evacuation is real,
   a. Radio or send a colleague around the outside of the building to the Crèche and Swimming Pool and inform them to make their way to the assembly point.
   b. Check the refuge area using the phone next to the fire panel. If required arrange for the evacuation of the refuge area using the evacuation chair located in Reception.
12. Liaise with Emergency Service on Arrival informing them of the situation.
   a. Pass them the evacuation card overview, highlighting the zones cleared and zones not cleared and key hazards.
   b. Highlight the fire panel and the zone activated.

Once the emergency services have informed the Duty Manager that the building can be used again

1. Silence the fire alarm
   i. Press Silence Button on Fire Panel on reception
   ii. Press Reset Button on Fire Panel on reception
   iii. (restart any services automatically shut off by the Fire Alarm)
2. Thank the customers for their patience, understanding and help in evacuating the Centre.
3. Inform them that they can continue their activities.
4. Record evacuation on an accident / incident investigation form and a major incident support pack
5. Record evacuation training forms for all Colleagues present.

If the emergency services inform you that the building cannot be reoccupied

1. Inform colleagues and customers to go to (input area that should be used – need to set up nearby refuge centre agreement).
2. Inform customers that their belongings can be picked up once the Centre reopens.
3. Record evacuation on an accident / incident investigation form and complete a major incident support pack
4. Record evacuation training forms for all Colleagues present

For all Incidents and evacuations that involve the emergency services and are not as a result of a false alarm.

1. Inform General Manager / Contract Manager and Regional Health & Safety Quality Manager of any unplanned evacuation as per EAP 1 – Serious Incident Management Procedure

EAP 2.3 Other Colleagues will

On hearing the evacuation alarm which is a loud continuous siren.

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. Leave by the designated exit (if available) and go to the assembly point which is located to the left of the car park (facing away from the building).
4. Report to the Manager on Duty and give them the evacuation card.
5. Undertake instructions as given by the Duty Manager

EAP 2.4 Lifeguards on Poolside will

On hearing the evacuation alarm which is a loud continuous siren

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. Group customers by the shallow end fire exit on poolside and prepare to issue space blankets.
4. Await Manager on Duty to inform you if full evacuation to the assembly point as necessary. (If there is a clear and present danger under take a full evacuation without the Manager on Duty’s confirmation.)

EAP 2.5 Class Instructors will

On hearing the evacuation alarm which is a loud continuous siren

1. Locate and remove local evacuation card from the wall
2. Evacuate your current evacuation area as detailed on the evacuation cards. Do not delay your own evacuation by entering into arguments with customers - be firm in insisting that customers evacuate on instruction.
3. If on Poolside, follow the poolside lifeguards instructions, group your class up by the fire exit and wait the duty managers instructions to evacuate your class to the assembly point).
EAP 3 - Emergency Evacuation of the Building – Bomb Threat

EAP 3.1 Receptionists will

On receiving a bomb threat

1. Locate and remove local evacuation card from the wall
2. Note information regarding the call on the evacuation card
3. Contact Duty Manager and inform him of the situation
4. Set off the fire alarm via the break glass point nearest to the reception desk
5. Undertake evacuation as per EAP 2.

EAP 3.2 The Duty Manager will

On being made aware of a bomb threat

1. Go directly to Reception
2. Contact the Police by dialling 999 and giving the sites address.
   Holly Hill Leisure Centre
   Barnes lane
   Sarisbury Green
   SO31 7BJ
3. Undertake actions as per EAP 1

EAP 3.3 All Colleagues Will

On finding or receiving a suspicious package

1. Do not touch it or attempt to move it
2. Contact the Duty Manager

EAP 3.4 The Duty Manager will

On being made aware of a suspicious package

1. Contact the Police by dialling 999 and giving the sites address and follow any advice they give.
   Holly Hill Leisure Centre
   Barnes lane
   Sarisbury Green
   SO31 7BJ
2. If the decision is made to evacuate undertake actions as per EAP 2
EAP 4 - Emergency Evacuation of the Building – Structural Failure

EAP 4.1 Colleagues will

On identifying structural failure

1. Set off the fire alarm via the nearest available break glass point
2. Undertake evacuation as per EAP 2.

EAP 5.1 Colleagues will

On identifying escape of poisonous gas

1. Set off the fire alarm via the nearest available break glass point
2. Undertake evacuation as per EAP 2.

On identification of a spillage of a hazardous substance

1. Contact the Duty Manager.

EAP 5.2 The Duty Manger will

On identification of a spillage of a hazardous substance

1. Determine if the spillage is controlled or uncontrolled.

2. If the spillage is uncontrolled and cannot be contained undertake EAP 2.

3. If the spillage is controlled and contained deal with the spillage as detailed on the relevant COSHH sheet and for large volumes of hazardous waste contact Hazardous Waste removal as per the process below;
   - Braemar Howells Limited 08700 73 77 66 73 (24 hour response line – 2 hour response time)
   - Biffa Haz Response Service 08455 216 666 (24 hour help line – 4 hour response time)

4. Contact Regional Health and Safety Manager to inform them of the situation.
EAP 6 - Controlled Evacuation of the Building—Lighting Failure

EAP 6.1 All Colleagues will

When there is a lighting failure in their area.

1. Stop the activity in your area until an assessment can be made of the risks of continuing.
2. If on Poolside ask all users to get out of the pool and await the Manager on Duty’s instructions.
3. Contact the Duty Manager by radio, telephone or tannoy and await instructions

EAP 6.2 Duty Manager will

On being made aware of a lighting failure in their area

1. Work out extent of power cut.
2. Contact Electricity Board on (enter contact number of local electricity provider) to establish expected time that power will be restored.

If power failure is expected to last more than 5 minutes

3. Arrange for Receptionist to give out credit notes to customers
4. Initiate a controlled evacuation of each area, apologising for the inconvenience, allowing people to get changed and collect their belongings where it is light enough and safe to do so.
5. Contact General and Contract Manager and Client and inform them of imminent closure.
6. Record evacuation on an accident/incident investigation form and a major incident support pack
7. Record evacuation training forms for all Colleagues present
8. Complete locking routine and post closure on front doors.
EAP 7 – Serious Injury (Wet Side)

EAP 7.1 Lifeguards will

On becoming aware of a serious injury to a bather

1. Activate the Pool Alarm
2. Blow three whistles
3. Initiate Rescue

EAP 7.2 Receptionists will

On hearing the pool alarm which is a high pitched siren,

1. Put out a radio and tannoy announcement ‘All Lifeguards to poolside immediately’ for other areas alarms ‘All Colleagues to ‘indicate area’ immediately’
2. Stop admissions to the swimming pool
14. If request by the Duty Manager, Dial (9)999 to contact an ambulance giving the sites address
   Holly Hill Leisure Centre
   Barnes lane
   Salisbury Green
   SO31 7BJ
3. Allocate a high visibility jacket from the major incident pack to the colleague meeting the ambulance.

EAP 7.3 All other Lifeguards Will

On hearing the pool alarm which is a high pitched siren or PA Announcement

1. Make your way immediately to the poolside in a safe controlled manner.
2. Shut down all poolside features that could effect rescue
3. Clear the pool hall of bathers and stop all activities
4. Support colleague initiating rescue

EAP 7.4 Duty Manager Will

On hearing the pool alarm which is a high pitched siren or PA Announcement

1. Make your way immediately to the poolside in a safe controlled manner.
2. Shut down all poolside features that could effect rescue
3. Clear the pool of bathers and stop all activities
4. If necessary, contact Reception to call ambulance by telephone indicating nature of emergency in as much detail as possible.
5. Arrange for colleague to put on high visibility jacket and meet the ambulance.
7. Record incident on an accident form and an accident / incident investigation form.
8. Inform Regional Health and Safety Manager and General Manager of Incident
9. Reopen Pool and inform Reception to restart admissions when appropriate
EAP 7.5  General Manager Will

On being made aware of the incident

1. Contact the Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. Contact PR Agency.
3. Undertake Business Continuity plan as necessary.

EAP 7.6  Regional Health and Safety Manager will

1. Go to site as necessary
2. Debrief Colleagues
3. Support Investigation
4. Complete F2508 with Colleagues as necessary.
5. Arrange on-going counselling as necessary through the Group Health and Safety / Quality Manager.
EAP 8 – Serious Injury (Dry side)

EAP 8.1 Colleagues will
On becoming aware of a serious injury

1. Contact the Duty Manager (or first aide qualified colleague)

EAP 8.2 Receptionists will
On being informed of a serious injury

1. Put out a radio and tannoy announcement ‘First Aider to ‘indicate area’ immediately’.
2. Stop admissions to the indicated area in the short term informing customers for the reason.
15. If request by the Duty Manager, Dial (9)999 to contact an ambulance giving the sites address
   Holly Hill Leisure Centre
   Barnes lane
   Sarisbury Green
   SO31 7BJ
3. Allocate a high visibility jacket from the major incident pack to the colleague meeting the ambulance.

EAP 8.3 Duty Manager Will
On being informed of a first aid incident

10. Make your way immediately to the indicated area in a safe controlled manner.
11. Stop activities as necessary
12. If necessary, contact Reception to call ambulance by telephone indicating nature of emergency in as much detail as possible.
13. Arrange for colleague to put on high visibility jacket and meet the ambulance.
14. Record incident on an accident form and an accident / incident investigation form.
15. Inform Regional Health and Safety Manager and General Manager of Incident
16. Reopen Area and inform Reception to restart admissions when appropriate

EAP 8.4 General Manager will
On being made aware of the incident

1. Contact the Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. Contact PR Agency.
3. Undertake Business Continuity plan as necessary.

EAP 8.5 Regional Health and Safety Manager will

1. Go to site as necessary
2. Debrief Colleagues
3. Support Investigation
4. Complete F2508 with Colleagues as necessary.
5. Arrange on-going counselling as necessary through the Group Health and Safety / Quality Manager.
EAP 9 – Lift Entrapment

EAP 8.1 Duty Manager Will

On being informed of an incident

1. Contact the Morris Vermaport (01159737500) who will send an engineer to release customers trapped in the lift.
2. Inform customers that the Lift Company is on the way and give them an ETA. This should be no more than 1 hour.
3. If Morris vermaport are going to take more than 1 hour then the emergency fire services must be contacted. 999
4. Position a colleague by the lift so continued communication is maintained.
5. If the trapped customers need immediate medical assistance contact the Fire Brigade and Ambulance Service.
6. Complete an EA12 Incident form.
### EAP 10 – Lack of Water Clarity

**EAP 10.1 Lifeguard Will**

On becoming aware of poor water clarity

1. Contact Manager on Duty by radio, telephone or tannoy system.

**EAP 10.2 Duty Manager will**

On hearing there is poor water clarity

1. Contact Reception to Stop Admissions.
2. Place a black diving brick in the poorest area of visibility,
3. Check if this can be seen from the furthest lifeguarding point
4. Check the pool readings are within the set parameters on the Operations book

If the brick can be seen and the pool readings are within the parameters

1. Keep pool open
2. Investigate reason for lack of clarity
3. Continue to monitor the situation.

If **EITHER** the brick can **NOT** be seen **OR** the pool readings are **NOT** within the parameters

1. Ask people to leave the pool explaining that due to the lack of clarity the pool will be temporarily closed and they will be given a credit note at Reception.
2. Instruct Reception to issue credit notes to customers
3. Investigate reason for lack of clarity
4. Contact the Site Manager to inform him of the situation and action undertaken.
5. Complete incident form.
EAP 11 – Overcrowding

EAP 11.1 The Lifeguard will

On becoming aware of the main pool reaching 90 users or the teaching pool reaching 27 users.

1. Contact Manager on Duty by radio, telephone or tannoy system.

EAP 11.2 The Duty Manager will

On hearing that 90% of any area’s capacity has been reached
(Maximum Occupancies detailed in NOP 4 Controlling Admissions)

1. Contact Reception to Stop Admissions.
2. Assess Situation (potentially an additional lifeguard may allow you to increase the bather load as per NOP 5.3)
3. Implement a one in one out policy for that area until the numbers reach below 90%
4. Inform queue of the situation, give them an estimated time until they will gain entry into the facility and apologise for any inconvenience.
EAP 12 – Release of Faeces, Blood or Vomit

EAP 12.1 The Lifeguard will

On becoming aware of faecal or blood release

1. Contact Manager on Duty by radio, telephone or tannoy system.
2.

EAP 12.2 Duty Manager will

On seeing solid faeces in the pool

1. Ensure that the faeces are immediately scooped up.
2. Ensure that the scoop is taken to the nearest toilet and flushed
3. Ensure that the scoop is disinfected.
4. Allow re-entry if pool was cleared for the removal
5. Complete Pool clearance sheet

On seeing diarrhoea in the pool

1. Ask people to leave the pool apologising that the pool will be temporarily closed and they should ‘shower as normal’ and will be given a credit note at Reception.
2. Instruct Reception to issue credit notes to customers.
3. Ensure the disinfectant levels are raised to the top of their recommended range.
4. Contact Site Manager to inform him of the situation
5. Vacuum and sweep the pool
6. Turn Variable Speed Drives to override function on the pool circulation pumps – this is to ensure turnover speeds are at maximum and do not ramp down overnight.
7. PAC is dosed prior to the filters, to act as a coagulant. Check that the PAC is dosing constantly and allow 6 turnover cycles of the pool which equals 16.5 hours for Main Pool and 6 hours Teaching Pool.
8. Once the 6 turnover cycles are completed, Backwash the filters
9. Allow the filter media to settle by running water to drain for 3 minutes before reconnecting the filter to the pool.
10. Allow a minimum of 8 Hours to pass following the backwash (Total amount of pool closure time will equal 24.5 hours for the main pool and 14 hours for the teaching pool)  
11. Complete pool test and ensure readings are within parameters – record result in Wetside Operations Book.
12. Reopen the pool
13. Turn Variable Speed Drives back to normal function on pool circulation pumps
14. Complete Incident report pack and record on Pool Clearance sheet

On seeing blood / vomit in the pool

1. Clear Pool of Bathers
2. Allow pollution to disperse and any infective particles to be neutralised via disinfection process.
3. Check chlorine and pH values are within normal operating range.
4. Re-open the pool.

On becoming aware of faecal or blood release outside the pool

1. Clear immediate area of customers
2. Do not wash into pool or drains
3. Ensure the area is covered with paper towels and gently flooded with strong disinfectant
4. Ensure it is left for 2 minutes before clearing away with gloves and bagging towels and gloves, which if possible should be incinerated

5. Ensure the affected area is washed down with pool water on the poolside and water and detergent (elsewhere) and left to dry.
EAP 13 – Disorderly Behaviour (including violence to colleagues)

EAP 13.1 Colleagues will

On being aware of any type of disorderly behaviour

1. Inform the individual to stop explaining the reasons why

If the behaviour continues

1. Contact the Duty Manager by radio, telephone or tannoy system.

EAP 13.2 Duty Managers will

On being informed of continued disorderly behaviour

1. Ask the customer to leave the activity

If the customer refuses to leave

1. Contact the Police to remove them from the premises by radio, telephone or tannoy system.
2. Record on an incident form
EAP 14 – Robbery

EAP 14.1 Colleagues will

On being the subject of abusive, threatening or violent behaviour

1. Comply with all instructions given by the robber
2. Remain calm
3. Press a personal threat alarm (detail locations or remove if not applicable) these are located at
4. NEVER PUT YOUR OWN SAFETY AT RISK!
5. Once they have left Contact the Duty Manager and Police as soon as possible

EAP 14.2 Duty Manager will

On being made aware of the incident

1. Close Reception and ensure no one touches anything.
2. Remove the individuals involved from Reception and ensure someone is with them to check they are OK
3. Complete Accident /Incident Form
4. Contact the General Manager to inform him of incident
5. Contact Regional Health and Safety / Quality Manager to complete a RIDDOR form

EAP 14.3 General Managers Responsibilities

On being made aware of the incident

1. Contact the Contract Manager, Regional Director and Group Health and Safety / Quality Manager to inform them of the incident.
2. Arrange Counselling as necessary through the Group Health and Safety / Quality Manager.
EAP 15 – Lost and Found Children

EAP 15.1 Colleagues will

On being made aware of a lost or found child

1. Contact the Duty Manager giving them as many details as possible:
   • name of child
   • age of child
   • address/ name of school
   • physical description of child (height, colour of hair, clothing etc)
   • where child was last seen
   • the time the child was last seen

EAP 15.2 Duty Manager will

On being made aware of a lost child over the age of 8

1. Put a call out for the child to come to Reception

On being made aware of a lost child under the age of 8 or a child over 8 not responding to a PA announcement

1. Get all available colleagues to come to Reception.
2. Obtain description of Child
3. Inform all colleagues of the description
4. Place colleagues on the Centre entrance / exits to prevent access out of the Centre
5. Ask colleagues to search each zone.

If child is not found following full search of the building

1. Contact the police and inform them of the situation.
2. Contact the parents and make them aware of the situation and that the police have been informed.
3. Complete Accident /Incident Form
4. Contact the General Manager to inform him of incident

EAP 15.3 General Manager Will

On being made aware of the incident

1. Contact the Contract Manager, Regional Director, Regional Health and Safety / Quality Manager, and Regional Safeguarding officer to inform them of the incident.
EAP 16 – Assistance Alarm Activation

EAP 18.1 Receptionists will

On hearing the assistance alarm

1. Put a PA announcement out stating ‘First Aider to the identified area’

EAP 18.2 First Aiders will

On being informed of a raise assistance alarm

1. Go to area where alarm is raised, and enquire whether customer requires assistance.
2. If there is no response, knock the door loudly and enquire again.
3. If still no response, with at least two colleagues, unlock door and open slightly before entering area.

On encountering a casualty

1. Implement EAP 8
EAP 17 – Finding or Receiving a Suspicious Package

EAP 17.1 All Colleagues Will

On finding or receiving a suspicious package

3. Do not touch it or attempt to move it
4. Clear the immediate area
5. Contact the Duty Manager notifying him/her of the suspicious package location, giving as much information as possible.

EAP 17.2 The Duty Manager will

On being made aware of a suspicious package

1. Contact the Police by dialling (9)999 and giving the sites address and follow any advice they give.
   Holly Hill Leisure Centre  
   Barnes lane  
   Salisbury Green  
   SO31 7BJ

2. If the decision is made to evacuate undertake actions as per EAP 2
**Serious Incident Emergency Contact Details**

**EAP 19.1 Duty Managers will**

On having any incident that results in the emergency services being called

1. Contact the General Manager. **Nigel Ashton** 07427193073
2. Contact the Contract Manager **Ryan Grant** 07921002192
3. Contact the Group Health and Safety Manager **Tim Waller** 07801668787
4. If permission given by RHSQM contact Fareham Social Services 08456035630

On having a report of Suspected or alleged abuse

1. Contact the General Manager. **Nigel Ashton** 07427193073
2. Contact the Child / Vulnerable Adult Safety Officer: **George Lampshire** 07554401322
3. If permission given by RHSQM contact Fareham Social Services 08456035630

For a fatality / closure of all / part of the building also call (in priority order)

1. Contact the Regional Director (Duncan Jefford 07941333294)
2. Contact the Managing Director (David Bibby – 07785 296 200)
3. Contact the CEO (Stephen Hulme - 07768713003)

**EAP 19.2 General Managers will**

1. Follow the Business Continuity Plan as necessary

**EAP 19.3 Contract Managers will**

1. Contact the Client. **Mark Bowler** 01329 236100
2. Contact Claire James (Public Relations) and inform of situation 07890 922757 or 0161 282 8661 as necessary.
3. South East sites contact Cheryl at Action PR on 0207 300 7380 or 07969 880132 and inform of situation
   E mail addresses Cheryl@actionpr.co.uk/emma@actionpr.co.uk/dawn@actionpr.co.uk
4. Follow the Business Continuity Plan as necessary

**EAP 19.4 Group Health and Safety Manager**

1. Contact colleagues trained in diffusing to attend site as necessary.
2. Arrange counselling for colleagues as appropriate.