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Foreword

The Quality, Health, Safety & Environment department has made the recommendation that the Sport & Health Manager and the Pool Coordinator should prepare a written operating procedure setting out the organisation and arrangements for ensuring user safety. This document will be a reference for all employees and pools within High Five Health Promotion.

IT IS ESSENTIAL READING

Individual members of (pool) staff have a responsibility to know and fully understand the contents of this document and all documents referred to within. In addition to this, each member of staff has a duty of care to customers, to other staff and to themselves.

Objectives and Scope

It is the objective of the lifeguard team to ensure that swimming pool activities are controlled to minimise risk and maintain a safe, enjoyable and beneficial service.

The swimming pool operating plan consists of the 'Normal Operating Plan (NOP)' and the 'Emergency Action Plans (EAP)' that are in operation for the pool, changing rooms, plant and equipment. The lifeguards onsite need to be in possession of a BSA ()

Approach to Safety

1.1 Safety Policy Statement

The Health and Safety Policy statement sets out the policy for protecting the health and safety of employees at work. This written policy statement will be given to employees on induction (appendix 11). It is also on display in key staff areas.

1.2 The Role of Risk Assessment

Risk assessments are completed to identify hazards, assess risks and indicate as far as practicable the measures required to control these hazards and risks associated with the pool. Risk assessments are reviewed yearly, after an accident or incident or after a change in the activity or work progress.

1.3 Known Swimming Hazards

The following factors have proven to increase the normal margin of risk involved with swimming in the past or in other swimming pools:

- Prior health problems e.g. heart problems, asthma, epilepsy, allergies etc.
- Young and inexperienced swimmers
- Alcohol and drugs or food consumption prior to swimming
- Unauthorised access to pools intended to be out of use
- Weak - non swimmers straying out of their depth
- Diving into insufficient depth of water
- Unruly behaviour and misuse of equipment
- Unclear pool water
- Absence of inadequate response by lifeguards in an emergency
- Quiet bathing load times
- Excitable occasions such as parties
- Boisterous swimmers and show offs
- Lane rope crawlers and customers hanging on to the side of the pool
- Unaccompanied children or inadequate supervision of children
- Parents or carers teaching
- Customers using floats, inflatables or other such items
- Elderly customers
- Customers with disabilities or special needs

1.4 Pool Hazards General

The following factors have proven to increase the normal margin of risk involved with general usage of a pool area:

- Slipping accidents on the poolside - running is not allowed
- There is a small risk of entrapment, (hair or fingers trapped) in either pool inlets, outlets and other grilles

1.5 Reporting of Accidents / Incidents

- All accidents and incidents however minor must be reported to the pool coordinator and recorded using an internal accident form.
 - Minor incidents can be reported within 24 hours (Minor incident/accident = no external assistance from medical teams)
 - Major incidents need to be reported immediately to the General Manager, department manager and HR manager. An accident/ incident form must be filled in and circulated internally before the end of the business day. (Major incident/accident = intervention of external medical teams)

The original must be passed to the Human Resources Manager who will retain a copy for a minimum of 5 years.

- Incidents of aggression to staff, including threats, abuse and dangerous occurrences must be reported to the pool coordinator who will ensure a form is completed recording the nature of the incident. This form is available on Extranet. A copy of the form will be passed to the Human Resource Manager who will ensure that it filed and kept for a period of 5 years or action taken as required.
- Incidents involving the evacuation or closure of the centre will require the pool coordinator to complete the evacuation form which is to be kept filed in the Pool Coordinator's office for a period of at least 2 years.
- If the pool alarm is activated due to a drowning situation then the incident form must be completed by the Pool Coordinator and then passed to the Human Resource Manager for appropriate action or filing (the form must be kept for a minimum of 5 years from the date of the incident).

1.6 First Aid Supplies and Provision

- First aid supplies will be located in the first aid room located directly connected to the lifeguard office.
 - First aid supplies will be checked weekly by the pool coordinator and noted on the appropriate checklist. This will ensure that adequate supplies are available.
- However all trained first aider's should regularly check that the first aid supplies are adequately stocked and if they need to use anything from supplies, inform the pool coordinator to ensure that the items are replaced.
- All lifeguards will be issued with a face shield that they are required to bring with them on every shift. If you do not have yours with you see the pool coordinator at the earliest opportunity.
 - There will be a minimum of 1 First Aid at Work member of staff on duty when the centre is open for business.
 - The First Aid Room in the pool will contain the following equipment
 - Stocked First aid cabinet
 - First aid couch
 - Waste bin
 - Spinal board
 - Neck brace
 - Adult and child resuscitator masks
 - Accident report forms
 - First aid box
 - Bodily waste disposal kit (bodily waste will be removed out of the pool with the right instruments, for example: fishing net)
 - Space blankets (used to keep warm during an evacuation)
 - Ordinary blankets
- All lifeguards will have completed some first aid training as part of their Lifeguard qualification.

1.7 Alarm testing

- a. All alarms will be tested by the NOS on a regular basis as follows:
- Drowning alarm daily
 - Fire alarm daily
 - Lift alarm daily
 - Disabled alarms daily
- b. The emergency phone must be tested monthly. (8000)

1.8 Pool supervision

- Lifeguards will maintain an alert, upright posture during times of pool supervision. Lifeguards are not to lean against the barriers, lifeguard chairs or spectator areas.
- Lifeguards must maintain concentration and observation of the pool and pool users knowing how many bathers are in the pool at any time.
- Lifeguards must be pro-active when being on duty, ensuring that they observe and act on any potential problems before they occur.
- Poolside staff must supervise the use of pool equipment when in use.
- Effective control and firm supervision should be applied at all times to both public and off duty staff.
- No off duty member of staff will affect the work of lifeguard undertaking their duties.
- Lifeguards will be discrete should a customer have made it known that they have a health problem that may pose a risk when in the pool such as asthma, heart condition or epilepsy.
- Lifeguards having to inform other lifeguards of any potential risks or problems should do so without compromising the safety of customers in the pool.
- Lifeguards will be required to observe the 10:20 system that is to scan their zone of supervision in 10 seconds and be close enough to get to an incident within 20 seconds.
- Lifeguards staff must scan the bottom of the pool regularly to ensure that no one is on the bottom of the pool in difficulty.

1.9 Proactive supervision of the pool

The following should be looked for and appropriate action taken in each event to prevent a situation from worsening. This list is not exhaustive.

- Worried expression on the face of a swimmer
- Cries for help
- Crowd gathering / areas of the pool known to become congested
- Deliberate waving of arms
- Sudden submerging
- Two or more swimmers in very close contact

- A swimmer in a vertical position in the water
- Hair over the eyes or mouth of a swimmer
- The number of people in the pool
- Erratic swimming by individual bathers
- Edging down the pool using a float or holding on the side

1.10 Zones of Supervision and Lifeguard Positions

Pool	Static or mobile	Area for Responsibility
Elevated chair	1x Patrolling	Main pool Zones in accordance to Appendix 10

1.11 Lifeguard Duties and Responsibilities

- Should the lifeguard have concerns regarding Health and Safety issues then they are to speak with the Pool Coordinator immediately or a member of the Senior Management team.
- The Pool Coordinator and the nominated lifeguards on poolside will take direct responsibility for the pool standards.
- Customers will only be allowed access to the pool once the pool chemical test has been carried out and approved by the Pool Coordinator on opening the centre each day. When the Pool Coordinator is not present, the Lifeguard on duty will be the one in charge and approve.
- Lifeguards must be in position before users are allowed to access the pool. In addition lifeguards must remain on duty and in position at the end of a session until all the customers have vacated the pool and it is secure.
- All poolside staff are required to have a clear understanding and follow both the Normal Operating Plan (NOP) and Emergency Action Procedures (EAP's) for the Centre
- Lifeguards must wear their uniform at all times whilst on duty and follow the code for uniforms found in the staff handbook, and in accordance with the staff induction. Sweatshirts or jogging bottoms are not to be worn poolside. Flips flops will be worn with the uniform.
- Lifeguards will be provided with a whistle on starting employment with the centre. Lifeguards have a duty to bring the whistle with them every time they are at work and they must have it with them when working poolside at all times. If for any reason you do not have a whistle see the Pool Coordinator prior to lifeguarding on poolside.
- Lifeguards must not leave their designated position poolside or leave their area of the pool unattended. First priority of a lifeguard working poolside is to ensure the safety of the customers.
- Poolside staff will not carry out social conversations with colleagues or customer when on poolside duty. Eyes must remain on the pool at all times.
- Food and drinks are strictly forbidden whilst on duty, mobile phones should be switched off and left in the staff room or other secure locker area. Adequate breaks will be provided for drinks and food.
- Poolside staff that need to leave the poolside for some reason must first radio the Pool coordinator who will arrange cover at the earliest opportunity.
- The lifeguard has the responsibility to stop any swimmer who is not strong enough and is endangering him/herself. Also, any inappropriate/dangerous behaviours are to be stopped by the lifeguard.
- Lifeguards must carry out rescues and initiate other emergency actions as required and as detailed in these procedures, the EAP and as instructed during training sessions and their BSSA training.
- Poolside staff may need to maintain communication with other poolside staff this can be done directly and whistle.
- Emergency first aid equipment will be located in the first aid room adjacent to lifeguard office. Nominated Senior Lifeguards commencing a shift should check that the equipment is available and ready for use.
- Lifeguards when on dry will be required to maintain a safe, clean and hygienic condition on the poolside change.
- Personnel telephone calls will not be transferred to the poolside phone, should there be an emergency then the Pool coordinator can be contacted who will pass on a message, but this is only for emergency situations.
- Poolside Staff are not to chew gum whilst on duty, customers chewing gum should be asked politely to remove it before entering the water.
- Members of the public suspected of being under the influence of drugs or alcohol should not be granted admittance until the Pool coordinator has been called and assessed the situation. Lifeguards will be aware via their BSSA training that some medical conditions can give the impression of an excess of alcohol or drugs for example diabetes.
- No electrical equipment is allowed poolside, without prior permission of the Pool Coordinator.
- Lifeguards are not to leave their position for any activities not linked to their role.

1.12 Controlling Bathing Loads

The Maximum number of bathers in a pool at any one time is based on a calculation of metres per person. The following table indicates the maximum guidelines for both the main pool with Lifeguard ratios:

Pool	Max number of bathers	Minimum number of lifeguards	Minimum number of life guards when bathing load above 25
Main pool	100	1	1

1.13 Signing to prevent an overcrowded swimming pool

During peak times it may be necessary to use signage. Poolside staff will notice when the pool is getting close to capacity, they will introduce the signs to prevent the people from going in and get the swimming pool overcrowded. These signs will be stored in the storage room and will be maintained by the Pool Coordinator and the Lifeguards.

When the pool capacity has been downgraded, and the pool is becoming quiet and there may not be a need to continue to operate the signage. Then it will be acceptable to let people in the swimming pool. The signs will be removed by the Lifeguard and he will keep an eye on who enters the pool. This process must proceed reposed so there won't be an unrelaxing situation and accidents as a result. There should be a high level of communication between the Lifeguards and the Reception to ensure that people are not kept waiting or removed from the pool unnecessarily.

1.14 Number of poolside staff

- The pool rota will indicate the minimum number of lifeguards that are to be on duty poolside and dry side at any one time.
- These numbers are decided by carry out detailed Risk Assessments and guidelines laid down by Health and Safety. The minimum numbers that will be employed to work are detailed in 1.12 of this document.
- If the lifeguard feels at any time that there is a requirement for additional lifeguards they must immediately contact the Pool Coordinator.

1.15 Lifeguard rotation on poolside

- The Pool Coordinator will provide an accurate rotation the poolside and this will also cover dry side activities; this will show rotation, names and breaks.
- The Pool Coordinator when arranging staff cover and preparing rotas will need to take into consideration the need to balance inexperienced poolside staff with experienced poolside staff. As planned holiday only one lifeguard (full time staff) per shift can take leave at a time.
- Changeovers must be done quickly and efficiently. A lifeguard should not vacate their position until the replacement has arrived and is ready to take over pool supervision.
- Only the Pool Coordinator can amend pool rotas, any amendments should be initialled.
- The Pool Coordinator must ensure that the rota is always up to date and accurate.

1.16 Pool Rules for Bathers

- No Running
- No Fighting
- No Bullying
- No 'rescue games', simulations of drowning
- No pushing or throwing other bathers into the pool
- No outdoor shoes on poolside
- No food or drink on poolside
- No smoking
- Non swimmers and weak swimmers must remain in an area of the pool that is within their ability
- Non swimmers and swimmers wearing armbands will be restricted to the shallow end or learner pool
- No diving into depths less than 1.5 metres
- No jumping onto floats or inflatables
- No ducking, bombing, petting or acrobatics
- No prams or pushchairs on poolside
- Where lane swimming is provided (fast and a slow lane) for customers they must swim lengths in the direction indicated and in the lane most appropriate to their speed and ability during these specified swim times. (see pool layout plan on poolside)
- Swimmers must not hang onto swim ropes or use them to get out of the pool
- Bathers must be suitably attired in appropriate swim wear, no cut off jeans or thongs etc. will be allowed
- A swimming cap / hat is mandatory
- If any of the above are not respected, the pool staff has the authority to expel swimmers from the pool area. See point: 1.11 / l

1.17 Child Admission Policy

Specific attention must be given to all children this includes looking specifically for weak swimmers and non swimmers whilst maintaining vision of your zone.

The following safety rules apply to the pool with regards to age limits and adult/ child ratios and supervision.

1.18 Dealing with children In public

When dealing with any problems or issues involving children in the centre especially in the pool area you must ensure that the situation is safe and then ask the child who they are with and try and speak directly to the adult in the first place. If however they have come unaccompanied then make sure that it is clear that the child is not being told off as children being pulled to one side can find this traumatic. If you are unsure of how to deal with a situation of this nature then call the Pool Coordinator.

1.19 Swim Nappies

Children who are not yet toilet trained and who still need to wear nappies must wear a swim nappy before entry to the pool this will normally apply to children under the age of 3.

Ordinary nappies are not allowed to be worn in the pool.

1.20 Photography

Photography or video of any kind including pictures or videos taken by a mobile phone is prohibited in a public place.

1.21 Pool Closure

When the pool is closed and the lifeguard is ready to leave the poolside they should ensure that all doors and barriers are locked to prevent unauthorised access this includes all points of entry to the pool or change area.

The lifeguard must scan the bottom of the pool to ensure that no one is left in the water before the area is closed and secured, at no time should the lifeguard leave the poolside below the stated ratio even for a few seconds whilst bathers are present.

1.22 Communication on poolside

- Lifeguards will communicate with each other on poolside via the use of
 - A whistle - one blast - to speak to a member of public
 - Two blasts - to communicate with another lifeguard

Three blasts - emergency action, to alert other lifeguards
Long blast - indicates that the lifeguard comes to rescue someone / evacuate

- Internal telephone will be located in the lifeguard office.

1.23 Lost property

At the end of the evening all changing and poolside areas will be cleared of lost property, all items found are to be treated with respect and should be taken to reception and placed in the lost property box where they will be logged and bagged accordingly. Wet items should be placed (the night before) in the identified area to dry off and in the morning (when dry) taken to the reception by the dedicated lifeguard.

2. Disability access facilities

Staff must be fully trained in the use of the disability access equipment before they will be allowed to use or assist. Staff who are untrained or who need additional training must speak to the Pool Coordinator, at the earliest opportunity.

2.1 Pool Hoists Usage

Lifeguard must carry out a visual inspection to ensure the hoist appears to be in good working order, formal inspections of the equipment will be made weekly as per the equipment checklist. If the person requires a helper then the helper must be in the water and ready to assist before the chair is lowered.

Using your POOL LIFT

Transferring to Poolside with chair

The chair arms fold back for easy customer access. Once the customer is suitably dressed for swimming, transfer him/her into the chair.

The hydraulic chair lift basically consists of a hydraulic cylinder which operates with water at a pressure of between 3 and 5 bar. At 5 bar, loads of up to 115 kg can be lifted and this maximum load will reduce at lower pressures. The supply pressure should never exceed 5 bar. Each lifting cycle will use approximately 7 liters of water. To enter the pool, the chair should be in the top position and once the user is seated, the lowering control should be operated. The chair will then start to descend by the venting of the water from the cylinder and as the chair lowers it simultaneously rotates 100° to allow the user to swim directly into the pool. To leave the pool, the above procedure is reversed.

WARNING

- Always ensure the brakes are on during transfer onto the chair.
- Ensure the arm rests are folded forward, encircling the customer for safety.
- Never leave the customer unattended.
- Check water depth and customer ability.

Attaching the chair to the POOL LIFT

1) Rotate the POOL LIFT away from the pool. (Turn the rotation lock anti-clockwise to rotate turn clockwise to lock).

2) WARNING

- Make sure that the rotation lock is on before attaching the chair.

3) Reverse the chair unit, sideways on, towards the POOL LIFT mast until the top of the support frame comes into the close proximity of the mast.

WARNING

- Adjust the height of the mast so that the hook up bar (with retaining catch) can be positioned under the top of the chair support frame.
- The top of the support frame must be firmly attached to the hook up bar and the retaining catch must have operated to hold the frame tube

2. Disability Access Facilities Contd.

Using your POOL LIFT

4) Raise the mast so that the chair wheels are clear of the ground.

5) Remove the sub-chassis.

To help this action, take the customers feet off the foot rest by using the leg rest if desired. Operate the catch, situated under the left side of the seat, and gently move the sub-chassis backwards until free.

6) Release the POOL LIFT rotation lock by turning anti-clockwise.

WARNING

- Ensure there is someone in the pool ready to help the customer into the water.

7) Move the customer over the pool by pushing sideways on the boom, until the desired position is reached.

WARNING

- Engage the rotation lock firmly.

8) Lower the customer until deep enough in the water, indicated by the helper in the pool (usually mid-chest).

9) Fold back the chair arm rest(s) to get customer access, if required.

10) After the customer has been received by the helper in the pool, remove the mast from the water or return to repeat the procedure for the next customer.

WARNING

- There should always be someone at the poolside competent to operate the POOL LIFT while the customer(s) is in the water.

Transfer out of the pool

1) Fold back the chair arms, then lower the chair into the pool to the same depth as before.

2) The helper should put the customer in the chair or stretcher and fold the encircling arm rests on the chair back around the customer,

3) Put the safety rails around the customer.

2. Disability Access Facilities Contd.

WARNING

If using the Swim chair and it has been removed from the POOL LIFT mast in the pool, ensure it is correctly connected to the mast and that the chair retaining catch has operated before returning the customer to the chair.

- Avoid any part of the customers or caregiver's body coming between parts of the lifter that join together or touch during operation e.g. when attaching seat to mast etc.

4) When customer and helper are ready, raise the customer from the pool until high enough to clear the poolside.

5) Release the rotation lock and rotate back over the pool side by pulling the boom towards you.

6) When in position for transfer, engage the rotation lock.

7) Raise the seat sufficiently high enough above the floor and insert the prongs of the sub-chassis unit into the chair frame tubes until the retaining catch works and locks.

8) Begin to lower the mast and at the same time open the chair retaining catch on the mast, just before the wheels of the sub-chassis contact the floor.

9) Continue to lower the mast, keeping the chair retaining catch open, until the chair frame tube is clear of the hook up point.

10) Push the chair away from the POOL LIFT, apply the brakes and prepare the customer for return to the changing room.

WARNING

- Ensure the brakes are applied whenever the chair is not being moved.

3. Specialist Activities

3.1 Specialist Activities

Risk assessments for such activities have been carried out. Specialist activities such as Scuba Diving and aquagym must have suitably qualified and competent persons present who control the sessions in addition to normal lifeguarding provisions. The competent persons will have significant experience within the activity and hold a qualification appropriate to supervise the activity i.e. for scuba diving sessions a dive master or dive instructor must be present at all times.

The clubs that offer the specialist activity, will need to sign a waiver stating that they are responsible for their own health & safety including guidance by a licensed trainer.

3.2 Inflatables

Where inflatables are to be used during one of our planned inflatable sessions, lifeguarding ratios must form part of the Risk Assessment and will be as follows:

- Lifeguards will be positioned in set areas to ensure all parts of the pool and areas underneath the inflatable can be seen. See appendix 10
- The maximum bather loads will be decreased to a higher staff to public ratio the inflatable pool risk assessment is to identify this.

All lifeguards will have done a shadow shift and received training before they can lifeguard the inflatables. The Pool Coordinator must ensure that only experienced lifeguards are used for these sessions.

3.3 Club use / Private hire

Specific periods are set aside for club use this may entail the whole of the pool or part of the pool and the public will still use the other part.

All clubs are held to the normal pool behaviour rules.

All clubs and private hires shall have sufficient lifeguards to maintain a safe environment at all times. This shall be in line with the management of Health and Safety in Swimming Pools' guidelines.

Lifeguard ratios will always be maintained in accordance with this document, one of which will always be a lifeguard from HDST and this lifeguard will ensure that pool standards are maintained.

This will mean correcting sub standard performance from external lifeguards immediately and reporting any issues immediately after to the Pool Coordinator.

All clubs using the pool, will need to sign a waiver stating that they are responsible for their own health & safety including guidance by a licensed trainer.

3.4 Swimming lessons

Swimming lessons run for a duration of 25 / 55 minutes (depending on age and level) with a 5 minute registration time. Risk assessments will be carried out on swimming lessons.

Guidelines for swimming lessons are as follows:

Class	Ratio Range	Max Guidelines	Description
Adult and Child	6:1	12:1	Up to 12 pairs (1 adult and 1 child) to each teacher
Pre-school	6:1	12:1	3-4 years
4 year olds	6:1	12:1	4- school age
Non swimmers and beginners	6:1	12:1	Young children or adults being introduced to swimming
School swimming	25:1 swimmers 12:1 non swimmers		
Improving swimmers	12:1	20:1	Swimmers of similar ability to one another who can swim a minimum of 50 metre length completely unaided on their front and back, pupils should not be out of their depth.

Advanced swimmers	20:1	20:1	Those that can swim at least 200 metres
Competitive swimmers	25:1	30:1	Swimming clubs with one lifeguard present and one from HDST.
Aerogym in deep water	20:1	20:1	Clients must be competent swimmers (swim 25m and tread water for 30 secs) or be wearing buoyancy aid.

3.5 Swimming lessons and standards

- Swimming teachers must hold a current swimming teachers award.
- Each swimming teacher will receive a full induction prior to teaching by the sites pool coordinator.
- Customers taking swimming lessons will not enter the poolside more than 5 mins before their lesson commences and wait quietly.
- Children are not allowed to enter the water before or after their lesson unless accompanied in the water by a parent or guardian.
- Customers will receive “children’s swimming lesson rules” which will be issued when payment or enrolment has taken place.
- Swimming teachers must be prepared and on poolside at the start of the swimming session. Swimming lessons must be conducted in accordance with the guidelines.
- Swimming teachers must teach from the poolside and the whole class should be in their field of vision at all times.
- Food and drinks are not allowed on the poolside.
- Parents and guardians will be allowed at the poolside if needed to support their kids.
- Shoes of any description are not to be worn poolside.
- In an emergency the teachers will look after the children in accordance with their training.

4. Poolside Staff

4.1 Staff induction

The Sport & Health Manager will ensure that all staff receives an induction by the Pool Coordinator prior to commencing duties on their own. For lifeguards this will include a generic induction, swim test, health and safety induction and manual handling induction. The new member of staff will then shadow another member of staff for one shift before they will be ready to work. The Sport & Health Manager will ensure that all staff are signed off for inductions and pass a competency test which is signed off before they can commence work, officially in their own capacity on the rota. All staff will be on a 6 month probation which will be reviewed monthly by the Sport & Health Manager.

4.2 Staff uniform & appearance

High Five Health Promotion believes that it is important that every area of our activities should reflect the commitment to customer service delivered to a high standard, to which end the appearance of our employees is no exception.

Earrings are permissible for both sexes. Hair should be clean and always under control. There are no general rules regarding length or style for either sex provided length, etc. does not endanger safety or hygiene, and looks tidy and well groomed.

High Five Health Promotion reserves the right to insist that employees do not wear jewellery that we believe could cause offence to customers or other members of staff. Should any employee have difficulties in maintaining these standards, they are advised to discuss the matter with the pool coordinator directly.

Employees who do not comply with these standards will be subject to High Five's normal disciplinary procedure. In serious cases, where we find an employee's appearance unacceptable the employee will be required to return home to change.

All staff will be provided with a uniform, which must be worn throughout working hours and worn only in connection with work and travelling to and from such work. It must be kept in a neat and tidy condition.

Flip flops are to be worn by all lifeguards and must be in a clean condition. Whistles will be issued and must be used in accordance the guidelines.

4.3 Breaks

Lifeguards over the age of 18 working more than a 6 hour shift will be entitled to a ½ hour break which is unpaid, this break can only be taken once the pool coordinator has agreed that they may leave their post and at the condition another qualified staff can take his/her post. Staff taking unofficial breaks will face disciplinary action.

4.4 Lifeguards behaviours

Lifeguards will not eat or drink during shift time (water is an exception on this) this is to be kept to authorised breaks previously agreed with the Pool Coordinator, and as indicated on the pool rota.

Lifeguards will be in their correct positions and in reach of the rescue equipment. At shift change and rota changeovers customer information will be exchanged. Lifeguards are not to leave their post until the changeover has been carried out.

The poolside is to be kept clear of any rubbish and decked down by the last shift of the day.

4.5 Training Sessions (each year refreshment of certificate)

All BSSA trained Lifeguards will have to comply to a monthly certification. The test will be articulated as follow:

- 15 m free diving and finish the 25 m pool length
- Get out of the pool, jump back into the pool, then swim 200m
- Pick up mannequin and swim 25m without the arms

On top of this a theoretical test will be given monthly.

The Operations Manager will organise the training plan and training session, HR will record the training and update the computerised and manual records.

- Staff failing to attend the training will be removed from the lifeguard rota, if they do not attend 3 times they may be removed from employment with BSSA.
- All Lifeguards will hold a current BSSA qualification
- Competent trainer assessors will carry out the training of lifeguards

5. Child Protection

Lifeguards must take all reasonable steps to ensure the safety and well being of children or young persons. Young people need to be protected from personal injury and accidents and from physical, emotional, sexual abuse and neglect.

5.1 Expected behaviour towards children and young people

Employees, volunteers and self-employed persons are required to:

- Be welcoming, approachable, understanding and patient and listen to what children have to say.
- Children and young people learn the majority of their behaviour from adults and it is essential that employees, volunteers and self employed set a good example at all times.
- Be polite and courteous at all times regardless of a child or young persons attitude or behaviour. You should consider your own body language, tone and pitch of voice, you should be fair and consistent with all children and young people at all times.
- Respect, value and treat all children and young people as individuals, give praise and encouragement where appropriate and have realistic expectation of each child or young person.
- Be professional, trustworthy and responsible at all times. It is important never to divulge information a child or young person has given in confidence. The only exception to this should be when there is a concern that a child or young person is being abused or would be at risk if this information were not passed on to the relevant authority.
- Any information passed on should be to authorised personnel only.

However in extreme cases such as risk to life or limb it may be necessary to restrain a child or young person in distress, or a child or young person being physically abusive to another child or young person or member of staff, where they can cause harm to themselves or others.

5.2 Unacceptable practices

There are a number of tactics in dealing with children and young persons that are seriously unproductive and can form no part of good practice in caring for them. In order to ensure delivery of the best possible services the following practices are **unacceptable** and employees found conducting themselves in this way would face disciplinary action.

- Use of physical punishment, hitting, slapping, pushing etc.
- Use of foul or offensive language at anytime
- Shouting at children or young people (unless of course to warn of danger)
- Ridiculing or humiliating children or young persons through words or gestures
- Sexualised behaviour of any nature, this includes the telling of rude jokes or stories in the presence of children and young persons
- Inappropriate touching, molesting or abuse of children or young persons
- Divulging confidential information to unauthorised personnel

If you become concerned for any of the above reasons you must do the following:

1. Make a brief note of what you saw and what made you concerned and report it immediately to the Pool Coordinator.
2. The Pool Coordinator will advise the Sport & Health Manager at the earliest opportunity and he / she will contact HR for further advice.
If needed a Duty Social Worker will discuss the HR Managers concerns and what action should be taken. They will need details of the child, parent, family and the incident that caused your concern.

5.3 Protection For Employees Working With Children And Young People

Whilst the protection and welfare of children and young people is of paramount importance, it is also vital to protect yourself. Therefore in order to protect yourself you should not:

- divulge personal information to children or young people
 - give lifts to children or young persons in your own car without parental consent
 - invite a child or young person to your home without parental consent
 - avoid being alone with a child or young person in a closed room unnecessarily, and this includes when administering first aid, where possible leave the door open.
 - or give frequent one to one attention to a particular child or young person away from the main group
- Staff who have concerns regarding any aspect of their relationship with a child or young person should discuss these with the Pool Coordinator at their earliest opportunity.

Staff will not be expected to tolerate physical or verbal abuse from children and young people and in such cases the child or young person's parent, guardian or carer should be contacted and asked to collect them from the centre. The Pool coordinator should discuss the matter further with the parent, guardian or carer regarding future conduct of the child or young person whilst within the centre. The Pool Coordinator should advise the Sport & Health manager of such an incident at the earliest opportunity, by filling out an incident form.

Page | 17 **5.4 Procedure for checking staff**

High Five Health Promotion is committed to providing safe, quality services for children and young people and to ensure that only the most suitable people are employed to provide these services.

The following checks are made on all employees; volunteers and self-employed persons entrusted with the care and protection of children and young persons.

Enhanced Criminal Record Bureau checks: these identify any relevant convictions that may prevent a person from being employed in this particular profession. The check will be done by NATO before new employees get access to the premises.

6. About The Pool

6.1 Pool Dimensions

Dimensions	Main pool
Length	25 m
Width	15 m
Deepest Depth	2.50 m
Shallowest Depth	90 cm

6.2 Features and Equipment

Lifeguard control point- central point controlling access to the pool	This is the lifeguard office directly next to the pool area at the shallow end. You will find a laptop, the rota, telephone etc. there.
Free standing elevated lifeguard chair	Yes, one available.
Disabled persons poolside chair hoist	Available
Pool floor vacuum	Yes, robot available
Swimming pool lane marker ropes 25 m	Yes
Pool Scoop	Yes

6.3 Pool Side Rescue Equipment

Spine board	One (First Aid room)
Reaching poled	Three, different sizes. Located at the pool side
Lifebuoys	Four available
Floating belts	Five

6.4 Plan of the Building

Staff must familiarise themselves constantly in relation to the nearest location for fire refuge points, fire alarm call points and the emergency exit routes.

6.6 Water Treatment, Quality and Environmental Condition

The following table indicates the acceptable range for swimming pool readings:

Reading	Reference values
Water temperature main pool	27 - 30 degrees celcius
Pool hall temperature	25-28 degrees celcius
Free chlorine	0.3-2 mg/liter
Total	0
Combined	Tested by Technical Services
PH	7.2 - 7.8
Alkalinity	Tested by Technical Services
Calcium Hardness	Tested by Technical Services
TDS	Tested by Technical Services
Circulation rate	Tested by Technical Services

Should any of the readings fall below the recommend range the Maintenance Technician or Facilities Manager should be contacted.

Emergency Action Plans (EAP's)

7. Emergency Procedures (This is applicable to all operational staff. For the emergency procedure see Appendix 1).

7.1 Drowning Procedure

After the incident has been dealt with the Pool Coordinator will record the incident on the relevant forms (Accident Report Form, incident report form) and take statements from all staff involved in the incident and shall follow the steps as detailed in the "Major Incidents Resulting in Serious Injury or Death Procedure".

Members of the public will be allowed back into the pools once the pool coordinator and lifeguards allow it.

7.2 Fire Drill

This is applicable to all staff. For the emergency procedure see Appendix 2.

7.3 Power Cut Procedure

This is applicable to all staff. For the emergency procedure see Appendix 3.

7.4 First Aid Procedure

This is applicable to all staff, but only first aid qualified staff are permitted to administer First Aid. For the emergency procedure see Appendix 4.

7.5 Toxic / Natural Gas Leak

This is applicable to all staff. For the emergency procedure see Appendix 5.

7.6 Bomb Threat Procedure

This is applicable to all staff. For the emergency procedure see Appendix 6.

7.8 Pool entrapment

This is applicable to all staff. For the emergency procedure see Appendix 8.

7.9 Structural failure

This is applicable to all staff. For the emergency procedure see Appendix 9.

7.10 Discovery of a fire

All staff shall on discovery of a fire no matter how small immediately raise the alarm by the quickest means, this will usually be by means of break glass fire alarm point which are located around the building.

If the fire is small and the employee has been trained and is confident in the use of fire extinguishers they may tackle the fire with the use of the correct fire extinguisher.

At no time should a member of staff place themselves in danger, the safety of employees and customers is of the utmost importance.

If the fire alarm is raised the pool will be cleared of all swimmers and they will be asked to exit via the fire exit doors. Swimmers will be stopped from entering the changing area by the lifeguard who is on dry side patrol.

Lifeguards will issue swimmers with space blankets to help retain personal heat. Normally there are two Lifeguards onsite, not always. Swimmers will only be issued space blankets if asked to leave the warmth of the pool hall. If the building has to be evacuated then space blankets will be issued to all in order of priority for example young and elderly first.

One lifeguard will remain with the bathers at all times and await further instructions via radio / phone. All other staff will proceed to the dedicated control point.

8. Emergency actions

8.1 Minor Emergency on Poolside (no rescue required - Only first aid treatment)

A minor emergency is an incident which if handled properly poses little danger and does not result in a life threatening situation. If a minor emergency occurs on poolside requiring first aid, staff will take the following action:

- The lifeguard who is the nearest to the incident or is notified of the incident shall call the pool coordinator via phone.
- The casualty shall be shown to the first aid room, the lifeguard can stand at the entrance to the first aid room but must not enter and must maintain supervision of the pool.
- When the pool coordinator or another colleague arrives the pool coordinator or lifeguard (if qualified) will carry out first aid in accordance with their training in the first aid room, leaving the door open.
- The pool coordinator will complete the necessary accident report form..
- If the casualty is a child then the child's parent or guardian should accompany the child to the First Aid room. If the parent or guardian is not on site then a second member of staff must be on hand to witness the first aid taking place.

8.2 Evacuation Meeting/Control Point

The Staff Centre has two assembly points, and it is marked on the map (see appendix 2).

8.3 Power Failure

Should the lights/power fail then the people who are in the pool, must get out. The Facilities Manager will try to solve the problem. If the power is back on, then the people may enter the swimming pool on behalf of the Pool coordinator and the lifeguard.

All swimmers must be cleared out of the pool and as a group they should for further instructions from the lifeguard on duty.

8.4 Spinal Injury Management

Due to the unforeseeable nature of spinal injuries the correct method of applying a rescue in all cases cannot be given. Each staff member will act in accordance with their training and lifeguard qualification.

Lifeguards may need to minimise pool water creating movement. For example other swimmers or approaching the casualty.

Spine boards must be used and these are located in the First Aid Room.

All treatment given must be to the level of the lifeguard's training in first aid provision.

8.5 Lack of Water Clarity

If the pool water becomes cloudy the poolside staff shall contact the pool coordinator. The pool coordinator will immediately notify the Facilities Manager.

If remedial action is not possible or not effective quickly the pool coordinator may initially stop all new admissions and decide whether it is safe for the pool to remain open.

The Facilities Manager will carry out increased inspections a water tests in order to ensure that their medial action is taking effect and that the situation is not deteriorating. The pool coordinator will liaise with the Facilities Manager and keep him informed on progress.

If the clarity suddenly worsens so that there is difficulty in seeing the bottom of the pool the pool coordinator will be informed immediately and he/she will advise to halt further admissions and then assess the situation. A Lifeguard may need to enter the cloudy part of the water to ensure no one has been left in the pool bottom.

The pool coordinator may at any time consult with the Facilities Manager but the overall decision as to the safety of the pool is down to the pool coordinator.

When the situation improves customers may be readmitted. The Pool coordinator is to complete an incident form/report.

8.6 Emergency Call Signs

The following emergency code should be used in the event of an emergency situation to obtain the required assistance via phone.

Code	Type of Emergency	Action to be taken
1	Major emergency Drowning Procedure Fire Drill Sauna Alarm Toxic Gas Alarm	1 st action is to warn NOS via the number 8000. Then Lifeguard on duty informs the reception via phone. Reception is to inform the Sport & Health Manager.

	Bomb Alert Structural Failure Pool Entrapment	Extra staff directly send to the pool area. As per emergency procedures and further instructions from the pool coordinator.
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8.7 Dealing with Disorderly Behaviour/Violence to Staff

All pool rules should be observed by members of the public for their safety and the safety and enjoyment of others.

If a lifeguard observes an individual or group engaging in anti-social behaviour being a nuisance or interfering with the enjoyment of other users the following action will be taken:

- The lifeguard intervenes and gives an initial warning to the group or individual indicating reasons why the behaviour is inappropriate.
- If the behaviour persists by the individual or group the lifeguard will give a final warning about their behaviour and advises the group the “if it continues they will leave us with no other alternative than to ask them to leave”

If it does not improve the individual or group will be asked to leave the pool and centre.

- If the behaviour persists then the lifeguard will contact the Sport & Health Manager via the phone. The Sport & Health Manager will ask the individual or group to leave the premises.
- If the individual/group refuses to leave then the Sport & Health Manager will contact security. The pool coordinator will inform the individual or group that the police have been called.

8.8 Overcrowding in the pools

The pools have a maximum bather load of

Pool	Max number of bathers
Main pool	125

All lifeguards must take regular head counts to ensure that the maximum bather load has not been exceeded.

Once the maximum number of people in the pool becomes close to the maximum bathing load (within 10) the pool coordinator must be informed. If at any time the capacity of the pool has been reached no more bathers should be allowed to enter the pool until the numbers have been reduced.

8.9 Dealing with Blood and Vomit

If substantial amount of blood or vomit are spilled into the pool, it will be immediately cleared of people to allow the pollution to disperse and any infectious particles within to be neutralised by the disinfectant in the water.

Any physical matter will be removed by the most suitable method i.e. pool scoop, strainer net etc. After cleaning, the water quality will be analysed again!

Once the Facilities Manager has determined that the free chlorine levels are within the appropriate range the pool will be re-opened to the public.

Spillages of blood or vomit on the poolside will be contained and wiped up with the appropriate cleaning cloths.

8.10 Dealing with Solid Stools

If the presence of these are spotted or are reported by customers they will be immediately retrieved from the pool. Removal shall be done via the use of the net or pool scoop.

After the pool is totally clear of all matter the lifeguard on duty will carry out a pool test to establish that all pool readings are within the recommended ranges. If they are, then no further action is needed. If the readings are below the normal range then the pool should be closed and the Facilities Manager will need to be informed. The pool can be re-opened once the readings return to normal.

Once the Facilities Manager has determined that the free chlorine levels are within the appropriate range the pool will be re-opened to the public.

8.11 Dealing with Diarrhoea

If a substantial amount of loose runny stools (diarrhoea) is introduced into the water the pool will immediately be closed to all swimmers. All swimmers will be advised to shower on leaving the pool.

The lifeguard on duty will immediately contact the Facilities Manager, so that water values can be normalized.

The pool bottom will be cleaned and any surface matter removed and disposed of in the most suitable manner.

If needed, the Lifeguard will inform the reception to cancel any lessons or clubs that should be using the pool during the closed period. The reception will place a sign on the main reception informing of the pool closure and apologising for any inconvenience caused. It will also state when the pool is expected to reopen.

Once the Facilities Manager has determined that the free chlorine levels are within the appropriate range the pool will be re-opened to the public.

Pool	Full turnover period in hours	6 turnovers required = hours listed
Main pool	2.5 hours	15 hours

8.14 Reporting a violent incident

See aggressive and violent customer procedure 1.18 & 8.7.

8.15 Contacting internal security

This is to be used when:

- Staff/customers are in immediate fear of assault/personal violence or have been assaulted.
- A criminal offence/criminal damage has been committed and the aggressors(s) are still on the premises or in the location.
- There is a breach of the peace.
- Customers are engaging in anti-social or nuisance behaviour, staff have asked them to leave the premises but they refuse.

8.16 Staff Emergency Procedure Training

This will be through the initial induction training and ongoing staff training.

Appendix 1 Drowning procedure

Note: If possible do not recover the casualty by direct entry into the water, use other methods as per training, i.e. rescue equipment, talk them to poolside etc.

In case that the lifeguard will have to enter the pool, we'll stick to the following steps:

1. Make sure that surveillance of the pool is still in place.
(E.g. Lifeguard inform other lifeguard on duty, colleague via phone or member personally).
2. If the lifeguard is alone on duty, he must assign the responsibility to the nearest capable person to evacuate the pool and call the 8000
3. Lifeguard uses whistle code (continuous signal) prior to entering the water.
4. In case needed, the team on poolside clear the pool and then assist with the rescue.
5. Lifeguard saves the casualty and evaluates the situation.
6. Always make sure that the colleagues at the reception (and the Health & Safety manager) know about the emergency. Contact via phone!

Based on the evaluation and the difficulty of the casualty, following steps can be made:

1. Pool side and pool may have to be evacuated.
2. First aid needs to be applied (type based on situation).
3. Ambulance / medical assistance may need to be called. 8000

After the situation has been cleared the pool can be opened again, but only if sufficient guidance (at least one lifeguard at each time) is present.

A report must be created directly in which we state:

1. What happened
2. Who was involved
3. What was the reason this could happen
4. Evaluation of our intervention
5. Evaluation of our procedures and check if they're still appropriate to prevent the same casualty from happening again.

This report can be found on Extranet. My Gym → Quality → (near) accident, incident form EU.

Appendix 2

First Aid

First Aid, medical support and an ambulance service operate on NATO HQ premises 24 hours a day, including weekend and statutory holidays. The most important basic First Aid principle is the ABC of resuscitation. The ABC- airway, breathing and circulation - are vital for life. Each is required, in that order, for the next to be effective. Current First Aid training may involve different acronyms for this principle. After checking the ABC of a victim in an emergency situation who is not breathing, cardiopulmonary resuscitation should be conducted by trained personnel.

Chemical, Biological, Radiological and Nuclear Threat (CBRN)

In the event of a CBRN attack or contamination at NATO, the following actions have to be taken immediately:

- Switch off ventilation systems (including fans) where possible
- Close all outside windows and doors
- Listen to and follow the instructions from wardens and the public address system
- If you have a gas mask or anti-dust mask (P3 type) put it on, if not, use a handkerchief or any piece of cloth, to cover your nose and mouth - if you can wet this first the protection will be improved

Incident/Medical Emergency on Site

What should you do?

- Assess the situation
- Identify the dangers to oneself and others: hazardous substances, toxic chemicals, risk of fire etc.
- Do not take risks
- Do not let others take risks
- Move away from the source of risk/danger
- Only move any victims away if it is safe to do so

Call **8000** (from a NATO fixed phone), or **02 707 8000** (from a mobile or outside line). This is the best number to call on the NATO site in an emergency. This number will be answered by someone enabled to provide quick emergency response, as required. Alternatively, call **(00 32) (0)2 707 1212** from any phone (1212 is the Site Security Centre extension. The person answering will also be able to help provide quick emergency response).

- Give your name
- Give your exact location (car park, wing, floor, office number), using the international phonetic alphabet if you know it (e.g. office L1.0107 = Lima 10107)
- Say how many victims there are
- Say whether each victim is conscious and breathing
- Say if the victim is bleeding heavily
- Do not hang up until the security service tells you to

Medical Emergency

While waiting for the emergency services:

- Always leave the victim in the most appropriate position
- Stay with the victim if possible
- Calm and reassure the victim and those around
- If the victim is unconscious and breathing, put him/her in the recovery position
- If the victim has stopped breathing, start chest compressions, and repeat the cycles until the emergency services arrive

When and how to use different types of fire extinguisher

If any fire incident, **first raise alert**. (Red box on the wall, break glass and press button). Then, **if one use of an extinguisher fails to extinguish the fire, STOP** - immediate evacuation is the only next step. The experts will be on site as quickly as possible for additional/further action.

- Co2: Hold discharge horn by the handgrip. Risk of frostbite (gas at -78°C). Only for use on small fires.
- Dry powder: Attack burning solids on bursts. Spray continuously on burning liquids.

- Water with additive: Lasting extinguishing action. Effective on embers.

Safety instructions

In case of fire:

- Notify security, indicating location of fire (8000)
- Activate nearest fire alarm
- Fight the fire, but do not take any risks

Fire evacuation (on hearing alarm signal)

- Stay calm
- If you are not putting yourself at risk, help others.
- Make your way to the nearest exit, following pictograms
- Do not use lifts
- Do not go back
- If there is smoke, drop down; air close to the ground is more breathable
- Go to an assembly point
- Follow instructions given by the floor wardens

An emergency?

EMERGENCY
DIAL **8000**
OR **02 707 8000**

Site Security Centre 00 32 (0) 2 707 1212

Service médical / Medical Unit
During normal working hours, medical facilities are available, call: **ext. 4245**

THINK SECURITY PENSEZ SÉCURITÉ

Do you have any questions?
Contact your Divisional Security Officer.
For additional security awareness brochures, please visit the NOS website.

In the event of an evacuation: if you are in a long or short wing of NATO HQ you will not be able to get out via the Agora open area in the centre of the main building as the doors will close to prevent smoke or fire spreading. You will have to evacuate from the wing, following the emergency exit signs. Look for the different coloured strip of carpet on the corridor, which signals the location of the emergency exit.

Assembly points
Emergency pedestrian exit
Emergency vehicle and pedestrian exit

Assembly Points NATO Staff Centre

Appendix 3 Power cut procedure

The pool will be closed and the NOS will be notified via an emergency call 8000. When the power is back, NATO officials will be the one to give permission the use the pool again.

Appendix 4 First aid procedure

Each member of staff, always needs to be in the possession of a valid first aid certificate. In case first aid need to be applied, we stick to the general procedures learned during the first aid course.

The following steps need to be taken:

- Evaluate the situation.
- Based on the gravity of the situation, a colleague (or even the Sport & Health Manager) might need to be informed.
- If needed, medical support can be requested via 8000.
- First aid need to be applied.
- After the casualty has been solved, an 'incident /accident form' needs to be filled out and discussed with the Sport & Health Manager.

Appendix 5 Natural gas leak

1. On discovery of a suspected gas leak of any kind notify 8000.
2. The Facilities Manager needs to be informed directly as well.
3. Pool coordinator will commence the emergency evacuation procedure by sounding the fire alarm and evacuating the building to meet at the assembly point
4. Pool coordinator to call the emergency services (fire brigade) and be advised.
5. All staff be aware of wind direction during evacuation
6. Nobody is to attempt to re-enter the building until the Emergency Services have advised the pool coordinator it is safe to do so.

Note that the High Five team is not in charge of mixing or working with the chemicals. Everything concerning this, is the direct responsibility of the NATO facility management contractor. 2022 = IFM

Appendix 6 Bomb treatah

Leave the non identified package untouched and call NOS. 8000

Appendix 9 Structural failure

1. If a weakness in the infrastructure is spotted, call 8000 to ask their opinion.
 - a. In case of evacuation, proceed as per procedure.
 - b. In case of evacuation, warn general manager

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010 Location: Operations Manual 47

Appendix 11

Facility Operating Procedure: FOP 8

Issue Number: One

Date: 20/05/2010

Health and Safety Policy

1. Changes from last issue

None

2. Procedure Aim

Harlow and District Sports Trust (HDST) regards the management of health and safety as an integral part of its business and as a management priority. The key principles that underwrite this policy are:

To comply with legislation

- To create a safe working environment for our staff
- To provide a safe working environment for our customers and all visitors to the centre
- To act in a proactive way and keep all accidents and incidents to a minimum and to take appropriate remedial action when they do occur.
- To adopt a best practice health and safety culture
- To contribute to the establishment of a professional culture
- To maintain a solid reputation amongst Sportcentre members

3. Procedure Method

3.1 Responsibilities - The Chief Executive has overall responsibility for the organisations health & safety. The Sport & Health Manager has a responsibility to ensure that staff are appropriately trained and that standards are delivered on a daily basis. Department Managers when on shift have overall responsibility for implementing the specific arrangements made under this policy, and associated procedures throughout the organisation. All employees have a responsibility to adhere to the requirements of this policy statement and are expected to read the relevant sections of the manual and take responsibility for their areas, familiarise themselves with its provisions and carry out their defined responsibilities. A copy of the manual will be held in the Operations department, Customer Services, Admin and Human Resources and will be available to all employees on request.

Employees are expected and encouraged to be proactive on health and safety issues as part of the continued development of the health and safety culture of the organisation and the manual describes the arrangements for employee consultation and feedback.

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010 Location: Operations Manual 52

3.2 Flow Chart Showing Level of Responsibility

3.3 Training - A Health and Safety induction is compulsory for all staff of the Trust. In addition as appropriate the organisation will also provide health and safety training and health and safety advice for all staff. Adequate resources including time and money will be available so that legal obligations may be met. The specific arrangements for this are described in the Health and Safety Management Procedures Manual.

3.4 Qualifications - The Trust will ensure that only competent, trained and suitably qualified staff are employed to carry out the business of the Trust

3.5 Emergency Procedures - All staff will be trained as appropriate and will be required to be knowledgeable in the organisations emergency procedures. Sport & Health Manager will ensure that staff are regularly tested and competent in this area, and will formally record these tests and their outcomes.

3.6 Communications - Staff are encouraged to report any health and safety matters and have a variety of opportunities to provide feedback. health and safety matters are a standard item on the agenda for the following regular monthly/quarterly meetings:

- Staff Consultative Group
- Operations
- Executive Board

Urgent matters will be passed directly to the Lifeguards who will take the correct course of remedial action required and ensure that the Pool coordinator and Sport & Health Manager are kept fully informed.

CHIEF EXECUTIVE

HEALTH AND SAFETY OFFICER OR

NOMINATED PERSON

DEPARTMENT MANAGER

ALL STAFF

Ref: Pool safety operating procedure LB/JH/TG March 18th final 2010 Location: Operations Manual 53

3.7 Risk Assessment - The Operations Manager will ensure that written risk assessments will be carried out annually for all areas and activities. However when necessary relevant written risk assessments will be reviewed immediately after an incident.

4. Monitoring

Our monitoring system when completed will be:

- Enhanced Criminal Record Disclosures for staff working with children which will be applied for

before the employee starts work.

- Via accident report analysis
- A variety of daily, weekly checklists
- An annual health and safety audit (independent audits within 2 years)
- “Quest” related health and safety procedures (procedures need to be written)

Whilst internal accident investigation is not a specific legislative requirement, it is considered best practice and will be implemented in all cases both to ensure that essential remedial actions are taken, and to ensure that the Trust can provide appropriate evidence to insurers.

More serious accidents (as detailed in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) are reportable and will be investigated by the enforcement authorities.

Reference documents

Health and Safety at Work Act etc. 1974

Health and Safety in Brief John Ridley

Health and Safety for Management Highfield

Management of Health and Safety at Work Regulations 1992

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

NBN EN 15288-2:2008 Swimming pools - Part 2: safety requirements for operation

Procedure Reference Documents Managing Health and Safety in Swimming Pools

Internal Documents - Staff Handbook

The Health and Safety Commission

Management of Health and Safety at Work Regulations 1999

Manual Handling Operations Regulations 1992

COSH (Control of Substances Hazardous to Health Regulations 2002)