



*99 Titchfield Street
Kilmarnock KA1 1QY*

*Telephone (01563) 524014
Fax (01563) 572395*

E-Mail: adminoffice@galleoncentre.com

Web: www.galleoncentre.com

Scottish Charity Number: SC 00 8314

Trust Established 1985

EMERGENCY

ACTION

PLAN

FIRE & EMERGENCY PROCEDURES

EMERGENCY ACTION PLAN

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EMERGENCY ACTION PLAN

Introduction

The Fire and Emergency Procedures for the Galleon Centre provide the management and staff with a general guide in the event of any emergency. The roles outlined within this document should be adhered to at all times although each member of staff should assess and deal with any incident occurring outwith the normal as and when required. In certain situations additional responsibilities may be given to a particular member of staff by the Duty Manager.

The Fire and Emergency Procedures are designed to afford maximum cover where possible to ensure the safety of the public and staff in the facility. Safety is everyone's responsibility and all employees are required to:

- (a) Obey the regulations laid down.
- (b) Become conversant with the equipment installed to deal with emergencies.
- (c) Acquaint themselves with all exits and where they lead to.
- (d) Be aware of dangerous materials and their storage.

The latest technology does not eliminate completely the risks of fire. A careless act by anyone can lead to danger and all staff must incorporate the available technology into a broad framework of good safety practices.

Each employee will have access to a copy of the Fire and Emergency Procedures and fire drills will be conducted on a regular basis to ensure that each member of staff is familiar with their role and responsibilities in the event of an emergency. Staff will also receive training on how to operate the fire and safety equipment available in the Centre.

These procedures have been established to help ensure the safety of both public and staff in the Centre. Every member of staff should:

- (a) Read and digest
- (b) Enquire
- (c) Question
- (d) Suggest

SIGNATURE: DATE:

GENERAL MANAGER

GENERAL PRECAUTIONS

Housekeeping

- 1 Ensure that premises are kept clean and tidy. In particular, all stairs, passenger lifts, gangways and adjacent areas must be kept clean, dry and free from obstructions, **especially fire exits**.
- 2 All dangerous substances, e.g. broken glass, ice, etc must be cleared away immediately (glass **must** be kept separate from other waste).
- 3 All spillages on floors must be mopped up and thoroughly dried (areas wet from cleaning purposes must be identified).

Staff Must Never:

- 1 Act in any way prejudicial to the interest of health and safety of (a) themselves, (b) other persons with whom they come into contact at work.
- 2 Leave any articles, substances and equipment where they could be a safety hazard.
- 3 Allow electric cables or other lines to trail unnecessarily across the floor in a manner that could cause people to trip.
- 4 Leave open the doors or drawers or filing/store cabinets when not in use.
- 5 Operate or use machinery or equipment unless trained and authorised.
- 6 Carelessly discard cigarette ends or lighted matches.

GENERAL FIRE PROCEDURE

Although the Fire and Emergency Procedures provide a guide for all members of staff in the event of an emergency, it is everyone's responsibility to prevent fire occurring by being careful with all sources of heat, e.g. electrical appliances, smoking heaters, etc. However, it is impossible to guarantee that there will be no risk of a fire and/or any other emergency occurring in the Centre.

Therefore:

On discovering a fire

- (a) Raise the alarm by breaking the nearest fire alarm glass.
- (b) Warn people in the vicinity of the fire.
- (c) Try to extinguish the fire by using the nearest fire fighting appliance. **HOWEVER, DO NOT TAKE ANY UNNECESSARY PERSONAL RISK.**
- (d) Assist with the evacuation of the facility by completing the duties assigned to you within the Fire and Emergency Procedures.

On hearing the alarm:

- (a) Go to your designated area and assist with the evacuation of the facility.
- (b) Escort members of the public to a safe position outside the building or to the collection point, i.e. Galleon Centre allocated assembly points and remain with them.
- (c) Selected members of staff (as outlined in this document) should report to the Duty Manager. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.
- (d) Selected members of staff (as outlined in this document) should report to the Duty Manager.
- (e) The Duty Manager will liaise with the Fire and Emergency authorities.
- (f) The Duty Manager will inform staff when to allow the public to re-enter the facility.

Staff Must Never:

- (a) Abuse the Centres equipment or property
- (b) Interfere with or misuse anything provided in the interest of health, safety and welfare.
- (c) Act unsafely or recklessly within the precincts of the Centres premises, or at any workplace.

FIRE AND EMERGENCY CONTROL TEAM

Due to the size of the Galleon Centre and the scale of the operation within, a Fire and Emergency Control Team will be used to co-ordinate and supervise the evacuation of the facility and to assist the emergency services as and when necessary. It will be staffed by the Duty Manager, Senior Centre Attendants and Centre Attendants and it is their responsibility to become familiar with ALL aspects of the Fire and Emergency Procedures for the Centre.

The Fire and Emergency Control Team is as follows:

Duty Manager (Incident Controller)

Senior Centre Attendants (Assistant Control)

Centre Attendants (Poolside) Area 1 - Ground Floor	Centre Attendants (Dryside) Area 2 Level One
Poolside	Fitness/Conditioning Suite
Bowling Hall	Function Suite
Sauna/Solarium Suite	
Sports Hall	Bonspiel Bar and Toilets
Squash Courts	Excels Changing and Toilets
Crèche	Activities Hall
Ice Rink	Squash Spectating
Sports Medicine Clinic	
Dry/Wet Changing/Toilets	
Cordwainer Bar	
Plant Room	

All other staff will assist the Fire and Emergency Control Team by completing their designated tasks as outlined in this document. All Management staff on duty at the time of a fire or emergency should report to the Duty Manager.

The three (3) main evacuation points are:-

No1 GALLEON CENTRE CAR PARK

No2 BACK OF THE GALLEON CENTRE AT THE COMPOUND

No3 DOUGLAS STREET NEXT TO CAR PARK

On the event of an evacuation, staff should escort customers to the nearest fire exit, then to the relevant evacuation meeting point. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Duty Manager

1 In the event of a fire:

- (a) Make contact with the Senior Centre Attendant and all radio controlled staff.
- (b) You must proceed to reception immediately and check the Multi Zone Fire Alarm Control Panel as to the location of the fire or if in the event of the fire alarms not sounding instruct the Senior Centre Attendant to proceed to the area where the fire has been reported to ascertain the extent of the damage.

2 On Receiving Confirmation of a Fire:

- (a) You must initiate an immediate evacuation of the building.
- (b) Proceed to reception and remain in that area to supervise the evacuation and to liaise with the Fire and Emergency Control Team.
- (c) Instruct the Fire and Emergency Control Team to locate the fire by checking the relevant break glass units or smoke detectors and assess the situation.
- (d) Await the arrival of Fire and Emergency Services.

3 When the Fire and Emergency arrive:

- (a) Provide them with all the necessary information on the fire.
- (b) Provide a progress report on the evacuation of the building and if possible give approximate numbers of people using the Centre prior to the evacuation.
- (c) Await further instruction and advice from the Fire and Emergency Authorities.

4 Following the incident and advice from the Fire and Emergency Authorities:

- (a) You must liaise with the Senior Centre Attendant and supervise the entry of the public back into the building and attend to their needs.
- (b) Make out a written report on the incidents as soon as possible.
- (c) Contact the General Manager and/or Deputy General Manager and inform them of the incident.

Maintenance Department

On hearing the fire alarm the Maintenance Supervisor should adopt the following procedures:

- 1 Go immediately to the plant room and inspect the area. Make contact on the radio handset with the Duty Manager and provide him/her with any relevant information on any incidents occurring in the plant room.
- 2 Proceed to reception and report to the Duty Manager.
- 3 Liaise with the Duty Manager when the Fire and Emergency Services arrive at the facility.

Ice Rink

On hearing the fire alarm the, Ice Master, Ice Rink Attendant and/or Ice Stewards should adopt the following procedures.

- 1 Assist the Centre Attendant in the evacuation of the ice rink and ice toilets. Members of the public must be escorted from the building immediately and under no circumstances must skates be exchanged for shoes at skate hire.
- 2 You should ensure that all locations in your area are fully checked.
- 3 Escort members of the public to a safe position outside the building and remain with them at the designated Fire Assembly point until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant.
- 4 Please ensure once customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Bowling Rink Master

On hearing the fire alarm the Rink Master should adopt the following procedures:

- 1 Secure the Rink Masters Office and assist the Centre Attendant in the evacuation of the Bowling Hall via the fire exits leading to car park.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Fire Assembly point in the Galleon Centre car park and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Senior Centre Attendants

On hearing the fire alarm you should adopt the following procedure:

- 1 Make contact with the Duty Manager and inform him/her of your location.
- 2 Ascertain the location of the fire by checking the relevant break glass units or smoke detectors.
- 3 Supervise the evacuation of the Centre and ensure that all staff are following the correct procedures and completing their duties as outlined in the document.
- 4 Provide help and guidance to members of the public and assist in their evacuation from the building.
- 5 Maintain constant communication with the Duty Manager and update him/her on the progress of the evacuation.
- 6 Upon completion of the evacuation ensure ALL staff have completed their duties and left the building. Report to the Duty Manager and await his/her instructions.

Centre Attendant

On hearing the fire alarm you should adopt the following procedure:

- 1 Go immediately to the designated public area and assist in the evacuation of the building. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.
- 2 You should ensure that all other staff assist in the evacuation of the building.
- 3 Any problems emerging should be reported immediately to the Senior Centre Attendant in the first instance or the Duty Manager.
- 4 You should ensure that all locations in your area are checked fully.
- 5 Upon completing a check of your area you should report to the Senior Centre Attendant and/or Duty Manager, and remain at a recognised assembly point until instructed to return.
- 6 Await further instruction from the Senior Centre Attendant.

Fitness Instructor

On hearing the alarm you should adopt the following procedures

1. If you are not in the Fitness Room go immediately to this area and evacuate all members of the public through the rear fire exits or the main entrance door.
2. Ensure that all locations in your area are checked fully.
3. Escort members of the public to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Sauna Attendant

On hearing the fire alarm you should adopt the following procedures:

- 1 Assist the Centre Attendants in the evacuation of the Sauna/Solarium/Steam Suite, Sports Hall, Male and Female Dry Changing Rooms and Toilets.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Fire Assembly point outside the building via the rear fire exit adjacent to the Sports Hall and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant.

Crèche Attendant

On hearing the fire alarm you should adopt the following procedures.

- 1 Assist the Centre Attendant in the evacuation of the Crèche via the reception area.
- 2 You should ensure that the Crèche and Crèche toilets have been fully checked.
- 3 Take the daily attendance book with you when you escort the children from the Crèche to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Administration Staff

On hearing the fire alarm you should adopt the following procedures:

- 1 Secure all safes and monies in the administration area.
- 2 Assist the Centre Attendants and Receptionists in the evacuation of the Crèche, Sports Medicine Clinic, Fitech Assessment Room, Male and Female Toilets in the Administration Area, Disabled Toilet, Staff Room, Squash Courts and Foyer Area.
- 3 You should ensure that all locations in your area are checked fully.
- 4 Escort members of the public to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Receptionist

On hearing the fire alarm you should adopt the following procedures:

- 1 Secure all cash tills and lock the reception door.
- 2 Assist the Centre Attendant in the evacuation of the Creche, Sports Medicine Clinic, Fitech Assessment Room, Male and Female Toilets in the Administration Area, Disabled Toilet, Staff Room, Squash Courts and the Foyer area.
- 3 You should ensure all locations in your area are checked fully.
- 4 Escort members of the public to a safe position outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

In the event of an emergency other than fire the Duty Manager may request that you make the following announcement:

'May I have your attention please. We have an emergency in the building and may I ask that you immediately evacuate the building through the nearest emergency exit. Staff are available to assist you if required. Please leave the building as quickly as possible. Thank you'.

Bar Staff

On hearing the fire alarm you should adopt the following procedures.

Bonspiel Bar

- 1 Secure the cash tills and close the bar shutters.
- 2 Assist the Centre Attendant in the evacuation of the Bonspiel Bar and toilet area via the fire exit next to the Bonspiel corridor.
- 3 You should ensure that all locations in your area are fully checked.
- 4 Escort members of the public to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Cordwainer Bar

- 1 Secure the cash tills and close the bar shutters.
- 2 Assist the Centre Attendant in the evacuation of the Cordwainer Bar via the fire exit to the Beer Garden Patio and car park.
- 3 You should ensure that all locations in your area are fully checked.
- 4 Escort members of the public to the Galleon Centre car park assembly point and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Vending Staff

On hearing the fire alarm you should adopt the following procedures:

- 1 Ensure that all machines and monies are secure and assist the Centre Attendant in the evacuation of the Kitchen and Function Suite via the rear stairs from Excells.
- 2 You should ensure that all locations in your area are checked fully.
- 3 Escort members of the public to the Galleon Centre car park assembly point and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Aerobic/Circuit and all other Instructors

On hearing the fire alarm you should adopt the following procedures.

Aerobic Staff

- 1 Switch off your sound system (if in use).
- 2 Request that members of your class form an orderly line ready for evacuation.
- 3 Assist the Centre Attendants in the evacuation of your class from whatever area you are operating.
- 4 Escort members of the public to the fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Shipmates, Pirates and Turtles Club Leaders

On hearing the fire alarm you should adopt the following procedures.

- 1 Ensure you have the correct number of children in an orderly line ready for evacuation. Remain calm at all times.
- 2 Assist the Centre Attendants in the evacuation of all the children under your control.
- 3 Escort the children under your control to a fire assembly point outside the building and remain with them until obtaining further instruction from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

Cleaners

On hearing the fire alarm you should adopt the following procedures.

- 1 Assist the Centre Attendants in the evacuation of all the area you are working in or as instructed.
- 2 You should ensure that any equipment you are operating is switched off and stored against a wall away from exit routes.
- 3 Escort members of the public as directed by Centre Attendants to a fire assembly point outside the building and remain there until obtaining further instructions from the Duty Manager and/or Senior Centre Attendant. Please ensure once the customers have been taken out the exits to go to the evacuation points, the fire doors are then closed over, this prevents further oxygen entering the area and potentially feeding any fire.

**Sub Contractors and all other Partnership Worker's
(CHIP, Doctors, Phisios etc)**

On hearing the fire alarm you should adopt the following procedures.

- 1 Switch off any machinery in use.
- 2 Follow all instructions from Centre Attendants or other Centre staff to a fire assembly point outside the building and remain there until receiving further instructions from the Duty Manager and/or Senior Centre Attendant.

Action in the event of other emergencies:

Should any other emergency arise, i.e. if in the event of a bomb scare the procedure for evacuation is as for fire, although the following must be considered.

- (a) When a call is received claiming a device has been placed in the building, you must contact Duty Manager who will contact the police and enlist their help.
- (b) Instruct the receptionist to make the prepared announcement (ref: Receptionist).
- (c) Liaise with the Senior Centre Attendant and evacuate the building.
- (d) Initiate a search of the building with the Emergency Services.
- (e) Revert to Terrorist Threat & Bomb Warning Policy

The decision to evacuate must remain with the Duty Manager at the time the call is received. The policy from the General Manager is to evacuate on all calls.

Confined Spaces

On hearing the fire alarm you should adopt the following procedures.

1. Working in a confined space is always a two man job, if maintenance are checking water tanks then assistant must wait until colleague has come back down, radio contact must be used between both maintenance officers at all times.
2. Upon leaving area, kitchen door must be firmly closed and evacuation procedures must be adhered to.
3. You should ensure that all locations in your area are fully checked.
4. Escort members of the public to a safe position outside the building and remain with them at the designated Fire Assembly point until obtaining

further instruction from the Duty Manager and/or Senior Centre Attendant.

FIRE ALARM TEST

The Fire Alarm is tested once a week and should be tested from a different area each week, and should also be carried out with Duty Managers. To do a test the following procedure should be followed.

- STEP 1** Duty Manager should be informed that you want to do a fire alarm test.
- STEP 2** Phone ADT Alarm Control Centre, who will ask for a Contract Number which is (NO6900). They will then ask you what you require, in turn tell them you wish to do a Fire Alarm Test and leave off for ½ hour.
- STEP 3** Inform the Senior Management Team on duty, and Reception who in turn will announce it over the tannoy system. The Rinkmaster, Excells Aerobic Instructors should be informed as they will not hear it over the tannoy.
- STEP 4** Go to break glass unit that you are going to test, tell the Duty Manager if ready. Insert key into right bottom side of unit, push in to set off the alarm and take back out.
- STEP 5** Duty Manager will then reset system at the main panel.
- STEP 6** On completion of the above it should be filled in the Fire Alarm System Weekly Tests Log Book and counter-signed by the Duty Manager.

Panic alarms at reception are also tested once fire alarm test has been successfully completed. When call to request for testing ADT will ask for password for panic buttons which is "Gallini" once tested results are recorded in our "Reception Panic Alarm Buttons Weekly Check" which is stored in the Administration Office.

FIRE EXTINGUISHERS **TYPE USED**

- CO²** These extinguishers are used for putting out liquid fires, electrical fires, gas fires and electrical equipment.
- Foam & Water** These extinguishers are used for wood fires, paper textiles and liquid fires.
- Powder** These extinguishers are used for flammable liquids, flammable gas, electrical hazards, paper, wood, textiles and fabrics.

These are the 3 main types of fire extinguishers used in the Galleon Centre and are situated throughout the building. If for any reason one of the extinguishers had to be used to put out a fire, follow these steps on how to use.

- STEP 1** Break plastic seal round handle
- STEP 2** Pull pin out from handle
- STEP 3** Point nozzle or horn at fire and squeeze handle

All fire extinguishers will have signs next to them stating what type they are and what type of fire they are used for.

FIRE EXTINGUISHERS

Throughout the facility we have a number of fire extinguishers ranging from 9ltr multi-purpose to 2kg extinguishers. Weekly checks should be carried out on these extinguishers to find out if they have been tampered with or let off. When checking you should follow this step by step guide.

- STEP 1** Check that the plastic seals are still around handle and have not been broken off.
- STEP 2** Check that the metal pin's that fit into the trigger are not missing.
- STEP 3** On all multi purpose extinguishers there are yellow tabs that flip down and say "used" when the fire extinguisher has been let off by means of the trigger being pressed.

If for any reason any of the above faults are found it must be reported as soon as possible to maintenance so that it can be replaced or refilled by Chubb Engineer.

- Fire Blankets Cordwainer Bar
 Bonspiel Bar
 Kitchen (Opposite Function Room)

EMERGENCY CALL OUT

Should the key holder be called to attend the Centre outwith the opening hours they must await the arrival of the Police before entering the building. Under no circumstances should the key holder enter the facility on their own.

Below is a list of emergency contact numbers which may come in useful in the event of an emergency call out.

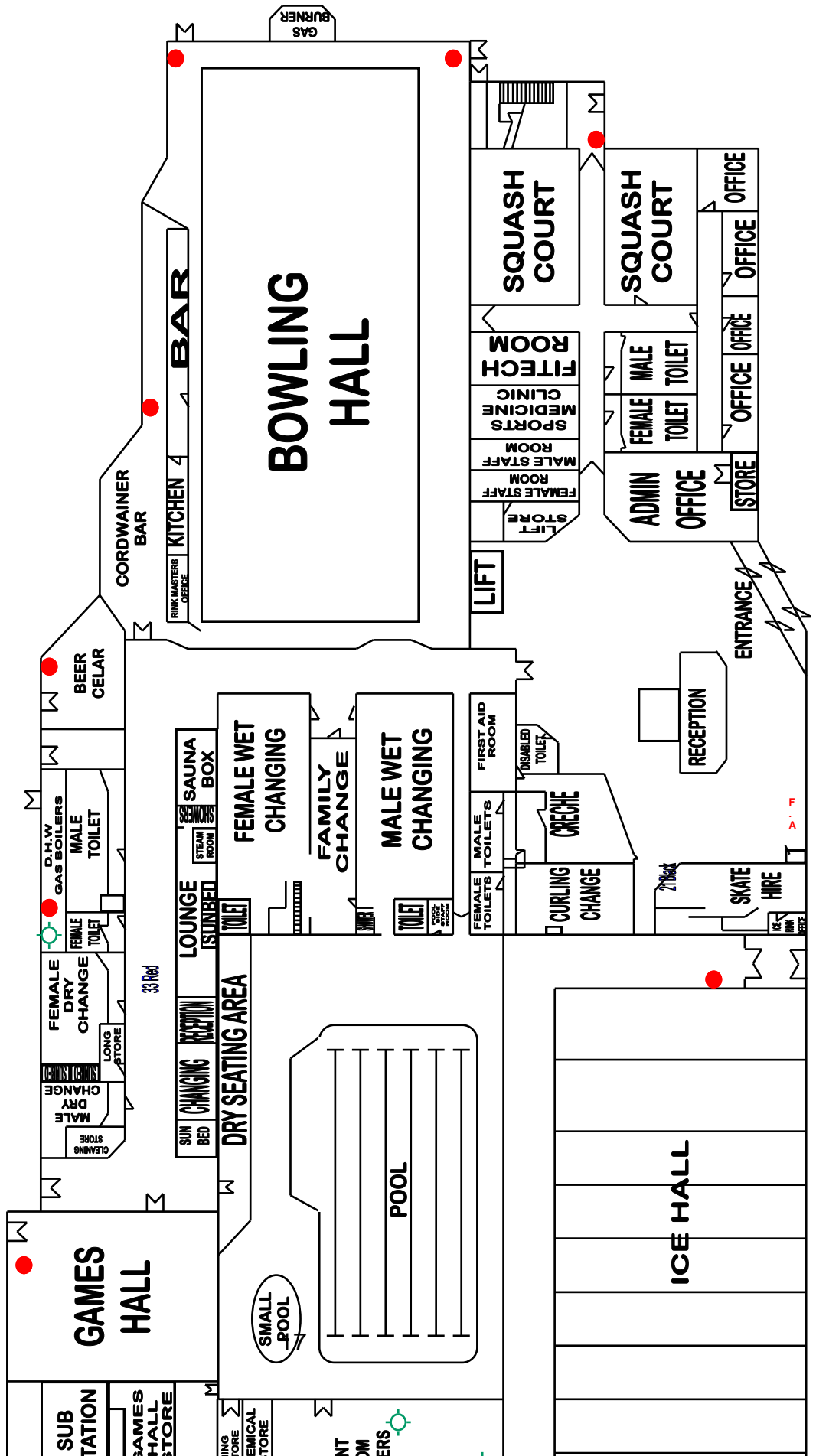
<u>Emergency</u>	<u>Company</u>	<u>Office Hours</u>	<u>Out of Hours</u>
Alarm	Safeguard	01563 523101	
Gas *	E-on	0800 912 1700	Emergency Call Out 0800 912 1700
Electricity	E-on	0800 092 9290	Emergency Call Out 0330 1010 222
Ice Plant	Johnson Controls	01236 738937	0151 630 1800
Pool Plant	Alba Pools	08707705660	08707705660
Boarding Up	A1 Glass	01563 572156	01563 572156
Car Park	Parkthorn Gates	01563 850086	07801 803601
Telephones	British Telecom	154	154
Main Plant	Johnson Controls	01236 784 120 01236 784 217	07703504188
C.H.P	ENER-G	0161 745 7450	07785 360644 07780 955590

- * The Galleon Centre has a maintenance contract with Johnson Controls and they are responsible for maintaining Air Handling Units, Pumps and Boilers. If in doubt as to which company to contact inform the Galleon Centre Maintenance Department and they will advise.

GALLEON CENTRE

(Ground Floor Level)
 Position of Break Glass Units
 Fire Alarm Indicator Panel
 Fixed Temp Heat Detectors
 around building

- Break Glass Unit
- Fire Alarm Indicator Panel
- Fixed Temp Heat Detectors



GALLEON CENTRE (First Floor Level)

Positions of Break Glass Units Fire Alarm Indicator Panel Fixed Temp Heat Detectors around building

- Break Glass Unit
- FAI Fire Alarm Indicator Panel
- ⊕ Fixed Temp Heat Detectors

