



New Worker Induction Pack



Important Note:

The aim of this employee handbook is to provide general information to employees on their employment. It is not intended to cover every situation or to explain everything about your employment.

If there is anything in the employee handbook that you do not understand or in relation to which you require further clarification, you should speak to the management, in the first instance through your Club Manager. The company welcomes any comments or suggestions as to how the employee handbook could be improved.

All new Workers must undergo induction training, which has been signed for before being left on shift alone. This is the minimum basic training, after which the 5-point training plan must be completed by 8 weeks after your first shift.

The documents that must be sent to the Northern Office after induction are:

- 1st Aid Certificates
- Responder / Lifeguard Certificates
- Pool Plant Qualifications
- 5 Point Training (done online)

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1. 3d Leisure General Induction

1.1. Letter from 3d Leisure Managing Director

Welcome!

Dear Colleague

Welcome to 3d Leisure! As you may now be aware, 3d Leisure Limited is an expanding leisure-based company involved in the operation of your health club. Whilst we are not your direct employer we still treat all team members at sites where we work, as being part of our team.

We pride ourselves on the quality of service that we offer. Success is only achievable through personalised service - service that only you can provide through teamwork, professionalism and a sincere desire to meet our clients' needs.

This induction pack should be read carefully and kept handy for easy reference.

I hope that you will enjoy being part of our team and that you will find your work rewarding.



Paul Ramsay
Managing Director

1.2. The 3d Leisure Credo

'The EXTRA dimension to your business'

| | |
|----------|----------|
| E | Enjoy |
| X | X Factor |
| T | Team |
| R | Reliable |
| A | Attitude |

Enjoy

- We work hard but play hard too
- We try to bring the 'fun factor' into working out

X Factor

- We understand optimum profit (we maximise income minimise expenditure)
- We focus on the objectives set
- We have an astute/expert understanding of the business we manage
- We understand that prior planning prevents poor performance

Team

- We offer help and assistance to colleagues
- We provide encouragement and motivation to all our team
- We develop and train all workers
- We have a positive attitude

Reliable

- We do what we say
- We are trustworthy
- We are reliable

Attitude

- We get back to people in time – internally and externally
- We set objectives and put in place strategies to achieve them
- We have meetings that have objectives
- We commit action plans to written minutes
- We get things done when we say we will
- We do the best job we can
- We try to go the extra mile for customers and our team members

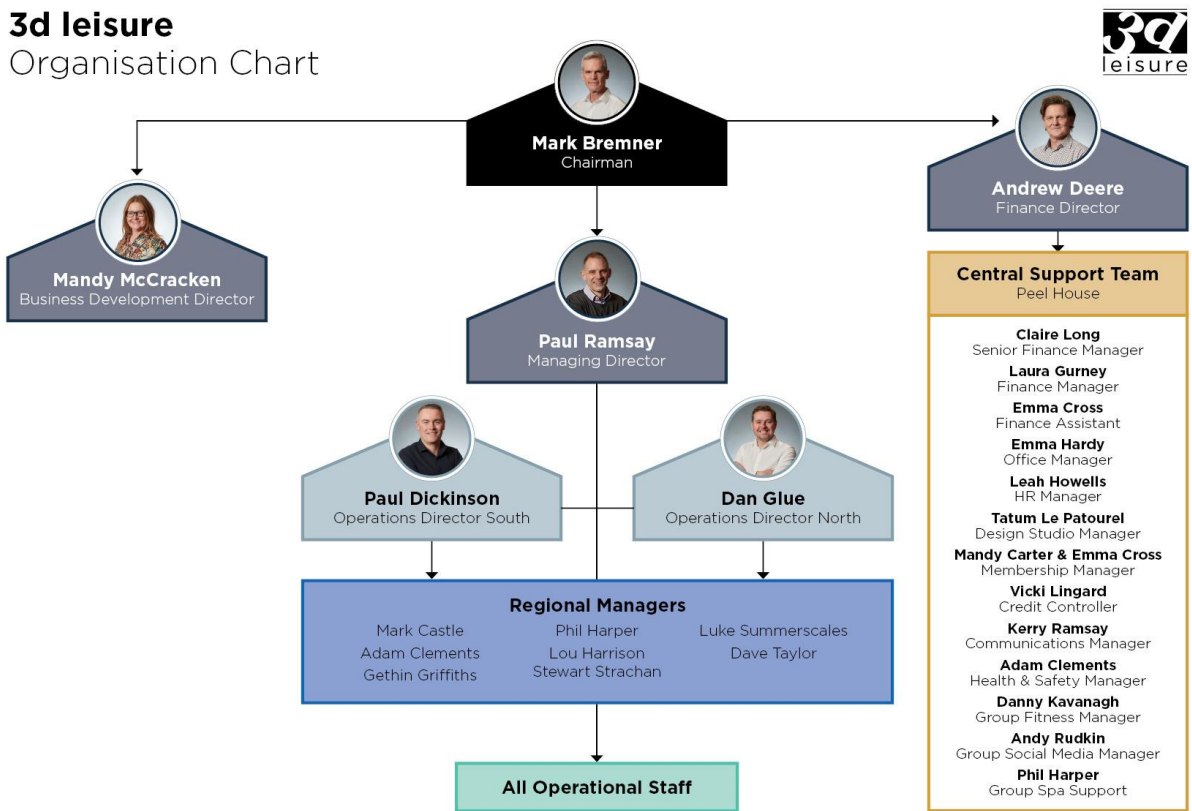
1.3. 3d Leisure - Company Structure

Support Office:
 3d Leisure
 Peel House
 Upper South Street
 Farnham
 Hampshire
 GU9 7JN

Northern Office:
 3d Leisure
 Tree Tops
 Arrathorne
 Bedale
 North Yorkshire
 DL8 1NE

Tel: 01252 732220
 Fax: 01252 732221

3d leisure
 Organisation Chart



Additional Contacts:

H & S Consultant:
 Data Protection Officer:
 Clubs Include:

Joe Ryan
Emma Ingledeu
See current site directory

1.4. 3d Leisure – Meet the Team

Directors



Mark Bremner - Chairman

Having completed a business degree and world travels, Mark was a founder Director of DC Leisure (now Places for People leisure) – a local authority leisure management company managing over 100 leisure facilities on behalf of local authorities. Having sold this business Mark now focuses on developing 3d leisure’s service. Mark was a Director and Treasurer at the Fitness Industry Association (now UK Active) for over 9 years and is a well-known and respected industry figure.



Paul Ramsay – Managing Director

Paul joined 3d leisure originally as a fitness instructor in 1997. After holding many roles in the company, he was promoted to the Board in 2000.

As Managing Director, Paul oversees the performance of all our managed clubs through close support of the Regional Management Team. Paul will meet with key client contacts on a monthly basis (or whenever required) to ensure that we are delivering our promise at every site. Paul coordinates the development of all the company’s QMS and is responsible for our partnership and alliances with external suppliers.



Andrew Deere – Finance Director

Andrew is a Business Studies graduate from Bristol University. After initially taking some time out to travel, Andrew joined his family publishing and training business, a company he still runs to this day. He joined the Board of 3d leisure in 1999 as Company Secretary with Director responsibility for all financial matters and the administration of the business. Andrew manages the Support Office at the company’s base in Farnham, Surrey. The team in Farnham support all 3d clubs with finance, HR, health & safety, design and all marketing campaigns.



Paul Dickinson – Operations Director – South

Paul has worked for 3d leisure since 2002 when he started as a Club Manager. Paul was appointed as a Board Director in 2013 and is now an Operations Director. Based on the south coast, Paul looks after the majority of the southern sites.



Dan Glue – Operations Director – North

Dan started in the industry as a part time fitness instructor with 3d leisure and now specialises in sales, spa and operations. He works closely with the Managing Director overseeing the key sites within the group ensuring ultimately that bottom line profit and targets are achieved for the clubs we manage.

Dan is a key motivational speaker at a number of our sales and marketing seminars.



Mandy McCracken – Business Development Director

Mandy has worked in Corporate fitness and wellbeing for the past 12 years and re-joined 3d leisure in February 2017. Mandy’s role is to develop new business within 3d’s 4 key market sectors, corporate, hospitality, education and the private sector as well as playing an active role in the continual development of the services and products 3d deliver. Mandy brings a wealth of experience in creating bespoke solutions for potential clients to meet their specific fitness, health and wellbeing management objectives.

Support Office Staff



Leah Howells – HR Manager

Leah joined 3d Leisure in December 2022 in the newly formed role of HR Manager. She is responsible for developing all HR systems and supporting employees with any issues they may have.



Claire Long – Finance Manager

Claire has worked for 3d leisure since 2004 overseeing the Accounts Department. She is responsible for the production of monthly management accounts for the 3d board as well as individual club accounts for all the CLSP clubs and corporate clients.



Laura Cross – Accounts Payable

Laura arranges payments to suppliers, freelance instructors, staff expenses, club income reimbursement and 3d Direct Debit refunds. Laura also assists Claire Long in producing monthly P+L’s for various clubs and overseas all the Direct Debits.



Emma Ingledeu – Office Manager

Emma is a Geography Graduate from Nottingham University. Emma acts as PA to the Directors of 3d leisure as well as Office Manager of the support office, Peel House. She oversees all the administrative duties for the company.

Regional Managers

Each club we manage is appointed a Regional Manager to provide support and guidance to the on-site team and drive the clubs towards their goals. All of our Regional Managers have an extensive knowledge of the gym, fitness and leisure industry having worked their way through Instructors and various club management positions.

They will provide on-site support in the form of regular visits and 24-hour telephone support. A key part of their role is to manage and motivate club managers to deliver financial targets and maintain the highest possible standards in terms of service and facilities we operate.



Mark Castle

A graduate in Sports Management from Northumbria University, Mark has gained vital experience in private leisure operations in USA, Dubai and the UK. He was employed by Terence Conran in 1999 to oversee the opening of the leisure club at the newly refurbished Great Eastern Hotel.

He began his 3d career as Club Manager but after 2 successful years he was promoted to Regional Manager. Mark specialises in the hotel spa sector and is currently the key contact in dealing with product houses and other key spa partners.



Stewart Strachan

With his HND in Leisure Management, Stewart is a knowledgeable and driven manager who wants to achieve targets and his infectious personality motivates those around him to buy into a vision and to achieve goals.

Staff development is one of Stewart's passions as he wants people to be all they can be and he aims to inspire through positive working environment at each of the clubs he is responsible for. Having worked for 3d leisure at a number of locations Stewart has gained vast experience in both corporate fitness and hotel health club management.



Dave Taylor

Dave was promoted to a regional position in December 2022 after previously spending the last 6 years managing 3d Leisure operated sites in London. Prior to this Dave spent time working in clubs in the UAE, Dubai and in America.

Dave has a good knowledge of Spa operations in was twice a finalist in the Hotel Catey awards in the Spa Professional of the Year category.



Luke Summerscales

After doing his A-Levels in 2000, Luke started working for 3d leisure as a part time trainee instructor. He had a clear passion for sales and retention, helping him quickly excel in the leisure industry and became a club manager within 2 years. He remained solely in club management for 15 years, most of which for 3d leisure, before taking on a Regional Manager position in 2018.

He specialises in membership systems, new staff training and has a passion to troubleshoot any club issues.



Adam Clements – Regional Manager

Adam Clements joined 3d Leisure as a club manager in 2012 and was promoted to the role of Regional Manager in 2017. Adam has 12 years leisure industry experience and gained a vast industry knowledge through working with a number of varied clients. Adam has a keen eye for detail and focus on improving standards, service and the member journey.



Lou Harrison – Regional Manager

Lou joined 3d Leisure as a fitness instructor in 2001. After various roles within the 3d portfolio and obtaining a Diploma in Management, she was promoted to Club Manager. In 2019 she joined the Regional Management team.



Danny Kavanagh – Group Fitness Manager

Danny is the Group Fitness Manager for 3d leisure. His role is to drive the fitness, wellbeing and the retention strategy for the 3d business forward. He is responsible for improving the fitness and wellbeing service across all corporate sites.

Danny is passionate and focused on fitness and wellbeing and his background includes PT, Class instructor and referral consultant.



Andy Rudkin – Group Support Manager

Andy left University with an honour's degree in Sports Studies in 2004, and joined 3d leisure 3 years later after brief stints with Hilton and Marriott Hotels. He has managed a number of sites for the company to date; whilst in his spare time learning the world of social media.

He now supports the clubs and the Regional Managers by ensuring all sites digital marketing is accurate and up to date. He is responsible for over 80 social media sites, including our own 3d leisure Facebook and twitter. His generic group wide posts and site-specific guidance provide the perfect platform for each club to achieve great things through their social media. He is also a qualified STA Pool Plant Tutor, allowing us to call on his knowledge and course instruction for our sites.



Phil Harper – Group Spa Operations Manager

Phil Harper joined 3d Leisure in 2018 as a Spa support Manger and was promoted to the role of Spa Operations Manager in 2021. Phil has 10 years Leisure & Spa management and 10 years hotel operations experience. Phil gained his vast Hotel operations knowledge through having worked several departmental management roles for a number of varied clients. Phil has gained several commercial awards over the years and understands how to drive KPI's for the Spa's whilst maximising revenue for the hotel. Phil is our very own Premier expert.

1.5. Working for 3d Leisure

(Your Club Manager will work through this general induction with you before you begin your first shift)

Training and Development

On commencing employment you will undergo a comprehensive induction period of 8 weeks. During this time you will be given specialised training in your job skills by a competent trainer. You will also receive valuable support training in customer care and selling skills, to help you gain confidence in these very important aspects of your work. Your club manager will assign you a login to the online training portal where each applicable course is accessed and then completed by yourself with guidance from your designated trainer. The training portal is located through the main 3d leisure portal (www.3dleisure.com) and then by selecting the training and development tab once logged in, here you will be able to access the company induction and the 5 point training plan courses.

You will also receive instruction on your site's Emergency Action Procedures to equip you to work safely and efficiently and to be of assistance to your workmates and clients in an emergency situation.

What We Expect of You

Along with the advantages and opportunities offered by us, go certain responsibilities - obligations that you will want to meet. Whilst completing shifts with us, you are expected to do the best job possible and to do it with common sense and good judgement in a professional, courteous, friendly and business-like manner. Your responsibility, of course, is to do a good job with the work assigned to you by your Club Manager. He/she is responsible for what you do. Listen to instructions carefully. Refer to your job- training manual and carry out all tasks efficiently and thoroughly.

Doing a good job implies certain other obligations on your part, such as maintaining good health and mental alertness. Using good judgement and being prompt and regular in attendance, co-operating with your fellow colleagues, and being loyal to your organisation - its people and its service.

Personal Appearance

As a 3d Leisure Worker you are the representative of our business and our product. Your appearance and grooming are vitally important to give a good impression of the Company to our customers. The following should be adhered to at all times:

Uniforms - clean, neat and pressed

Name Badge - worn on the right-hand side

Footwear - clean and predominantly white training shoes

Hair/Facial Hair - neat, tidy and clean

Body Odours - every precaution should be taken to eliminate offensive body odours

Jewellery, Make-Up, Perfumes, Aftershave - strictly minimal

Uniform and Equipment

A uniform is provided not only to enhance the Company image, but also to make it easier for you to comply with the Company standards on dress and appearance.

It is your responsibility to ensure that the uniform is cleaned and maintained correctly. If you or the Company choose to end your employment, uniform, protective clothing and any equipment must be returned, if not a deduction of the cost of replacement will be made from any final pay.

Where the Company provided you with tools and equipment to complete your role, they remain the property of the Company. You must always use these correctly, look after them and do not leave them lying about.

Protective Clothing and Safety Equipment

Where necessary you will be provided with special protective clothing and safety equipment. Where these are provided it is your responsibility to ensure that you wear them at the times when they are needed and that they are clean and in good repair. Failure to comply will result in disciplinary action.

Timekeeping and Attendance

Good timekeeping and attendance are crucial to our success. Bad timekeeping and poor attendance hurts everyone. It is your duty to ensure you arrive and are ready to start work on time. If for any reason you are unable to attend for duty you must contact your Club Manager or Assistant Manager as soon as possible.

Company Policies

Your Work is subject to the Health and Safety and Equal Opportunities Policies & Procedures.

1.5. Training and Development

The Company recognises that planned training and development of staff is fundamental to the Company's increased success and the satisfaction of its employees and its clients.

5 Point Training Plan

On commencing employment with us you will undergo a comprehensive induction period of 8 weeks. During this time you will be given specialised training in your job skills by a competent trainer. You will also receive valuable support training in customer care and selling skills, to help you gain confidence in these very important aspects of your work. Your club manager will assign you a login to the online training portal where each applicable course is accessed and then completed by yourself with guidance from your designated trainer. The training portal is located through the main 3d leisure portal (www.3dleisure.com) and then by selecting the training and development tab once logged in, here you will be able to access the company induction and the 5 point training plan courses.

You will also receive instruction on your site's Emergency Action Procedures to equip you to work safely and efficiently and to be of assistance to your workmates and clients in an emergency situation.

Qualifications

All staff must immediately hold a full first aid at work qualification, as the minimum requirement and for those sites with swimming pools, all Workers must immediately hold, a pool emergency responder qualification from a relevant body (RLSS/STA) when being left to work alone.

Development and Promotion

All vacancies within the Company are sent to your Club Manager and you may apply for any of these if you have the appropriate experience and/or qualifications. Any application should be made to the relevant Regional Manager via your Club Manager.

1.6. Data Protection

As a company it is vitally important that we comply with the various laws regulating the processing of personal data relating to individuals and in particular the General Data Protection Regulation 2018 (GDPR).

It is 3d Leisure's desire that all employees recognise and understand the importance of dealing with such personal data correctly and fully understand the steps that must be taken in order to minimise risk. All employees should read through the Data Protection Policy which can be found in your staff induction pack.

In order to comply with our own policy and maintain standards we have a Data Protection Officer based on our Farnham office.

What is personal data

Data is collected and from many sources including new members, prospective members and employees. All individuals have the right for us to:

- Protect their data
- Only use it for the purpose/s that it was provided
- Only use it for as long as required / they give permission
- Inform them of what data we hold, should they request it
- Inform them within 72 hours if there has been a breach of data

Key action for all staff to follow:

Data Processing

- Emailing
 - When send any personal data via email you must ensure that the file is password protected
 - When sending password protected data the password should be confirmed by telephone to the recipient
 - When email to a group of people i.e. marketing purposes, it is essential that the BCC function is used and not the CC function
- Paper Records
 - Any paper records must be kept in a locked filing cabinet in a locked room
 - A system must be in place for the security of keys to filed data
 - When initially collecting data i.e. new membership forms – these must never be left in a public area awaiting entry onto the membership system. They are either entered and filed away or filed away for entry later (i.e. pending file)
 - Once paper copies are no longer required i.e. membership forms of cancelled members, then they must be destroyed through shredding
- Digital Records
 - Any portable equipment (i.e. laptops, tablets) that is used to stored data must be in a locked container at all times when not being used
 - All devices must be password protected
 - All devices must be set to hibernate after 3 minutes of inactivity
 - Ensure that computers are locked whenever left unattended
- IT Safety
 - Passwords for computer logins and email accounts must be changed every 30 days

2. Your Role

2.1. The Role of the Health & Fitness Club

1. To maintain a clean, hygienic and safe environment for the users of the Club facilities at all times.
2. To provide a variety of facilities and activities geared towards maintaining general good health and life-style enhancement.
3. To provide Club users with advice and guidance in connection with their goals for health and fitness.
4. To maintain gymnasium equipment, pool plant machinery and pool water quality so as to ensure a comfortable and safe environment for users.
5. To undertake all reception activities associated with running a Club, such as booking appointments for the use of various facilities and services, maintaining membership records and stocking leisure consumables for sale.
6. To provide members with a varied programme of social events and creative leisure activities.

2.2. Membership Conditions

Each club has its own membership conditions, please ask the Club Manager to show you a copy.

3. Introduction to Health & Safety

3.1. Health & Safety Policy Statement

Club Manager to insert copy of current H&S policy

3.2. Staying Safe at Work

Hygiene, Health and Safety at Work

The Company recognises the need to take every reasonable, practical step to provide and maintain a safe and healthy environment in which to work. It is the responsibility of every worker to co-operate with the Company to work and act in a safe and sensible manner and in particular to bring attention to any matter or situation which may be a potential hazard to health and safety.

At every site there will be a procedure whereby should you become aware of something which looks amiss; it is your responsibility to ensure that it is reported to the management.

A copy of the Company's Health & Safety statement is enclosed in this induction pack. Below are a few common-sense rules to help you on your way:

Basic Safety

- A) Always wear the protective clothing supplied.
- B) Always follow the instructions on chemical containers. Never mix chemicals together.
- C) Never use any equipment or plant machinery unless you have been trained to do so.
- D) Never use defective equipment or plant machinery.
- E) Always clean up spillages.
- F) Gas or electrical repairs must only be carried out by a competent person.
- G) Dispose of broken glass properly.
- H) Always keep floors, passageways, staircases and storerooms clear of obstructions.
- I) Remember to carry out all duties carefully and with due care and attention to others.
- J) Do not carry out any job function, which you have not been trained to do.
- K) Never use any chemicals for which you have not received COSHH training.

Smoking

No workers may smoke in any area of the club or within 10 metres of the outside perimeter of the club.

Infectious Diseases

You should notify your Club Manager immediately where you, or any member of your family, are suffering from an infectious disease or where you suffer from vomiting or diarrhoea symptoms.

Accident Book

All staff accidents within the workplace must be reported to your Club Manager and entered in the Accident Book immediately

First Aid

A list of trained first- aid trained staff at your place of work is displayed in the club. Treatment for accidents, however small, should be obtained from one of the qualified first aid members.

For any first aid problem, you must complete an accident and incident form and ensure your Club Manager signs it. If they are on leave or day off, ensure the Assistant Manager signs it and gets a copy immediately to the Client.

If any accident is reportable under RIDDOR then you should contact your Regional Manager and Operations Director immediately.

For serious injuries use the S.I.M.P/F2508 (see E.A.P)

Fire

See Emergency Action Plan

Customers and Visitors

Please take care of customers and visitors to our premises. They are less familiar with our working environment and may need your help to avoid risks. Customers should not be allowed into worker areas, except in exceptional circumstances, and, if they are, must be accompanied by an employee at all times.

Stress

If you feel that you are under stress as a result of workplace-based activities, you must advise your supervising manager as soon as possible.

Visual Display Screens

If you are required to use a display screen for a significant part of your working day the Company will pay for you to have up to one eye test a year.

For employees who use a PC computer as part of their job, the company is required to ensure they are provided with information and training about the risks associated with the use of this equipment. This is specified by the Display Screen Equipment Regulations 1992, as amended in 2002.

At induction all relevant employees are provided with a copy of the HSE leaflet on the topic available at <http://www.hse.gov.uk/pubns/indg36.pdf>. After having read this they are required to complete a self-assessment questionnaire regarding their work station.

All complete questionnaires will be retained by the Line Manager/ HR Director as evidence that the company is fulfilling its legal obligations regarding DSE equipment.

3.3. Normal Operating Plan

You will be trained on all operating procedures relating to your job. This will form part of your on-going training (see NOP file), however you should be aware of the following basics

A) Details of Building

Ensure you are aware of the full building plan, marking facilities and features and their dimensions.

B) Potential Risk Factors on Poolside (Where Appropriate)

The following is a list of basic potential hazards and instructions on how to reduce the risk of them causing harm. It is not exhaustive and should be used in conjunction with the site's Risk Assessment

1. All non- permanent equipment should be stored away correctly and in the appropriate place.
2. Diving is not allowed; the risks of injury from hitting the bottom are very high.
3. The pool-sides are very slippery; patrons must not run on them.
4. All children under the age of 16 years must be accompanied by a responsible adult (18 or over) if using any facility in the club.
5. Children under 6 are not allowed in the spa and under-12s are not allowed in the sauna or steam areas; children aged may use these facilities if accompanied by a responsible adult, there must be 1 adult to every 2 children in the pool to supervise.
6. Attention should be given to weak swimmers, boisterous behaviour and persons using facilities incorrectly, to prevent accidents.

C) Dealing with Centre Users

The guidelines are for your help, read them carefully and implement them in the course of your duties.

1. Always wear the uniform and name badge you have been provided with, it is important that we create a good image and are easily identifiable.
2. Always be polite and helpful to the public (make yourselves aware of all services we provide) but if you are unable to help, please find out what the person wants to know.
3. The following points should be strictly enforced to maintain user safety:
 - No smoking
 - No bringing of alcohol, food or glass bottles into the centre
 - No foul or abusive language

Any behaviour considered dangerous or offensive to either the individual(s) or to others must be stopped; but remember people are here to enjoy themselves.

4. Speak to people politely and explain why you wish them to stop what they are doing. A good reason will normally do. If there is any problem call a member of management.
5. If a centre user ignores your request on two occasions you are permitted to ask them to leave the centre; if there is a problem, contact the Club or Regional Manager

D) **Maximum Occupancy Levels**

For safety reasons and for the enjoyment of others it is imperative that all facilities in the Centre have maximum occupancy levels that must not be exceeded. Please ask your club manager what these are at your site and enter them here:

- Pool
- Gym
- Sauna
- Spa
- Steam

E) **First Aid Supplies and Training**

All workers (when left to work alone) will hold the RLSS Pool Lifeguard/attendant Award (applies to centres only where there is a swimming pool). All workers must also hold the St John's Ambulance 'Emergency Aid in the Workplace' certificate or equivalent, thus providing first aid cover at all times. First aid kits must be checked monthly and kept fully stocked.

Casual Workers may be required to attend mandatory training.

F) **Conditions for Hire to Outside Organisations**

Where Centres wish to hire a facility to an outside organisation a contractual agreement must be drawn up between the operator and the hirer. The contents of this contract can be obtained from the Group Operations Director.

G) **Details of Emergency Equipment**

In the event of an emergency, the following emergency equipment is available. **(Club Manager to insert details)**. Its location is clearly indicated on the floor plan of the building. All workers must know immediately where these are.

| | | |
|-------------------------|----------|-----------|
| Fire Extinguishers | 1. _____ | 6. _____ |
| | 2. _____ | 7. _____ |
| | 3. _____ | 8. _____ |
| | 4. _____ | 9. _____ |
| | 5. _____ | 10. _____ |
| Break Glass Fire Points | 1. _____ | 6. _____ |
| | 2. _____ | 7. _____ |
| | 3. _____ | 8. _____ |
| First Aid Kit(S) | 1. _____ | 3. _____ |
| | 2. _____ | 4. _____ |

H & S File 1. _____

Fire Hose 1. _____ 2. _____

Pool Lifesaving Equipment 1. _____ 3. _____
2. _____ 4. _____

Emergency Call Buttons 1. _____ 3. _____
2. _____ 4. _____

Fire Blanket(S) 1. _____ 2. _____

Eye Wash Station(S) 1. _____ 2. _____

3.4. Emergency Action Plan

A) Fire Evacuation Procedure

If you discover a fire you should sound the nearest fire alarm and then carry out the following procedure:

1. On hearing the continuous fire alarm act as if it is a real fire.
2. Encourage members to leave by the nearest fire exit and direct them to the assembly point, which is situated (please fill in)

3. Check gymnasium, solarium and the changing room areas, etc. are vacated before you leave the premises.
4. Secure money in the till.
5. Close doors and windows as you leave the building and report to the Assembly point.
6. The senior person on duty must remove the rota, COSHH file and signing in sheet in order to conduct a role call on arrival at the Assembly point.
7. Do not allow anyone to re-enter the premises until told to do so by the Fire Brigade Officer.

B) Bomb Threat

If you receive a bomb threat when answering the telephone, try to remain calm and follow the following procedure:

1. Let the caller finish their message without interruption.
2. At the same time try to record the following information as per the checklist for action to be taken on receipt of a bomb threat. A copy of which must be kept by every telephone.
3. A member of staff should contact the police for advice on the matter.
4. If staff are available they should carry out a quick search in all public areas.
5. If anything is found, evacuate the premises following the Fire Evacuation Procedure.

Always if there is any doubt evacuate the premises; but return to normal operation as soon as possible.

C) Emission of Toxic Gases

This will occur if chemicals are allowed to mix together. Strict adherence to chemical usage guidelines will help to prevent this (see COSHH Assessment file). In the event of a toxic gas escape full evacuation procedures must be undertaken and the fire brigade called.

D) Lighting Failure

In the event of the lights failing, emergency lights will activate to provide adequate light to allow people to see the way to the exits. If possible, the member of staff on duty should attempt to find the fault and restore lighting. They must also keep people informed of the problem. During the daytime there may be sufficient natural light to allow the facility to remain open. If the safety of users cannot be guaranteed, the Centre must be closed and all users asked to leave.

E) **Structural Failure**

In the event of structural failure the area should be cordoned off and the premises, or that particular area of the building, evacuated. The defect must be reported immediately to the General Manager.

F) **Serious Injury**

In the event of a person suffering a serious injury or major trauma, e.g. stroke, heart attack, spinal injury, epileptic fit, etc., the incident must be dealt with by a qualified First Aider. The area should be cleared until the situation is dealt with and the appropriate emergency services called. The 'SIMP' package details the correct procedure for reporting the incident, once the injury has been dealt with. This will also be on hand and must be photocopied so blanks are available (Now train your staff on S.I.M.P. so that they know how to deal with a problem).

G) **Overcrowding**

Maximum occupancy limits must be in practice in all areas of the Leisure Club where overcrowding may be a problem. It is the responsibility of the worker(s) on duty to monitor numbers using the facilities. In the event of it becoming busy, then these limits must not be exceeded. Entrance should be restricted (see N.O.P's for maximum levels in each area).

H) **Hazard Reporting**

All workers must be aware of filling in a 'Hazard Report form' in the event of a facility or piece of equipment failing and presenting a hazard to the club's users. Ensure you complete this training now using the correct forms and explaining where they should be sent.

3.5. COSHH

All workers must be fully trained in 'COSHH' and be aware of the need for PPE and its location. Ensure you complete this training now, filling in the correct form and signing for the training. This must then be kept in the COSHH file.

NEVER use any chemical which you have not been prior trained in the safe use of! Speak to your line manager if you need to use a new chemical so that they can arrange the training.

3.6. Child Protection

3d believes that a child, young person and adult at risk should never experience abuse of any kind. We have a responsibility to promote the welfare of all children, young people and adults at risk, and to keep them safe. We are committed to practise in a way that protects them, taking all reasonable steps to protect them from harm, discrimination or degrading treatment whilst respecting their rights, wishes and feelings.

The aim of our standard is to ensure that it is important to recognise that we have a moral and legal obligation to ensure that when we are given responsibilities for children, young adults and adults at risk we should give them the highest possible standard of care.

Please refer to the 3d Leisure *'Safeguarding Policy for children, young people and adults at risk'* for further information.

4. Appendices

You have now completed your new worker induction training and need to fill in the following sheets.

The checklist below also shows what action needs to be taken once they are all completed.

Action

- i. Copy of current first aid certificate: Email to kerry.ramsay@3dleisure.com
- ii. Copy of NPLQ/Responder certificate: Email to kerry.ramsay@3dleisure.com
- iii. Copy of Pool Plant Qualifications: Email to kerry.ramsay@3dleisure.com
- iv. Signed Training Sheet for: (Keep on file at Club)
 - SIMP
 - Hazard Reporting
 - Accidents & Incidents
 - Manual Handling
 - PPE,
 - Sunbed (where applicable)
 - Signed COSHH training