

INFORMATION DOCUMENT

EMERGENCY PROCEDURES

It is important all staff know what to do in case of an emergency, to ensure any potential harm to staff and guests is minimised. A document should be produced to ensure all staff members understand what to expect and how to respond in case of an emergency. This should be reviewed:

- yearly, or
- following any emergency situation.

This will ensure the document is always up to date and relevant to your current operations. All staff must read and understand the document. You should ensure that, following any reviews or updates to the procedures, all staff are aware of changes that may affect them.

As part of the risk assessment process, you should identify potential emergencies that may occur as part of your operation. These may include:

- Flooding and water damage
- Medical emergencies (including injury and illness)
- Fire
- Violent or unruly guests (through alcohol or otherwise)
- Threats, bomb threats or suspicious objects
- Evacuation procedures
- Person overboard
- Vehicle crash
- Missing guests
- Drowning
- Earthquake

This list is, of course, not all-encompassing and you should ensure that all potential emergency situations identified during the risk assessment of the operation are included.

Develop an emergency plan

Most event emergency plans should address the same basic requirements, to:

- get people away from immediate danger
- summon and assist emergency services
- handle casualties
- deal with those who have been displaced but not injured (e.g. at a festival with camping)
- liaise with the emergency services and other authorities and, where the situation is serious, hand over responsibility for the incident/emergency
- protect property

Emergency procedures

Procedures for staff and volunteers to follow in an emergency should include:

- raising the alarm and informing the public
- onsite emergency response, i.e. use of fire extinguishers
- summoning the emergency services and continuing to liaise with them
- crowd management, including evacuation, where necessary
- evacuation of people with disabilities
- traffic management, including emergency vehicles
- incident control
- providing first aid and medical assistance

First aid, medical assistance and ambulances

Make sure you will have enough medical capacity available (first aiders, access to local medical centres, doctors etc.)

Have clear emergency roles and responsibilities

You should appoint people to implement your procedures if there is an incident or emergency. Make sure that all relevant staff members, whatever their normal role, understand what they should do in an emergency, for example:

- the location of exits
- how to use emergency equipment
- how to raise the alarm
- who they should receive instructions from

Evacuation

Emergencies can develop very rapidly. Make sure you are equipped to move the participants to a total or relative place of safety without delay. The following actions will help.

Escape routes and exits

- Plan escape routes and make sure they remain available and unobstructed
- Make sure all doors and gates leading to final exits, as well as site exits themselves, are available for immediate use at all times. Check they:
 - are unlocked - if security is an issue they should be staffed not locked
 - are free from obstructions
 - open outwards in the direction of escape

Signs and lighting to help evacuations

- Consider signs for people unfamiliar with escape routes
- Light all escape routes sufficiently for people to use them safely in an emergency
- Emergency lighting should comply with the requirements of British Standard BS 5266-1, or local equivalent. Use an independent power source, e.g. a generator, in case the mains electricity supply fails

- If using floodlighting, lighting towers etc as temporary lighting make sure it does not shine in people's faces along the escape route, making it more difficult for them. As an alternative, 'festoon lighting' along an escape route prevents glare

Places of safety

- Plan how you will evacuate people to a place of relative safety from where they can make their way to a place of total safety

Vulnerable people

- Plan to provide additional assistance to people with a disability, people with learning difficulties, those with limited mobility and children
- Where children are separated from their parents, in play areas etc, make arrangements for their safe evacuation clear so parents don't try to reach them against the normal direction of escape

Communicating with the public

- Plan for how you will communicate official event messages to the public in conjunction with the emergency services, eg via social media

Show stop

Effective response to an emergency can sometimes mean a rapid and controlled halt to an activity to prevent further risk to the participants or to initiate an evacuation.

This sort of 'show stop' involves:

- identifying the key people involved, particularly those who can:
 - initiate a show-stop procedure
 - communicate with the staff and participants
- deciding how these key people will initiate a show-stop procedure
- consider your lines of communication, eg radios, PA systems
- briefing the staff and participants in advance about the show-stop procedure

After the incident

Once the risk has been reduced to a tolerable level, you can consider resuming the activity.

Only resume the activity after consultation with other key agencies on site, e.g. emergency services. Make sure staff are back in position and services are ready.

Transfer of authority for an emergency/major incident

If the emergency services declare an emergency/major incident onsite, all your onsite resources will work under the command of the police. However, the police may declare one part of the activity as under their authority to respond to the emergency/major incident but leave other parts of the activity under your control.

Testing and validation

In many cases, validation of your emergency plan may take the form of a table-top exercise, where you and others work through a range of scenarios and establish the effectiveness of your responses. You may also wish to conduct regular "walk-throughs" where you physically test exit routes and other processes to ensure that they are still valid and to update your emergency plan accordingly if necessary.

Test the communication systems, e.g. radios and public announcement equipment, before the activity.

EMERGENCY PLAN FOR STEVE'S BOATS

Address: 1 The Marina, Marmaris, Turkey

Contact number: 012 34567 890

Version control:

Version	Review Date	Reviewed By (name and job title)	Summary of changes in this revision
1.0	1 st March 2010	Steve Captain	Initial Plan
1.1	3 rd March 2010	Steve Captain	Updated Duty Managers
1.2	1 st March 2011	Steve Captain	Yearly review – no updates
1.3	1 st March 2012	Steve Captain	Yearly review – no updates
1.4	1 st March 2013	Steve Captain	Yearly review – no updates
1.5	1 st March 2014	Steve Captain	Yearly review – duty managers updated
1.6	1 st March 2015	Steve Captain	Yearly review – no updates
1.7	1 st March 2016	Steve Captain	Yearly review – no updates
2.0	12 th April 2017	Steve Captain	Revised plan in case of fire following drill. Assembly point updated.
3.0	18 th June 2017	Steve Captain	Updated plan for person overboard following incident on 10 th June 2017.

This emergency plan covers what to do in the event of an emergency.

All staff should be familiar with the plan and hold a copy whilst on duty.

Key Contacts:	Name:	Address	Contact Number:
Owner:	Steve Capitain	1 The Marina, Marmaris	012 32123 123
Duty Managers:	Dave Boater Mike Sailor Terry Waterman Percy Rower		098 89876 990 089 87678 998 067 98098 876 066 43356 123
Other Key Staff:	Paul Tinker – Chief Mechanic		013 87892 778
Police:			999
Fire:			998
Ambulance:			997
Nearest Hospital/Medical Facility	Marmaris Hospital	1 Feeling Better Blvd, Marmaris, Turkey	087 66789 176

Potential Emergency Situations raised when performing risk assessments:

Emergency Situation:	Fire
Trigger:	Fire alarm activated; Fire is discovered.
Actions:	<ol style="list-style-type: none"> 1. Call emergency services if not already called 2. Account for all staff and customers and ensure no one is in immediate danger 3. ... 4. ... 5. ... 6. ... 7. ...

Emergency Situation:	Person overboard
Trigger:	Person missing during count following swim stop; Another customer or staff member raises the fact that someone is in trouble/missing.
Actions:	<ol style="list-style-type: none"> 1. ... 2. ... 3. ... 4. ... 5. ... 6. ... 7. ...

Emergency Situation:	Vehicle crash
Trigger:	Vehicle is involved in a crash.
Actions:	<ol style="list-style-type: none"> 1. ... 2. ... 3. ... 4. ... 5. ... 6. ...

Emergency Situation:	Etc...
Trigger:	
Actions:	<ol style="list-style-type: none"> 1. ... 2. ...

	<ol style="list-style-type: none">3. ...4. ...5. ...6. ...
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