



**VISITORS, SCHOOLS AND GROUPS**

**SAFETY INFORMATION GUIDE**

**FOR THE**

**BOURNEMOUTH INTERNATIONAL CENTRE**

**&**

**PAVILION THEATRE**

**March 2008**

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## **1.0 Foreword**

The Bournemouth International Centre (BIC) provides facilities for Conference, Exhibition and Entertainment events.

The venue has a total occupancy level of 10,145 persons.

The health and safety of all visitors, delegates, members of the public and all staff is a fundamental part of the BIC's operation.

Due to the amount of individual Risk Assessments that cover the BIC operations it is not possible to send them out on an individual basis. This document is a summary of the information we can provide to you as a group leader, visitor or School Teacher to provide you and your group with a safe enjoyable visit to the BIC. Included in this Safety information pack is a Generic risk Assessment for Groups, Schools and Visitors to both the BIC and Pavilion.

The BIC has a robust Health and Safety Policy which is reviewed on an annual basis, it has Public and Employer Liability Insurance and is an active of the Health and Safety working groups to the Industry professional associations.

We hope this information is of assistance to you however if there are any questions that we have not been able to answer or you require any further information please do not hesitate to contact us on 01202 456400.

Regards



Paul Budden PgD Grad IOSH MIIRSM RRP  
Health and Safety Manager

## **Bournemouth International Centre & Pavilion Safety Information**

### **2.0 Emergency Procedures**

The BIC and Pavilion have Emergency Management Procedures in the event of an incident occurring at either venues that requires the safe evacuation of personnel

In the event of an emergency situation arising at the Bournemouth International Centre or the Pavilion the following announcement will be made using the Public Address system:

**“WE ARE EVACUATING THE BUILDING, PLEASE LEAVE BY THE NEAREST EXIT OR FOLLOW INSTRUCTIONS FROM THE BOURNEMOUTH INTERNATIONAL CENTRE STAFF.”**

At this point members of staff will open the fire exits and commence the evacuation of the building)

### **3.0 Food Safety and Hygiene**

The BIC and Pavilion ensure that all current Food Hygiene standards and regulations are adhered to all times. In the case of exhibitors or private contractors other than the BIC, the BIC will excess its Duty of Care in ensuring that Food hygiene standards and safety are adhered to.

### **4.0 Disabled Refuges, Access and Visitors**

There are six disabled refuges in use at the Bournemouth International Centre. They are all equipped with intercom systems that are connected to the BIC Security office. They are situated as follows:-

- ❑ Level 7 – Multi-storey car park
- ❑ Windsor Hall Bridge
- ❑ Bay View Suite 1 (entrance to staircase)
- ❑ Bourne Lounge (top of red staircase)
- ❑ Tregonwell Hall (staircase to balcony)
- ❑ Finance and Support services fire escape staircase

In the event of an evacuation of the Bournemouth International Centre taking place, all disabled refuges will be checked by a member of staff and reported to the Emergency Services.

### **5.0 Staff Training**

All members of staff undergo training in Health, Safety and Fire related matters. Certain operational key members of staff are trained in centre from both the and the Chartered institute of Environmental Health (CIEH).

## **6.0 First Aid**

The Bournemouth International Centre has a first aid room situated in the area of the main foyer.

There is 24-hour first aid cover provided in the building by the security officers, who are all first aid trained.

Under the British Heart Foundation scheme BIC/Pavilion First Aiders have access to and are trained in the use of an Automated External Defibrillator (AED). The BIC/Pavilion is also an approved First Aid training centre under licence from the Health and Safety Executive (HSE).

Depending on the type of event and attendance figures, the following first aid agencies are also available to provide first aid cover:-

1. St John Ambulance.
2. Dorset Ambulance Service - Paramedics.
3. Other External First Aid Company.

These agencies are booked by event organisers, or by the BIC/Pavilion.

## **7.0 Contractors**

Upon arrival at the Bournemouth International Centre, contractors are to report to the security office. They will be required to register at the office as being on site and will be issued with a contractor pass. This pass will be worn at all times by the individual whilst on site.

A health and safety briefing, including emergency procedures, will be given at the point of arrival at the security office. This briefing will be in the form of a verbal brief or a written handout.

The contractor's point of contact will then be contacted and will meet them at the security office. They will then be escorted to the place of work or meeting. At this point all necessary work permits will be issued as required

## **8.0 Site Security**

The BIC has 24 hour Site Security and CCTV through the Building and Car Park Area. The Pavilion has Security when the building is occupied and also has CCTV throughout its building.

## **9.0 Special Requirements**

In order to ensure that you have an enjoyable experience at the BIC/Pavilion please contact a member of staff should you have any special requirements.

## **10.0 Child Protection and Lost Children**

The BIC/Pavilion is fully committed to ensuring that children attending our facilities are protected and kept safe from harm.

To this end the BIC/Pavilion has a clear, concise child protection policy. All members of staff undergo Child Protection awareness training and key members of staff hold a CRB Enhanced Disclosure.

## **11.0 Generic Risk Assessment**

<b>Activity Location :</b>	<b>BIC/Pavilion - Group, Schools and Visitors</b>	<b>Reference :</b>	
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<b>Risk Assessment Completed by :</b>	P A BUDDEN PgC Grad IOSH MIIRSM RRP - BIC Health and Safety Manager	<b>Assessor's Signature:</b>	
<b>Date of Assessment :</b>	18 March 2008	<b>Review Date :</b>	18 March 2009
<b>Manager Responsible for Action :</b>	BIC Duty Manager and Designated Responsible Person	<b>Manager's Signature :</b>	
<b>Date all additional control measures implemented :</b>		<b>Manager's Signature (Once completed):</b>	

[\*\*\*Please Click Here to Complete the Risk Assessment Detail\*\*\*](#)

IMPACT	Examples	Score	LIKELIHOOD	Timeline	Score	RATING	Action	Score
Low	Results in minor injuries; eg slight cuts, bruises etc; requires first aid; no lost time; damage to property between £10 - £100; minor service disruption; isolated service user complaint	1	Unlikely to occur	0 - 10% chance	1	LOW	Continue to monitor; Reassess if any significant changes; Have long term plans to eliminate or reduce hazards	1 - 2
Medium	Results in injuries eg severe cuts, minor fractures etc; requires first aid or medical treatment; lost time under 7 days; damage to property between £100-300	2	Could Happen	10 - 40% chance	2	MEDIUM	Try to eliminate or reduce hazards as soon as practicable; Reassess work routines and training; Increase controls; Continue to monitor.	3 - 6
High	Causes disease, severe injuries eg major bone fractures etc; requires medical treatment; lost time under 3 months, damage to property between £300 - £5000	3	Likely to happen in time	40 - 80% chance	3	HIGH	Seek specialist advice; Try to eliminate or reduce hazards as soon as reasonably practicable; Reassess work routines and training; Increase awareness & controls; Increase monitoring.	8 - 12
Extreme	Causes severe disease, loss of limb, major disabling injury or fatality; requires hospitalisation or medical retirement; lost time exceeds 3 months; damage to property over £5,000	4	Certain to happen	80% or more chance	4	CRITICAL	CONSIDER STOPPING ACTIVITY; Seek specialist advice; Try to eliminate or reduce hazards immediately; Reassess work routines and training; Increase awareness & controls; Monitor constantly	16

**BIC/Pavilion - Group, Schools and Visitors**

<b>Risk No</b>	<b>Risk Title</b>	<b>Risk Rating</b>	<b>Risk No</b>	<b>Risk Title</b>	<b>Risk Rating</b>
<u>1</u>	Slips, Trips and Falls	<b>MEDIUM</b>	<u>21</u>		
<u>2</u>	Safeguarding, Getting Lost & Vulnerable Adults	<b>LOW</b>	<u>22</u>		
<u>3</u>	Fire and Evacuation	<b>MEDIUM</b>	<u>23</u>		
<u>4</u>	Public Safety and Overcrowding	<b>LOW</b>	<u>24</u>		
<u>5</u>			<u>25</u>		
<u>6</u>			<u>26</u>		
<u>7</u>			<u>27</u>		
<u>8</u>			<u>28</u>		
<u>9</u>			<u>29</u>		
<u>10</u>			<u>30</u>		
<u>11</u>			<u>31</u>		
<u>12</u>			<u>32</u>		
<u>13</u>			<u>33</u>		
<u>14</u>			<u>34</u>		
<u>15</u>			<u>35</u>		
<u>16</u>			<u>36</u>		
<u>17</u>			<u>37</u>		
<u>18</u>			<u>38</u>		
<u>19</u>			<u>39</u>		
<u>20</u>			<u>40</u>		

0 Critical Risks  
 0 High Risks  
 2 Medium Risks  
 2 Low Risks

Activity/Location : BIC/Pavilion - Group, Schools and Visitors

No	What Hazards Exist?	Details and Considerations (i.e. what could trigger the risk? What would be the consequences? Etc)	What precautions have already been taken to control the risk?	Current Risk Level			What measures can be implemented to reduce the risk to an acceptable level?	By Whom	Target Date	Target Risk Level		
				Impact	Likelihood	Risk Rating (Impact x Likelihood)				Impact	Likelihood	Risk Rating (Impact x Likelihood)
1	Slips, Trips and Falls	Who		Medium	Could Happen	MEDIUM	All BIC/Pavilion staff to monitor and implement spillage control procedure.	Duty Operations Manager	Ongoing	Low	Could Happen	LOW
		Groups, Schools and Visitors and Members of the Public.	Duty Operations Managers to ensure that Safe evacuation routes and Fire Exits are kept clear at all times.									
		Triggers										
		Uneven surface, slippery surface, rubbish and blocked areas	Spillages are dealt with in accordance with Spillages policy by the Venue Services Team									
		Consequences		2	2	4	Visitors, groups and leaders are to ensure that any spillages are reported to a member of BIC/Pavilion staff.	All BIC/Pavilion Staff		1	2	2
		Personal injury, damage to property										
2	Safeguarding, Getting Lost & Vulnerable Adults	Who		Medium	Unlikely to occur	LOW	Group leader/School Teacher or Visitor to ensure through their own and BIC procedures the safeguarding of all personnel concerned.	Duty Operations Manager		Medium	Unlikely to occur	LOW
		Groups, Schools and Visitors and Members of the Public.	BIC/Pavilion Child protection policy.									
		Triggers										
		School, young children and Vulnerable adults wandering off, left unattended	Key members of staff have a CRB Enhanced Disclosure.									
		Consequences		2	1	2		All BIC/Pavilion Staff		2	1	2
		Welfare of Child and vulnerable adult compromised.					Students supervised as per recommended school ratios	Group Leaders , Teachers and Visitors				
3	Fire and Evacuation	Who		High	Could Happen	MEDIUM	All personnel to report anything suspicious to BIC Security and to ensure that they keep safe evacuation routes clearly.	Duty Operations Manager		High	Unlikely to occur	MEDIUM
		Groups, Schools and Visitors and Members of the Public.	BIC Emergency Management Procedures.									
		Triggers										
		Ignition sources, flammable substances, blocked evacuation routes	Heat and Smoke Automatic Fire detection system. Break glass call points in staffed non-public areas.									
		Consequences		3	2	6		All BIC/Pavilion Staff		3	1	3
		Fatality, Serious injury, burns, smoke inhalation.	Electrical; safety checks, Fire Extinguishers					Group Leaders , Teachers and Visitors				

Activity/Location : BIC/Pavilion - Group, Schools and Visitors

No	What Hazards Exist?	Details and Considerations (i.e. what could trigger the risk? What would be the consequences? Etc)	What precautions have already been taken to control the risk?	Current Risk Level			What measures can be implemented to reduce the risk to an acceptable level?	By Whom	Target Date	Target Risk Level		
				Impact	Likelihood	Risk Rating (Impact x Likelihood)				Impact	Likelihood	Risk Rating (Impact x Likelihood)
4	Public Safety and Overcrowding	Who		Medium	Unlikely to occur	LOW				Medium	Unlikely to occur	LOW
		Groups, Schools and Visitors and Members of the Public.	BIC Emergency Management Procedures.					Duty Operational Managers				
		Triggers		2	1	2	Monitoring of Numbers and ensuring that all evacuation routes are kept clear and free from obstruction.	Ticketing		2	1	2
		Overcrowding of events, halls and building escaping in an emergency and safe access and egress	Numbers for Venue controlled and restricted in accordance with Licensing Act, Fire Regulatory Reform Order Risk assessment and Building Regulations.									
Consequences					Crush and pinch points for crowd dynamics and movement are reduced and kept to a minimum through effective crowd management and audience profiling.	Entertainments Manager						
		Crushing, personal injury, temperature related injuries i.e. Fainting, entrapment.										