

# Serco Leisure – Visitors & Contractors Emergency Action Plan – Bisham Abbey National Sports Centre

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## 1. Introduction

This document outlines the emergency action plan for visitors and contractors at Bisham Abbey National Sports Centre. It provides essential information and procedures to ensure the safety and well-being of all individuals on-site during an emergency.

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## 2. Emergency Contacts

### Emergency Services (Fire, Ambulance, Police):

- **Phone:** 999

### Bisham Abbey National Sports Centre Emergency Contacts:

- **Reception:** 01628 327 325
- **Duty Manager/First Aider:** 07718 085 539

### Local Hospital (For Emergencies):

- **Name:** Wexham Park Hospital
- **Address:** Wexham Street, Slough, Berkshire, SL2 4HL
- **Phone:** 03006 145 000
- **A&E Department:** Open 24 hours

### Alternative Hospital (For Emergencies):

- **Name:** Stoke Mandeville Hospital
- **Address:** Mandeville Road, Aylesbury, Buckinghamshire, HP21 8AL
- **Phone:** 01296 418 300
- **A&E Department:** Open 24 hours

### Other Contacts:

- **Compliance Manager:** Jay Gregory – 07458 061 459
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## 3. Evacuation Points

In the event of an emergency requiring evacuation, all visitors and contractors should proceed to the nearest designated evacuation point:

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## Evacuation Points:

### 1. Front of the Sports Centre

- Location: Adjacent to the main entrance of the Sports Centre, near the Outdoor Tennis Courts.

### 2. Front of the Pavilion Changing Rooms

- Location: Adjacent to the Pavilion changing rooms.

### 3. Performance Centre/Back of Sports Centre Accommodation (Big Tree)

- Location: Behind the Sports Centre Accommodation block and in front of the UKSI Performance Centre – under the big tree

### 4. Front of the Abbey Building (Big Tree)

- Location: In front of the Abbey Building – under the big tree

**Note:** Familiarize yourself with the nearest evacuation point to your location upon arrival at the centre.

## Assembly Points & Emergency Vehicles



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## 4. Emergency Procedures

### Fire Alarm Activation:

#### 1. If you discover a fire:

- Activate the nearest fire alarm.
- Evacuate the building immediately using the nearest safe exit.
- Do not use lifts.

#### 2. Upon hearing the fire alarm:

- Stop all activities and proceed to the nearest exit.
- Do not collect personal belongings.
- Assemble at the designated evacuation point.

#### 3. Reporting to Assembly Point:

- Once at the evacuation point, report to the person in charge/Duty Manager
- Contractors must check in with their site supervisor.
- Visitors should report to the designated staff member.

#### 4. Re-entry:

- Do not re-enter the building until authorized by the Duty Manager or emergency services.

### Medical Emergency:

#### 1. If you witness or are involved in a medical emergency:

- Call 999 immediately and provide clear information about the location and nature of the emergency.
- Contact the Reception Desk or Duty Manager for assistance.

#### 2. First Aid:

- First aid kits are located at; Sports Centre Reception, Sports Centre Evacuation Bag, Sports Centre Kitchen, Pavilion Medical Room, Technical Office, Grounds Shed, Abbey Building Reception, Abbey Building Reception Evacuation Bag, Abbey Pantry, Academy Court Kitchen, and Sailing School.
- Trained First Aiders are on-site – all Duty Managers are first aid trained.
- Defibrillators (AED's) – x 2 on-site – Sports Centre Reception & Abbey Building Reception

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## 3. Hospital Transport:

- If necessary, an ambulance will transport individuals to Wexham Park Hospital or Stoke Mandeville Hospital.

## Chemical Spills/Hazardous Material:

### In the event of a spill or exposure:

- Evacuate the area immediately and close doors to prevent further contamination.
- Notify the Duty Manager or Reception Desk immediately.
- Follow instructions from emergency services or specialised personnel.
- Seek medical attention as required.

## Security Threats:

### 1. In case of a security threat:

- Notify the Duty Manager immediately.
- Follow any instructions given by the Duty Manager or emergency services.
- Evacuate the area if instructed to do so.

### 2. Lockdown Procedure:

- In some cases, it may be necessary to stay indoors and lock doors. Follow the lockdown instructions from staff.

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## 5. General Safety Guidelines

- **Visitor and Contractor Check-In:**  
All visitors and contractors must sign in at the Reception Desk upon arrival and provide contact details.
- **Identification:**  
Contractors must always wear the provided identification badges.
- **Awareness:**  
Familiarise yourself with the layout of the facility, including exits, fire alarms, and first aid locations.
- **Report Hazards:**  
Any potential hazards or unsafe conditions should be reported immediately to a staff member – we'll try and fix it or will report the issue via our in-house maintenance reporting system. Or will log a near miss on an incident form.

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- **Behaviour:**  
Follow all instructions from Bisham Abbey staff, especially in emergency situations.
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## 6. Review and Updates

This Emergency Action Plan will be reviewed annually or following an emergency incident to ensure its effectiveness and accuracy. Any updates will be communicated to all relevant parties.

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**Prepared by:** Jay Gregory  
**Title:** Compliance Manager  
**Date:** 19 August 2024

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For any questions regarding this Emergency Action Plan, please contact the Sports Centre Reception Desk at 01628 327 325 or email Jay Gregory, Compliance Manager on [jay.gregory@serco.com](mailto:jay.gregory@serco.com)

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This document ensures that all visitors and contractors are aware of the procedures to follow in an emergency, providing essential contact information, evacuation procedures, and other relevant safety measures.



- 1** The Abbey
- 2** Sailing School
- 3** Academy Court
- 4** Abbey Clinic
- 5** Training D's
- 6** Hockey Pitch (Astro)
- 7** EIS
- 8** Underground Parking
- 9** Studio
- 10** Squash Courts
- 11** Indoor Courts
- 12** Accommodation
- 13** Reception
- 14** Public Gym
- 15** EIS Gym
- 16** Clay Courts
- 17** Hard Courts
- 18** Pavillion Changing Rooms
- 19** Pitches (3G, Desso, Hybrid)

## Safeguarding Customer Information

Serco Leisure is committed to protecting the rights, and physical and psychological well-being of children and adults at risk to safeguard them from all forms of abuse. We will operate in ways that best safeguard the interests of children and adults at risk.

### Bisham Abbey National Sports Centre Leads of Safeguarding

**Stacey Caswell – Contract Manager & Safeguarding Lead Manager**

Tel: 07478 746912 | Email: [stacey.caswell@serco.com](mailto:stacey.caswell@serco.com)

**Jay Gregory – Compliance Manager & Safeguarding Deputy Lead Manager**

Tel: 07458 061459 | Email: [jay.gregory@serco.com](mailto:jay.gregory@serco.com)

**Grace Kearns - Serco Leisure - Lead of Safeguarding**

Tel: 07356 105111 | Email: [grace.kearns@serco.com](mailto:grace.kearns@serco.com)

### Other useful Contact Numbers and Websites

Contact	Telephone Number
Police (Emergency)	999
Police (Protecting Vulnerable People, Non-Emergency)	101
NSPCC Child Protection Helpline	0808 800 5000
NSPCC	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>
Child Protection in Sport	<a href="http://www.thecpsu.org.uk">www.thecpsu.org.uk</a>
Disclosure & Barring Service (DBS)	<a href="http://www.gov.uk/government/organisations/disclosure-and-barring-service">www.gov.uk/government/organisations/disclosure-and-barring-service</a>
Sports Coach UK	<a href="http://www.sportscoachuk.org">www.sportscoachuk.org</a>