

EMERGENCY PROCEDURES

INTRODUCTION

1. Whilst the Health and Safety at Work Etc Act 1974, relates to the duties of employers and employees, it is clearly necessary, at an establishment such as a Golf Club, to ensure that safe practices and procedures are extended to cater for the well being of members and visitors. There are numerous regulations to ensure that safety is maintained within the Clubhouse and that emergency procedures, such as evacuation procedures are prepared and publicized.
2. These Emergency procedures are specifically aimed at ensuring that in the event of an accident, or serious injury, on the golf course, whether involving a member of staff or a golfer, there is a clear plan of action to deliver first aid as quickly as possible.

RAISING THE ALARM

3. Clearly, the speed of response required will depend on the perceived seriousness of the incident. In some cases it may be possible to return to the Clubhouse for first aid but in other more serious cases it may be necessary to get the first aid delivered to the scene of the accident or emergency.
4. Mobile phones are not banned at Mile End Golf Club, although their use on the course is discouraged and in any event they should if at all possible be set to operate in silent mode. However in the case of extreme urgency a mobile phone is probably going to be the fastest way of calling for assistance. Most people would probably dial the emergency services direct, but staff in the Clubhouse also need to be aware of the situation, so that emergency vehicles arriving at the Club can be directed to the scene by the best possible route.
5. Other ways of seeking assistance could be, by the requisitioning of a nearby buggy, or course maintenance vehicle; by attracting the attention of fellow golfers; or as a last resort by running back to the Clubhouse. This latter method could be hastened by employing a relay system between people on the course.

ACCESS POINTS

6. The main access point to the golf course for emergency vehicles is via the main car park entrance.
7. However in case this emergency access point is ever found to be blocked, an alternative emergency vehicle entry point has been identified via the Mile House Farm premises.

ACTION BY STAFF OR MEMBERS

8. Once the alarm has been relayed to the clubhouse or professionals shop, the senior person present, preferably a member of staff, should assume the role of incident controller and take the following actions:
 - a. Ascertain whether any of the emergency services have been called.

- b. Determine the exact whereabouts and the likely seriousness of the incident.
- c. If necessary, telephone for the emergency services and give the most precise details as to location, seriousness and access point.
- d. Dispatch an escort, or make your way to the most suitable access point, unlock and open the gates if necessary and await the arrival of the emergency services.
- e. Relay any additional information to the emergency crew when they arrive and, if appropriate, escort them to the scene.
- f. Following departure of the emergency vehicles, secure any gates which may have been unlocked and return the keys to their normal storage point.
- g. Close the incident down by completing an incident report in the accident book.

RESPONSIBILITIES

9. A number of personnel have responsibilities for ensuring that the foregoing procedures may be activated immediately. Whilst all golf club members, and members of staff should familiarize themselves with this procedure, some personnel have specific responsibilities. These are as follows.

- a. Head Greenkeeper should ensure that as far as possible, access to the course by any of the nominated routes is maintained free from obstruction.
- b. Club Proprietor, Club Professional Both the Club Proprietor and the Professional are required to maintain secure custody of the emergency access keys, in such a way as to keep them safe yet readily available, in the unlikely event of them being required in a golf course emergency.