

HEALTH AND SAFETY GUIDELINES FOR GROUP ORGANISERS

FIRE SAFETY

Fire alarm testing is carried out every Wednesday.

The alarm emits a continuous high-pitched sound. Fire Action notices (white print on a blue background) are prominently displayed in all public areas.

'Action to be taken in the event of a fire' notices are posted in every bedroom. Fire Exits and escape routes are clearly sign-posted in each residence.

In the event of fire alarm activation, the Helpdesk in the main Reception Centre is automatically notified and will contact the Fire Brigade directly. Anyone discovering a fire, as well as raising the alarm, should call **999**. Guests are required to vacate the building **immediately**. **Guests** must not re-enter the building until permitted to do so by the Fire Brigade or the Fire Assembly Controller

Evacuation assembly points are located clear of the main exit of each residence. Group Organisers should have an accurate list of all names and room numbers of their group (available from the Reception Centre on check-in), and are responsible for reporting to the Fire Safety Controller (a member of the Pollock Halls Security Staff) who will attend when a fire alarm is activated) to give an indication if the area has been cleared and any relevant information which can be passed on to the Fire Brigade.

Adaptors/Plugs

To minimize the risk of fire and in accordance with the Plugs and Sockets etc. (Safety) Regulations 1987[15] all plug types must be tested and certified by a nominated approval body.

RESIDENTS WITH DISABILITIES

Details of any disabled members in your group should be registered with your Group Co-ordinator prior to arrival. Alternatively, please advise the Reception Centre staff as soon as possible. Please note that guests with mobility disabilities will be accommodated on the ground or lower ground floors. Group Organisers should inform the Fire Assembly Controller of the situation regarding guests with disabilities in their group. Written Instruction Notices are posted in rooms used for guests with disabilities and copies are available on request.

If mobility impaired person books in without Accommodation Services staffs knowledge then the group organiser must inform the Reception Staff. The person will be asked to move but if they refuse then it is the responsibility of the organiser to have put in place and operate a Personal Emergency Evacuation Plan (P.E.E.P) for that person.

ACCIDENTS AND EMERGENCIES

In the event of an accident or emergency, residents are requested to contact the Reception Centre Helpdesk by dialling 6666. The Helpdesk staff will contact, as necessary, a taxi or ambulance to take the casualty to Edinburgh Royal Infirmary.

FIRST AID

All residences display contact details for qualified First Aiders and Appointed Persons, either in the entrance foyer or close to the House Office. These notices also detail where to find the nearest First Aid Box. Each building maintains at least one First Aid Box. During normal working hours, Domestic Supervisors will be able to arrange First Aid assistance; alternatively contact Reception by dialling 6666.

LIFT BREAKDOWNS

All passenger lifts are provided with an in-built telephone which is directly linked to the Reception Centre. Should a guest be trapped in a lift, they should contact Reception by using the telephone. If the telephone doesn't work, the lift alarm should be activated, which will be reported to Reception. If necessary, a lift engineer will attend within 30 minutes of receiving a call from the Helpdesk and a member of staff will remain in proximity of the lift to update on progress.

SECURITY

Please note the Help Desk at Reception is manned 24 hours a day.

GENERAL SECURITY GUIDELINES FOR GUESTS

To ensure the safety and wellbeing of all our guests, we recommend that individuals take some basic precautions. We advise guests to keep their room doors locked at all times, even if only leaving your room for a short time. Remember to lock the door when in your room and, where relevant, make use of the security spy-hole facility. And please secure all windows when leaving your room.

It is inadvisable to leave items of value unattended in your room. If you do not wish to carry valuables with you, please make enquiries at the Reception Centre about access to a safe.

Residents are encouraged to report any suspicious behaviour or persons to staff, or call the Helpdesk on 6666. Any members of staff who require access to your room for cleaning or maintenance can provide identification on request. Rooms should be vacated by 10.30am on the day of departure. Please note that luggage CANNOT be left in individual residences/rooms. However, luggage can be securely left at the Reception Centre, if required.

We strongly advise against leaving belongings visible in a car or coach parked in the grounds. All personal belongings should be taken to your room or deposited at left luggage in the Reception Centre.

USEFUL TELEPHONE NUMBERS

Pollock Halls Reception Centre - 24-hours

External: (0131) 667 1971 – Internal: (from residences): 22002

St Leonard's Police Station (0131) 662 5000

Emergency telephone numbers

From any building in Pollock Halls call **999**

We wish your stay with us to be safe and enjoyable and we trust that these guidelines provide you with all the necessary information. If you have any concerns or would like more information on any of the above, whether before, during or after your stay with us, please contact a member of staff who will be happy to help.