



Working document revised September 2026

Best Stroke Leisure Ltd Health & Safety Policy

Statement of intent:

Best Stroke Leisure Ltd (the employer) prioritises health and safety issues and is dedicated to safeguarding the health and safety of its staff, anyone impacted by our operations and visitors to our venues. This policy is intended to help the Employer achieve this by defining responsibilities for Health and Safety matters.

This is a policy statement only and does not form part of staff employment. This policy is subject to change and periodic updates. The Employer will review this policy regularly to ensure it achieves its aims effectively.

Everyone works together for a safe and healthy workplace. This policy and its rules apply to all staff of the Employer, regardless of role or work arrangement. Specific responsibilities are outlined in the 'Staff responsibilities' section.

Name: Samara Bruce

Position: Company Director

Signed: *SBruce*

Date: 05/08/2025

Roles and Responsibilities:

The Employer has the following roles and responsibilities-

- Implement reasonable safeguards to protect the health and safety of staff, visitors and people affected by the business activities.
- Proactively identify health and safety risks and develop solutions to manage or overcome them.
- Ensure a safe and healthy work environment with secure access and exit arrangements, including in emergencies.
- Maintain safe work areas, and systems, along with appropriate Personal Protective Equipment (PPE.)
- Implement safe procedures for the use, handling, storage and transport of substances.
- Provide all staff appropriate training to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. The Employer will



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give staff the opportunity to ask questions and guide them if unsure how to safely carry out their work.

- Provide an induction and training to your role including:
 - I. Evacuation procedures including location of fire blankets
 - II. Renewal of pool rescue training
 - III. Location of Fire alarms, fire extinguishers and fire exits
 - IV. Location of First Aid Box, foil blankets, Risk Assessments and Incident report forms
- Promote open dialogue on health and safety with staff.
- If an epidemic or pandemic alert is issued, provide guidance to staff on promoting business continuity and infection prevention.
- Monitor health and safety performance, implement necessary changes and communicate changes to staff.
- Investigate illness and injuries, maintain accident records, and submit reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) where required.
- Overall responsibility for health and safety lies with the Company Director, and health and safety officer, Samara Bruce.

Staff have the following roles and responsibilities-

- Take care of their own health and safety and that of others affected by their acts or omissions.
- Comply with health and safety policies, duties, instructions and rules.
- Keep the workplace clean and tidy.
- Keep qualifications up to date and always follow what you have been taught in training.
- Report all health and safety concerns to the health and safety officer promptly including any building or equipment damage, potential risks, hazards or malfunctioning of equipment.
- Co-operate with the Employer in investigating incidents or accidents to prevent future harm.
- In the event of an epidemic or pandemic, all staff must comply and co-operate with all instructions, the employers' guidelines for business operation and infection prevention.
- Familiarise themselves with all policies and procedures relevant to them.



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Arrangements:

Risk Assessments-

Fire Risk Assessment (Eastthorpe Hall Ltd in conjunction with Best Stroke Leisure Ltd)

1. Introduction

Eastthorpe Hall and Best Stroke Leisure ("the Companies") are committed to providing a safe working environment for its staff and visitors/customers. For this reason, the Company has formulated this policy to facilitate compliance with the Company's legal obligations under the Regulatory Reform (Fire Safety) Order 2005 ("Fire Safety Order").

2. Policy objectives

- 2.1 To provide a safe and healthy working environment for all staff and visitors/customers.
- 2.2 To minimise the risks to the Company premises from fire.
- 2.3 To manage fire risks in accordance with the requirements of the Fire Safety Order.
- 2.4 To comply with the requirements of the Health and Safety at Work Act etc 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005.
- 2.5 To address obligations under the Fire Safety Order that requires the Company to:
 - 2.5.1 Develop a policy to minimise the risks associated with fire.
 - 2.5.2 Reduce the risk of an outbreak and subsequent spread of fire.
 - 2.5.3 Provide means of escape.
 - 2.5.4 Demonstrate preventative action.
 - 2.5.5 Maintain documentation and records in respect of fire safety management.



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3. The Responsible Persons

The Company has appointed Shauna Laban as the 'responsible person'. The responsible person's duties are to ensure the safety of staff and visitors/customers by:

- 3.1 Carrying out (or ensuring that a competent person carries out) a Fire Risk Assessment. The Fire Safety Risk Assessments will take into consideration everyone who may come onto the Company premises, whether they are employees, visitors, or members of the general public. Particular attention will be paid to people who may have a disability or anyone with special needs.
- 3.2 Making sure, as far as is reasonably practical, that everyone on the premises, or nearby, can escape safely if there is a fire.
- 3.3 Preparing a written Emergency Action/Evacuation Plan for the building to be displayed at various locations about the premises.
- 3.4 Preparing Personal Evacuation Plans for disabled persons (if relevant).

4. Fire Marshals

The Company will appoint competent persons to act as Fire Marshals. The Fire Marshals' duties will include:

- 4.1 Contacting the emergency services.
- 4.2 Assisting in evacuations/fire drills.
- 4.3 Carrying out regular checks on all fire safety equipment including emergency lights and alarms.
- 4.4 Ensuring that emergency escape routes are always kept clear and that doors designated as Fire Escapes are operable.
- 4.5 The names and duties of all competent persons will be displayed on the safety notice board.



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5. Communication

- 5.1 The Company will ensure that all persons employed either as direct employees or contractors are provided with all relevant information related to fire safety. The Management of the Company will consult with employees on all relevant matters of fire safety policy and arrangements and will ensure staff are kept informed of any changes that are made to fire safety procedures.
- 5.2 The Company will also ensure that the evacuation procedures and assembly points are clearly on display about the premises.

6. Training

- 6.1 Upon commencement of employment all employees will be given training on fire safety and will receive refresher training as appropriate.
- 6.2 All employees will be instructed to report any defective or missing equipment to their line manager.
- 6.3 All employees will receive instruction on their role in the case of an emergency.
- 6.4 Further training may be required if there are any changes that may affect fire safety. All training will be provided during normal working hours.

7. Equipment/Testing

- 7.1 The fire evacuation procedures will be practiced every six months.
- 7.2 Firefighting equipment will be provided. In general, this means fire extinguishers, but additional provision of fire blankets, hoses or sprinklers may be made where deemed appropriate by the findings of the risk assessment.
- 7.3 All fire safety equipment will be serviced by a competent person and the service periods will be scheduled in accordance with the manufacturer's instructions.
- 7.4 An appropriate fire detection and alarm system will be provided. The type and extent of the alarm system provided will be based on the findings of the risk assessment. Alarm systems will be tested regularly, and records kept.



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Staff will be told when tests are scheduled.

- 7.5 Emergency lighting will be provided for escape routes where applicable. The location and type will be determined by the findings of the fire safety risk assessment. Luminaires will be maintained on a service contract.
- 7.6 Operation of fire doors and emergency exits, including any automatic closers, will be tested and recorded in the fire log six monthly or more often if dictated by the fire risk assessment.

8. Procedures

- 8.1 The Company has introduced the following procedures in order to maintain high standards of fire safety:
- 8.2 Emergency escape routes will be established and kept free from obstruction at all times, and fire exit doors kept in good working order and unlocked at the times when the premises are occupied.
- 8.3 The risk of fire spreading through the building will be controlled by the provision of fire/smoke resisting doors.
- 8.4 Appropriate signs and notices will be displayed, giving appropriate instructions to employees and others in the event of a fire.
- 8.5 Signs will be provided to indicate the position of fire extinguishers, fire alarm call points and emergency exit routes.
- 8.6 All machinery/plant will be tested in accordance with industry standards.
- 8.7 Flammable materials will be stored in accordance with the manufacturer's instructions and away from sources of ignition.
- 8.8 Waste materials will be stored away from any sources of ignition.

9. Records

The Company will record its staff training including fire drills, and the findings of its periodic tests and checks. Such records will include all attendees, fire drill evacuation times and any comments. The Company will keep the following records:



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- 9.1 Records of weekly tests of fire alarms, fire exits.
- 9.2 Records of annual inspections and tests of all firefighting equipment.
- 9.3 Records of periodic tests of emergency lighting (where fitted).
- 9.4 Records of all scheduled and unscheduled maintenance of fire detection and alarm systems.

This Policy will be reviewed annually and updated as necessary. The management team endorses this policy and is fully committed to its implementation.

Issue No	2
Date	01.05.2025
Amendments from previous	n/a

Disability or mobility issues:

At Eastthorpe Hall, we are committed to making sure everyone can leave the building safely in the event of a fire, including people with disabilities.

We ask all our Partners to support this by following the procedures below.

1. Your Responsibilities as a Partner

- You must inform Eastthorpe Hall management if you have any clients who may need help evacuating in an emergency.
- If a client needs support, a **Personal Emergency Evacuation Plan (PEEP)** must be created with our help.
- PEEPs ensure we know exactly how to assist individuals safely and quickly in case of fire.

2. Evacuation Procedure



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- When the fire alarm sounds, everyone must evacuate immediately using the nearest safe exit.
- Eastthorpe Hall does not have internal Refuge Points or evacuation chairs. Therefore, advance planning is essential to ensure that disabled clients are not left inside during an emergency.
- Staff or partners must assist where it is safe to do so, and emergency services will be contacted if further help is needed.

3. Important Notes

- You are responsible for informing your clients about the evacuation procedure when they first attend.
- If your client is unable to wait alone, you (or a staff member) must remain with them until help arrives, if safe to do so.

4. How to Arrange a PEEP

- If a PEEP is needed for a client, please inform a member of Eastthorpe Management as soon as possible.
- We will meet with you and your client to create a simple, confidential plan.
- PEEPs are reviewed regularly and updated if the client's needs or circumstances change.

5. Training and Support

- Eastthorpe Hall staff are trained annually on evacuation procedures.
- Fire drills include practicing scenarios involving clients who may need assistance.

6. Contact

Please contact Centre Management if you have any questions or need to arrange a PEEP.



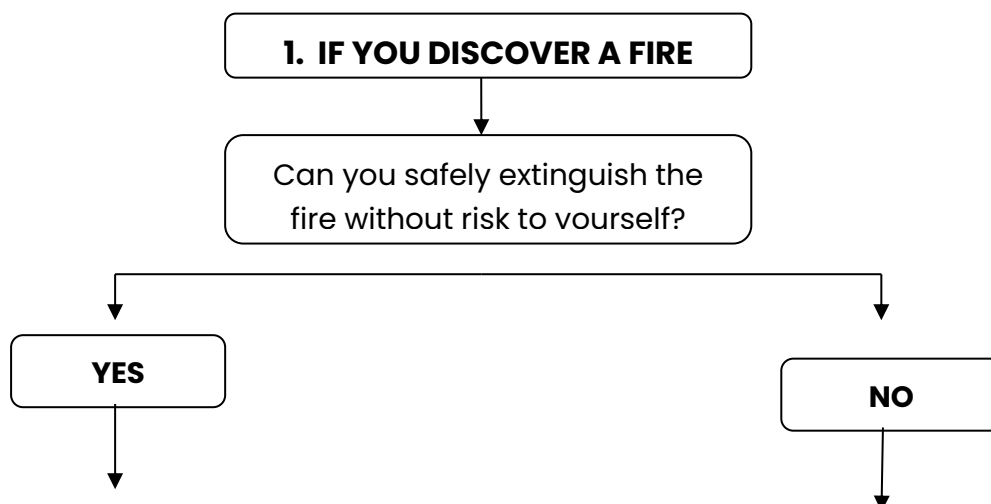
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Fire procedures for Eastthorpe Hall are detailed below.

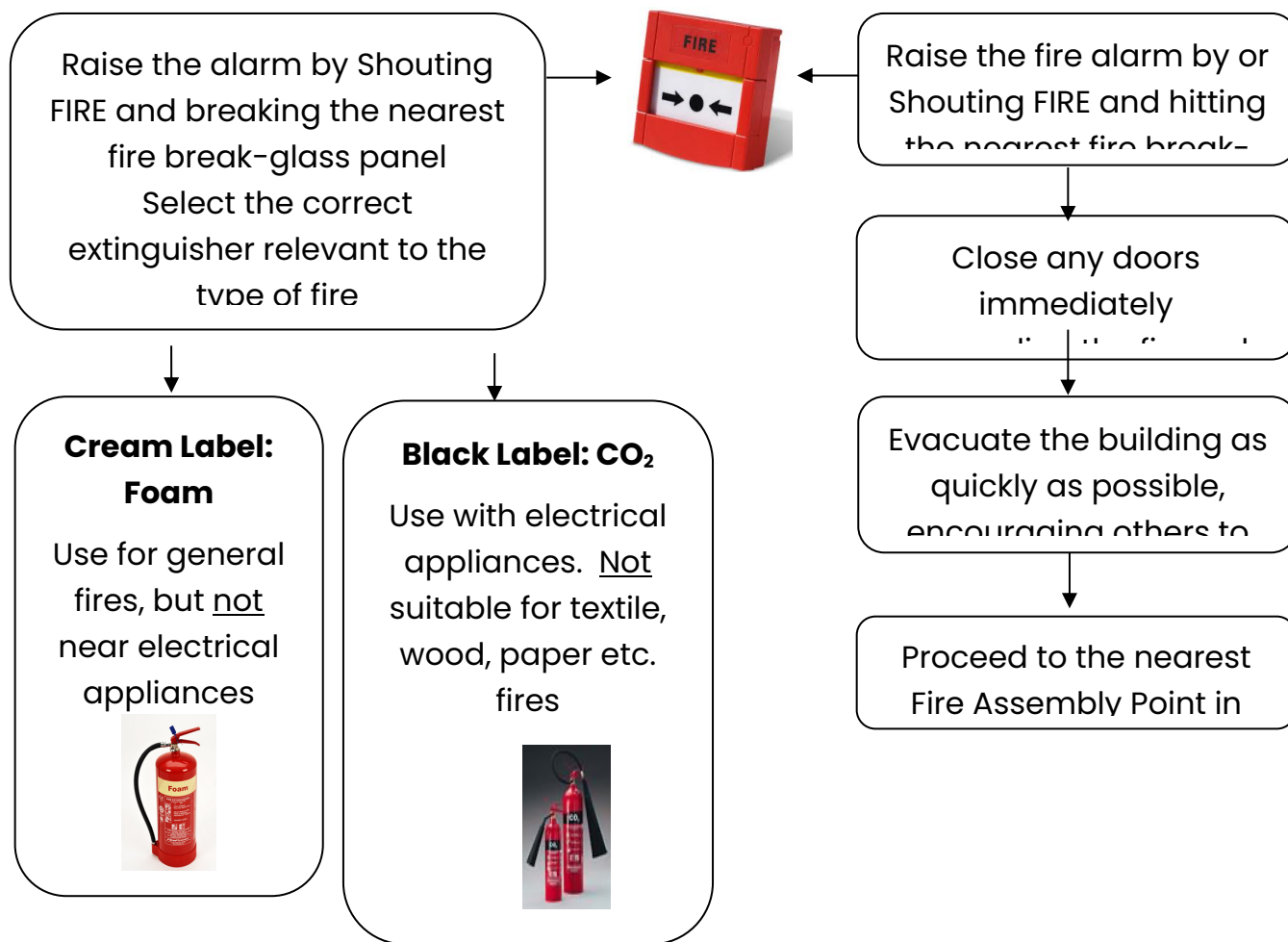
If you have any queries, please contact **07301236777**.

Whilst working on site please make yourself familiar with the sites fire procedure, location of break glass call points and fire assembly points.





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Best Stroke Leisure Ltd staff will adhere to the Fire policies and procedures described by Eastthorpe Hall as above.

When operating out of other venues Best Stroke Leisure staff will follow the relevant fire policies and procedures at these venues.

Best Stroke Leisure staff are trained at least once a year on Fire evacuation policies and procedures and this training is recorded.

Details of alarm systems and any emergency equipment:

Fire Alarm – constant sound up & down tone, tested weekly, fire buttons are located:

- In customer entrance to the left of the white double doors
- In the corridor on the way to the bathrooms to the left



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Drown Alarm – No drown alarm present, clear the pool and use phone to contact 999/Samara if required, if staff member is unable to make a call ask another adult present - ALL CONTACT NUMBERS ARE IN THE POOLSIDE SAFETY DOCUMENTS FOLDER IN FIRST AID BOX

Fire Exits – located on poolside or the double white door into the garden

Rescue Equipment – reach pole on poolside

First Aid Kit – in poolside box

Foil Blankets – in poolside box

Fire extinguisher – next to the white door, customer entrance

Muster point – car park far right side (with building behind you)

COSHH Risk Assessment

Chemical	Risk	Who and How	Control Measure	Where and How Stored is it
Chlorine	Irritation or burns to skin and eyes, respiratory issues from dust inhalation. Chlorine burns, chlorine gas inhalation.	Pool plant operator, staff and external contractors on site. Inhalation or skin contact.	Read and follow all label instructions carefully. Wear personal protective Equipment provided (PPE) : Eye protection (goggles), gloves, and a dust mask. Pre-dissolve the granules: Always add the calcium hardness increaser to a bucket of water, not the other way around and follow	In the plant room to the left in front of the heat system. With lid tightly screwed on and away from other chemicals. Behind locked door. Labelled

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			the dilution instructions. • Ensure proper ventilation: Handle the chemical in a well-ventilated area, preferably outdoors. • Store chemicals properly: Keep them in a cool, dry place, away from other chemicals and under lock and key. • Avoid inhalation: Do not breathe in the dust from the product. • Wash hands thoroughly after use. • Use chemical spill kit if required and evacuate the area if chemicals are accidentally mixed. • Eye wash available	
PH adjusters- Dry Acid Sodium Bisulphate	skin and eye irritation or burns, respiratory issues from inhalation	Pool Plant Operator and external contractors visiting site.	• Read and follow all label instructions carefully. • Wear personal protective	In the plant room With lid tightly screwed on and away from other

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		Inhalation or skin contact.	Equipment provided (PPE) : Eye protection (goggles), gloves, and a dust mask. • Pre-dissolve the granules: Always add the calcium hardness increaser to a bucket of water, not the other way around and follow the dilution instructions. • Ensure proper ventilation: Handle the chemical in a well-ventilated area, preferably outdoors. • Store chemicals properly: Keep them in a cool, dry place, away from other chemicals and under lock and key. • Avoid inhalation: Do not breathe in the dust from the product. • Wash hands thoroughly after use. • Use chemical spill kit if	chemicals. Labelled. Behind locked door.
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			required and evacuate the area if chemicals are accidentally mixed. • DO NOT mix dry acid with Chlorine this can produce toxic Chlorine Gas • Eye wash available	
PH adjusters- Alkaline Sodium Bicarbonate	Generally safe to use however prolonged exposure could cause skin and eye irritation, respiratory issues from inhalation	Pool Plant Operator and external contractors visiting site. Inhalation or skin contact.	• Read and follow all label instructions carefully. • Wear personal protective Equipment provided (PPE) : Eye protection (goggles), gloves, and a dust mask. • Pre-dissolve the granules: Always add the calcium hardness increaser to a bucket of water, not the other way around and follow the dilution instructions. • Ensure proper ventilation: Handle the chemical in a well-ventilated	In the plant room With lid tightly screwed on and away from other chemicals. Behind locked door.

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			area, preferably outdoors. • Store chemicals properly: Keep them in a cool, dry place, away from other chemicals and under lock and key. • Avoid inhalation: Do not breathe in the dust from the product. • Wash hands thoroughly after use. • Use chemical spill kit if required and evacuate the area if chemicals are accidentally mixed. • Eye wash available	
Calcium hardness increaser	Irritation or burns to skin and eyes, respiratory issues from dust inhalation	Pool Plant Operator and external contractors visiting site. Inhalation or skin contact.	• Read and follow all label instructions carefully. • Wear personal protective Equipment provided (PPE) : Eye protection (goggles), gloves, and a dust mask.	In the plant room to away from other chemicals. Behind locked door.

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			• Pre-dissolve the granules: Always add the calcium hardness increaser to a bucket of water, not the other way around and follow the dilution instructions. • Ensure proper ventilation: Handle the chemical in a well-ventilated area, preferably outdoors. • Store chemicals properly: Keep them in a cool, dry place, away from other chemicals and under lock and key. • Avoid inhalation: Do not breathe in the dust from the product. • Wash hands thoroughly after use. • Use chemical spill kit if required and evacuate the area if chemicals are accidentally mixed.	
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			• Eye wash available	
Duck Deep Action Gel Toilet Liquid	Irritation to skin and eyes, respiratory issues from inhalation	Staff	• Wear gloves while using the product • Store in cool dry area out of reach of children • For prolonged periods of use open windows • Ensure the product is used correctly and not left on surfaces where users can touch	In the pool testing room which has no entry sign on door
Dettol Cleaning wipes	Irritation to skin	Staff	• Wear gloves whilst using • Ensure the product is used correctly and not left on surfaces where users can touch	In the pool testing room which has no entry sign on door
Floor cleaner	Irritation to skin and eyes, respiratory issues from inhalation	Staff	• Wear gloves whilst using • Ensure the product is used correctly and not left on surfaces where users can touch • Use wet floor sign for any floor cleaning	In the pool testing room which has no entry sign on door

Accident and Incident Reporting Procedure:



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Blank accident report forms are kept on poolside with the first aid kit at all venues. Staff must complete a form for all accidents/incidents which happen on site during our activities. Forms should then be given to Samara Bruce who will review, implement and health and safety changes if required and store them securely for at least 3 years. Forms to be disposed of correctly.

Manual Handling Risk Assessment – see separate sheet.

Lone Working Risk Assessment

Lone Working People at Risk : Employees

Hazard : Violence and aggression, illness or injury whilst lone working.

Control Measures:

1. Contact with the Manager on a regular basis.
2. Mobile phone available to employees.
3. Rota maintained up to date.
4. Employees instructed to report any incidents.
5. Receptionist available at Eastthorpe Hall.
6. The floor is unlikely to be wet on employees arrival however will be wet when packing/locking up. Other adults in the building, employee has phone.
7. Employees fully trained in use of all equipment to be used whilst on their own.
8. Emergency contacts and first point of call available to employee, can be found in the safety folder in first aid box on poolside. If employee is unable to make the call ask another adult in the building. There is always other adults present.
9. Dark periods employees to leave the venue via the front entrance and to inform the Manager once home.

Portable Electrical Appliances:

1. Purpose

This policy is designed to ensure the safe use of personal electrical equipment within Eastthorpe Hall (Eastthorpe Health and Wellness Centre), reducing the risk of fire, injury, and damage to the premises. It applies to all Partners, tenants, staff, and visitors who bring or use electrical equipment on site.



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2. Scope

This policy applies to all:

- Businesses operating within Eastthorpe Hall
- Freelancers and self-employed Partners
- Employees
- Visitors using the facilities

3. Acceptable Use

All personal electrical items (including chargers, kettles, hairdryers, lamps, and therapy tools) must be:

- In good working order
- Used in accordance with the manufacturer's instructions
- Fitted with a UK-standard plug and fuse
- Subject to regular Portable Appliance Testing (PAT) – at least once every 12 months

4. PAT Testing Requirements

- All personal electrical equipment must be PAT tested before use on the premises.
- Items without evidence of recent PAT testing (sticker or certificate) may be removed or banned from use.
- Partners are responsible for arranging and covering the cost of PAT testing for their own equipment.
- Eastthorpe Hall may arrange periodic PAT testing and Partners will be notified of dates in advance.

5. Prohibited Items

The following are not permitted to be used by Partners under any circumstances:

- Fan or bar heaters



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- Any item with visible signs of damage (e.g. frayed cables, exposed wiring)
- High-consumption appliances not approved by management

6. Use of Extension Leads

- Only fused, surge-protected extension leads may be used.
- Extension leads must not be “daisy-chained” (plugged into one another).
- Leads must not create trip hazards or be routed under carpets/rugs.

7. Reporting and Faults

- Any faults, damage, or overheating of electrical devices must be reported to Eastthorpe Hall management immediately.
- Faulty or unsafe items must be removed from use and labelled accordingly.

8. Responsibility and Liability

- All users are responsible for the safety of their own equipment.
- Eastthorpe Hall reserves the right to inspect, remove, or ban electrical items deemed unsafe or non-compliant with this policy.
- The Centre accepts no liability for damage or loss arising from personal electrical equipment.

9. Acknowledgement

By using Eastthorpe Hall’s facilities, all tenants and Partners agree to comply with this policy. Failure to do so may result in withdrawal of access to the premises or other appropriate action.

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Amendments from previous	n/a

New & Expectant Mothers Risk Assessment

A new or expectant mother is a woman who is pregnant, has given birth within the last six months or is breastfeeding.

Staff members must report pregnancy to Samara Bruce at the earliest opportunity. A personalised risk assessment will be conducted between staff member and Samara Bruce to ensure the member of staff can safely complete their role during pregnancy and on returning after birth.

Training:

Staff are given health and safety training during their induction and also once yearly to keep up to date with any changes.

Changes are communicated in these training sessions or via the staff watts app group. Staff are provided 2 yearly rescue and first aid renewal training to keep their qualification up to date, this is recorded.