

## EICC – Client Summary First Aid Procedure

### *Purpose and Scope*

The purpose of this document provides clients with a summary of the procedure to be followed by their delegates in the event of a First Aid Incident or Medical Emergency while attending an event at the Edinburgh International Conference Centre (EICC).

### *Introduction*

As an International Conference Centre, the EICC place the Health Safety and Wellbeing of our Delegates, Visitors and Staff as a top priority and is imbedded within everything we do. We have a very strong H&S culture throughout the organisation and not only strive to comply with all current legislation, but where possible, strive to exceed it. In relation to First Aid provision, the EICC surpasses statutory requirements contained within the Health and Safety (First Aid) Regulations 1981.

### *First Aid Kit Provision*

All First Aid Kits and contents provided throughout the centre are in keeping with BS:8599.1 (First Aid Kits in the workplace) and are systematically monitored with their contents subject to a regular audit.

First Aid Kits are situated at the following locations:

Number	General Location
01	Level -2 Medical Room
02	Level -2 Security Control
03	Level -2 Loading Bay A/B
04	Level -2 Loading Bay C
05	Level -2 Lennox Underfloor area
06	Level -2 Champagne Bar
07	Level -1 Lennox Grid
08	Level -1 Lennox Grid
09	Level -1 Lennox Grid
10	Level -1 Lennox Grid
11	Level 0 Strathblane Concierge
12	Level 0 Business Centre
13	Level 0 Atrium Cloakroom
14	Level 0 Atrium Concierge
15	Level 2 Atria 2 Office
16	Level 3 Servery
17	Level 3 Pentland stage wing

### *Automated External Defibrillator*

In addition to First Aid Kit provision, the EICC recognises the vital importance of easy access to an Automated External Defibrillator (AED) in the event of a cardiac arrest and has four AED's strategically placed around the centre. This provision ensures swift access to an AED throughout the building in response to any medical emergency that may require their use.

Automated External Defibrillators are situated at the following locations:

<b>Number</b>	<b>General Location</b>
01	Level -2 Loading Bay
02	Level -1 Lennox Grid
03	Level 0 Strathblane Concierge
04	Level 0 Atrium Concierge

### *Major Incident Provision*

At EICC the safety of our delegates, visitors and staff are our top priority and as such we plan for all eventualities and emergencies. This involves the provision of specialist First Aid equipment on site to provide immediate care to casualties in the unlikely event of a major incident where several people had been injured until the arrival of the emergency services.

### *Qualified First Aiders*

All First Aiders at EICC have undertaken and successfully completed HSE approved First Aid courses and are on call to respond to medical emergencies to render assistance at any time during operating hours of the centre.

### *Action to be taken by Delegates in the event of a Medical Emergency/First Aid Incident*

In the event of a medical emergency or someone requiring First Aid treatment, any delegate should contact any member of staff and request assistance.

They should provide:

- Brief information of what has happened.
- Location of Incident.
- Nature of injury or symptoms if known.

The member of staff will alert the Duty Manager (DM) and Security Control by radio or internal telephone by dialling 4000 who will alert a First Aider to attend.

The DM, who is also First Aid qualified, will make their way to the incident location to provide assistance and manage the incident as required.

If appropriate the initial member of staff contacted will provide support to the casualty and reassure them until arrival of the First Aider.

If appropriate and depending on the nature of the incident the casualty may be taken to the first aid room for treatment to help protect their dignity. If moving the casualty is not appropriate they will be treated on scene and measures taken where possible to try and protect their dignity.

Following an assessment of the casualty and if deemed necessary an ambulance will be called using the 999 systems. The call to Ambulance Control will normally be made by the Duty Manager or First Aider at the casualty site to allow them to relay information about the casualty direct to the Scottish Ambulance Service. This call will also request what entrance the ambulance should attend.

Security Control will be informed an ambulance has been requested and what entrance it is expected to attend. Security Control will ensure a member of staff is allocated to meet the ambulance crew at the door and guide them to the casualty site.

Once Scottish Ambulance Service are in attendance and the casualty is under their care the Duty Manager will record required details to ensure appropriate reports are undertaken including recording the incident in the accident book if appropriate.

The Duty Manager will then liaise with the client regarding any further assistance and support that EICC can provide.

#### *Further Information*

If clients require any further information currently, please feel free to contact Graeme Anderson the EICC H&S Manager. (Details below)

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