Lesson 3 – Normal and emergency operating procedures

Health and safety in a group training environment

Normal and emergency operating procedures

These are written systems of work, the aim of which is to maintain the safety of all parties (staff and users) during:

Day-to-day operations

Normal operating procedures (NOPs)

Times of emergency

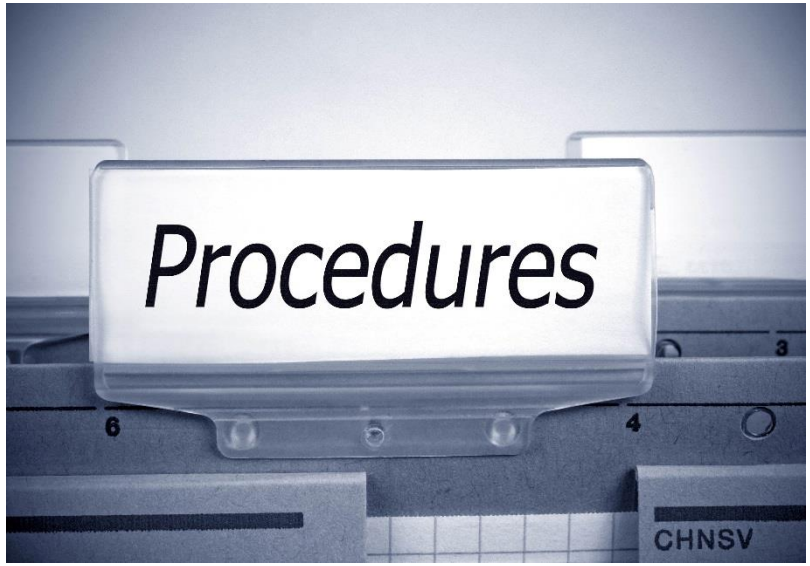
Emergency action plans (EAPs)

Normal operating procedures

Normal operating procedures apply to the working environment when everything is working normally, and therefore would apply most of the time.

Emergency action plans

- Emergency action plans come into play when things go wrong.
- EAPs are an organisation's procedures in the event of an accident or incident, such as:
  - Bomb threat.
  - Evacuation.
  - Gas leak.
  - Fire.
  - Life or death situations.
- EAPs cover what to do in the event of…, what to do during…, and what to do after…



What should be included in an NOP?

- Details of the facilities: including size, layout, position of fire alarms, exits, for example.
- Potential risks: main hazards.
- Dealing with the public: rules, communication methods, customer care.
- Staff duties and responsibilities.
- Systems of work for each facility.
- Operational systems.
- Detailed work procedures: opening and closing checks, cleaning procedures.
- First-aid training and supplies.
- Alarm system and emergency equipment usage and maintenance details.
- Conditions of outside hire.

What should be included in an EAP?

EAPs cover what to do in the event of the following, what to do during the following, and what to do after the following:

- Bomb threat.
- Evacuation.
- Gas leak.
- Fire.
- Life or death situations.
- Other emergencies specific to the environment and/or the clients/service users

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