



South Coast Emergency Medical Services Ltd

Providing Emergency Medical Support to
Events Across the South



Registered Address:

7 Winstone Buildings
Winchester Road
Southampton
Hampshire. SO16 7AZ

Tel:

07826 652400

Fax:

0871 714 5982

Email:

info@scems.co.uk

Website:

www.scems.co.uk

Reg. Limited Company No.

06948787



Introduction

With many years experience in the Ambulance Transport, Event Medical Provision and Medical Training industries, the team at South Coast Emergency Medical Services Ltd offers a full range of services to customers across the UK.

Established in 2008 by a team of experienced ambulance crews and managers, the organisation has grown steadily and provides services to a wide range of clients, both within the local area and nationally.

South Coast EMS is based in Southampton, but has the ability to provide a competitively priced, high quality service almost anywhere in the UK and in Europe.

Our Main Services Include:

A Full Event Medical Cover Solution including: Emergency Ambulances, 4x4 Ambulances, 4x4 and On Road Rapid Response Vehicles, Cycle Response Units and Static Treatment Centres all staffed with Paramedics, EMT's, First Aiders, Nurses and Doctors as required by your event and advised by the "Health And Safety Executive" guide to event safety (known in the trade as "The Purple Guide")

Qualified Emergency and Non Emergency Transport Service, Qualified Crews including Care Assistants, Ambulance Technicians, Paramedics and Nurses are available to transport your patients any distance including overseas, from Discharges home to repatriations/transfers to specialist centres or other health authorities.

Training Service, running both nationally recognised, accredited courses and bespoke courses tailored to your organisations' individual needs.

Medical Escort Service: If you're travelling and need a helping hand to make the journey that much easier, give us a call, or if you're a group of people, who need a dedicated First Aider or Nurse to travel with you and help with any medical emergencies, give us a call / email and we can discuss your options.

The team maintain their qualifications to high nationally recognised standards and; where possible, they are registered with appropriate governing bodies (Such as the Health Professions Council (HPC) and EMT Registries), keeping them up to date with changes in best practice and ensuring uniformity of service and a uniformly high standard of healthcare provision.

South Coast Emergency Medical Services Ltd has a rapidly expanding client base, located throughout the UK, including Registered Charities, Music and Entertainment Venues, Equestrian Centres, Sporting and Martial Arts Clubs, Motor Racing Venues and Hospitals.

South Coast EMS is currently registered as "Members" of the "Association of First Aiders", which can bring added benefits to any candidates booking training courses with us. We are also registered NHS and Local Government Suppliers.

South Coast EMS Staff

Service Delivery Uniform:

Although we're happy for the uniform items we wear at your event to be tailored to your events' requirements, our normal service delivery uniform is:

- **Dark Green** Shirt/Polo-shirt with **Yellow** Writing of "Ambulance" across the back and on the front.
- **Dark Green** Fleece Jacket with **Yellow** writing of "Ambulance" across the back and on the front.
- **Black** Trousers (Normally Combat Style)
- **Black** Boots/Shoes (Either Steel or Reinforced Toes for Health and Safety Reasons)
- High Visibility **Yellow** and **Green** Jacket. Conforming to British Standards.

As an organisation, we are willing in most cases to tailor our service delivery uniform to your requirements, e.g. Certain venues prefer for our staff to wear a similar uniform to their security staff (with easily noticeable differences) to enable continuity of their corporate image.

Covert Medics: In some circumstances, we understand it might not be relevant or appropriate for our medics to stand out at your events, e.g. TV/Film, Gala Events, Conferences, Weddings and others as appropriate, Our staff are able to attend your events in attire which is most suitable to your events, from Casual Civilian clothes to blend into the background to smart formal clothing to fit in with your guests. On these occasions, even our equipment is kept in discrete unmarked bags or cases, out of the way.

Staff Qualifications:

- **First Aiders** – Hold recognised "First Aid" and "Moving and Handling" qualifications as a minimum standard.
- **First Responder** – Are qualified in AED and have knowledge of oxygen therapy in addition to the First Aid and Moving and Handling Qualifications as above.
- **Emergency Medical Technicians** – have completed a recognised EMT-Basic Course as a minimum requirement and have experience in working at public and private events.
- **Emergency Medical Technician (Approved)** – have been approved as competent in the administration of certain medications and techniques over and above those usually expected of Emergency Medical Technician (Basic).
- **Paramedic/EMT-P** – have completed a recognised EMT-P Pathway or be a Registered Paramedic with a HPC Pin Number, which is made available to event organisers upon request.
- **Nurses** – will be fully qualified and have registration with a relevant governing body.
- **Doctors** – will be fully qualified and have registration with a relevant governing body.

Medical Equipment and Available Resources

Vehicles/Resources

South Coast EMS, have the advantage of being able to offer a whole host of additional resources to assist our event staff in the delivery of care to the sick and injured at your events, Any facilities not currently owned by South Coast EMS are hired at preferentially lower rates, these savings are then passed on to you, our client.



Resources we have available include:

- Fully Equipped Emergency Ambulances.
- Rapid Response Cars and Mobile First Aid Treatment Units
- Static First Aid / Treatment Points.
- 4x4 Response Vehicles for those Difficult to reach places.
- **NEW for 2009:** 4x4 Ambulance Capable of Moving Patients over difficult terrain and in difficult conditions.
- **NEW for 2010:** Cycle Response Unit, Ideal for getting through crowds in an emergency.

Medical Equipment:

All our equipment is regularly tested and calibrated and includes:



- AED/Defibrillators and Cardiac Monitors*
- Neck Collars (Normally Multi Size for ease of use)* and Associated Trauma Equipment.
- Airway Management Equipment, including Airways, BVM Resuscitators and Portable Suction equipment.
- Basic First Aid and wound treatment equipment.
- Equipment for the treatment of sporting injuries, e.g. Ice Packs, Strapping.
- Equipment for the treatment of Burns, both minor and major.
- Oxygen Therapy Equipment including Masks and Nebulisers.*
- Analgesic Gas Delivery Equipment including Masks and Mouthpieces.*
- Drugs and Medications (depending on crew skill level).*
- Equipment for dealing with major and minor traumatic injuries.*
- Maternity Equipment.*
- Patient assessment and observation equipment, e.g.
 - o Blood Pressure monitors
 - o Blood Sugar monitors
 - o Oxygen Saturation monitors
 - o Cardiac Rhythm monitors.
 - o And a lot more..

The majority of our equipment is single use and disposable, to cut down on the risks of cross infection and all our used equipment is disposed of as per national regulations for disposal of clinical waste. The equipment sent with our staff depends on the skill level, if First Aider/Medics are selected, they will be supplied with the equipment to carry out their role effectively.

*depends on skill level requested.

Short Notice Bookings:

South Coast Emergency Medical Services are able to consider cover of short notice bookings, E.g. where another provider has pulled out or has become unavailable due to unforeseen circumstances.

Feel free to call us at any time, We appreciate that the majority of events and problems occur outside of normal office hours, Our Voicemail service is checked regularly, even outside of normal office hours, Leave a message, we'll contact you either way, If we're able to cover your event, we'll be more than happy to arrange all paperwork and your event cover up to and including the same day of the event.

Your Event

Before Your Event

Once you contact us to advise us you'd like us to quote for your event, we will send you an "Event Information Form" and a copy of our standard terms and conditions.

Once the Event Information form is completed and returned to us, we use an assessment tool based on the 'HSE Purple Guide to Event Safety' to assess the level of resources you require. (The final resourcing level is the responsibility of the event organiser, but we do offer a guideline).

We will then issue you with a quotation for the agreed level of cover.

If this quotation is acceptable, you can sign it and return it to us. We'd then forward a confirmation of cover. It is only at this time that a contractual agreement exists between Us (South Coast EMS) and yourselves, Our Client.

During Your Event:

Our staff will make themselves known to the Event Organiser (or other contact specified on the Event Information Form) as soon as they arrive at the site. At this time, they will liaise with you directly to ensure a smooth, streamlined service.

A Casualty Report is completed for every casualty treated by our staff. These are kept in secure archives as per Data Protection Policies and legislation.

One member of our staff will be designated as "In Charge" of the medical provision and will act as a point of contact between You, the event organisers and ourselves. Any issues will be dealt with swiftly by this person.

After Your Event:

You, the event organiser, will receive a summary report of all casualties treated at the event (with very basic information allowed by the Data Protection Act (Casualty Ref, Age and Gender, Nature of the Injury/Incident and Disposal) Any further information must be obtained in writing from our registered address. Further information may be given where an incident is reportable under "RIDDOR". If this is the case, we will have obtained permission of the casualty to do this.

We will also send you your invoice, based on the quotation, but may have "On Site" mileage and any overtime charges added. (Please see our current terms and conditions).

Finally, we'd like to send you an Evaluation form; we'd like to know how we did, what we did well and how we could improve our service to you. We'd be very grateful if this could be returned to us.

If you have any questions, or would like to discuss a potential event, please either complete and send the attached event information form, or contact us.



Standard Terms and Conditions

For Event Medical Cover

In these Terms and Conditions "We", "Our", "Us" refers to South Coast Emergency Medical Services or South Coast EMS, which are to be considered one and the same and "You" or "Your", refers to the party contracting with South Coast EMS. During the continuance of the Agreement into which these Terms and Conditions are incorporated (the "Agreement"), We shall supply our services and You shall purchase the same subject to these Terms and Conditions. Definitions in the Agreement shall also apply in these Terms and Conditions. In the event of any conflict between these Terms and Conditions and other terms of the Agreement, those other terms of the Agreement shall take precedence.

1. Orders/ Acceptance to cover Public Events

- 1.1 All orders for Us to provide services at Your event ("the Event") must be placed by You using Our "Event Information Form".
- 1.2 We cannot guarantee that any particular request for Us to provide services will be accepted.
- 1.3 The issue by Us of a quotation is not a binding offer and We will only assume contractual liability once We have accepted in writing Your confirmation that the quotation meets Your requirements.

2. Charges

- 2.1 Our charges are as subject to change at any time without notice, although once a quotation has been received by "Us", having been signed by "You", charges for that contractual obligation may not change outside of those acceptable changes outlined within the quotation, specifically the addition of expenses based on actual expenditure where this differs to estimated expenditure from the original quotation, most notably, mileage amounts, parking charges and subsistence. Charges for services, e.g. the provision of personnel will not change without prior written warning and re-submission of an official quotation.
- 2.2 The charges as set out in the Tariff for Resources are applied for events of not more than 8 hours duration, between the hours of 08:00 and 18:00. Events outside these hours may be subject to a surcharge, dependant on the start and finish times and the duration of the event. Events booked where part or all of the duration is outside of these times may be charged an "Unsociable Hours Charge", this would be made clear within any quotation sent to "You".
- 2.3 For events where the duration is greater than 5 hours, time must be allowed for Our personnel to take breaks.
- 2.4 Once at the Event, regardless of the duration, the finish time specified on the booking form shall be considered as the finish time of the Event. If an Event continues beyond this finish time, We reserve the right to leave the Event at the specified finish time. Any possible overrun must be discussed with the South Coast EMS Staff at the Event as soon as possible. The decision is at the discretion of the South Coast EMS Staff at the Event. Where personnel are willing to remain at the Event, the relevant excess duty charges shall apply. In all incidences where the finish time exceeds that of the stated time on the booking form, excess duty charges will become payable. Where this is the case, a charge of 100% of each resources hourly rate will be levied for each hour or part thereof, the event continues after the contracted finish time in addition to the normal hourly rate for each resource. Effectively meaning each resource is charged at "Double Time" for all overtime hours. This will take into account unsociable hours charges.
- 2.5 A mileage charge may be made, for payment to Our staff using their own vehicles to attend the Event. An estimate of Base to Event Mileage Charges will appear on your event cover quotation.
- 2.6 A subsistence fee will be charged for events exceeding 4 hours, where food and refreshments are not provided free of charge to our staff. If You are not providing food and refreshments You are required to make payments according to Our subsistence fees.
- 2.7 If You wish to cancel Your request for Our attendance at Your Event or change the date or times of the Event, You must give Us written notice to be received at Our registered office at least ten days before the Event. If such notice is not given, then a charge of the full fee plus VAT (where applicable) will be made.
- 2.8 Terms of payment are 14 days from the date of invoice. Late Payments will incur interest at 3% over Barclays Bank Base Rate.
- 2.9 All Events where the booking is completed within 72 hours of the event start time will be deemed "Very Short Notice", when this is the case, a surcharge of 20% of the total cost of the quotation exclusive of VAT may be levied above the quoted cost.

3. Your Responsibilities

- 3.1 As the Organiser of the Event You retain full responsibility for ensuring that a satisfactory Risk Assessment has been carried out for the Event.
- 3.2 You must ensure that the Event is properly policed, so that Our personnel do not find themselves in threatening situations.
- 3.3 You must ensure that an area for the treatment of patients is clearly defined. A dry, covered, clean area must be provided either by You or by Us (at Your cost).
- 3.4 If Your Event exceeds 4 hours, You must supply food and refreshments for Our personnel. Alternatively a subsistence fee will be payable by You.
- 3.5 You must ensure that We have free and clear access and egress to and from the site of the Event for Our personnel and vehicles. (This also includes Our staff's private transport).
- 3.6 You must ensure that all additional medical personnel at the Event are made known to Our personnel, before the commencement of the Event.
- 3.7 You must adhere to any request to stop the Event while treatment takes place.
- 3.8 Your Event staff should be made aware of where the first aid personnel and / or ambulances are located, to assist any requests from participants or spectators.
- 3.9 Should the Event be of such a size that You are using, maps, plans and or radio equipment, Our personnel should be provided with them. It is Your responsibility to ensure an appropriate system/route of communication is made known to Us.
- 3.10 You are responsible for ensuring that all necessary licenses to operate the Event have been obtained and for compliance with all conditions associated with such licences and in respect of all relevant legislation, regulations or similar. Failure to comply with the requirements of this clause may be treated by Us as a fundamental breach of this Agreement, in which case We shall be entitled to immediately terminate the Event. This will not affect Our right to be paid for Our services (whether performed or not).

4. Our responsibilities (and limitations to the same)

- 4.1 We will provide first aid services at the Event in a manner commensurate with good practice in first aid delivery. These services are provided subject to the following limitations, and should not be viewed as a substitute for any need for registered doctors, nurses or paramedics at the Event.
- 4.2 We may carry out Our own Risk Assessments, but these are for Our own purposes. You remain fully responsible for Your Event (see Your responsibilities above).
- 4.3 Our South Coast EMS Duty Manager at the Event shall conduct the deployment of Our personnel. They are responsible for the health and safety of Our staff and have a legal obligation under the Health and Safety at Work Act.
- 4.4 It may be necessary for Our personnel to leave the Event, in order to obtain further medical care for any person they are treating. We accept no liability should this mean that the Event has to cease due to such a reduction of medical cover.
- 4.5 In the unlikely event of a major incident occurring elsewhere within the Country, We may be called away by a Local Authority, Statutory Body, or other Emergency agency. We therefore reserve the right to leave Your Event if We conclude that other demands for Our services must take precedence. We will inform You before leaving Your Event. Should such an instance occur, no charges will be made to You for any provision We have made at the Event. We accept no liability for any losses You may incur due to the termination of the Event in such circumstances.
- 4.6 In the unlikely event of a life threatening situation occurring in the vicinity of Your Event, any ambulance at Your Event may be requested to respond (subject to reduced first aid provision remaining at the Event). Should this occur, We reserve the right to leave the Event without notice. We accept no liability for any losses You may incur due to the termination of the Event, should the cause be due to Our full or partial withdrawal.
- 4.7 South Coast EMS staff work on a part time basis, Acceptance of all events is subject to the availability of such staff. In the unlikely event that insufficient personnel are available for an accepted event, every effort shall be made to locate resources from elsewhere, as appropriate to the nature of the event. Should adequate resources remain unavailable, We reserve the right to provide not less than 2 weeks notice to the named contact person on the booking form, of Our intent to withdraw from the Event. We also reserve the right to provide not less than 24 hours notice to the named contact person, of Our intent to provide reduced resources. If the named contact cannot be reached, all reasonable effort shall be made to inform the appropriate organisation in some other manner. It is the responsibility of the person booking Our resources, to ensure an appropriate system/route of communication is made known to Us. We accept no liability for any losses You may incur due to the cancellation or reduction of the Event for reasons as set out in this Clause. From time to time, it is expected that South Coast EMS may sub-contract part or all cover of a particular event to reputable local companies, full details of other resources involved will be available upon request in this case.

- 4.8 In view of the circumstances specified earlier in this Clause, You are advised to arrange appropriate "Event Cancellation" insurance. We will not accept liability for any loss which you incur in relation to cancellation which could have been covered by such insurance.
- 4.9 Neither We nor Our personnel shall be liable under any circumstances, for any damage to land or property in the event of access being required to a casualty or to allow egress from a site.
- 4.10 Subject to Clause 4.11 below, neither We nor Our personnel shall have any liability to You or any third party, for any loss, expense or damage of any nature, suffered or occurred arising from any breach of any condition of the Agreement or any negligence or any breach of statutory or other duty or in any other way in connection with performance or purported performance of or failure to perform the Agreement.
- 4.11 Nothing in this Contract shall be taken to exclude liability for death or personal injury resulting from Our (or Our personnel's) negligence.
- 4.12 We shall not be liable for any failure in performance of any of Our obligations under the Agreement caused by factors outside of Our control (including but not limited to fire, storm, flood etc.)

5. Information Provided to and by South Coast EMS (Emergency Medical Services)

- 5.1 If, in Our opinion, a suitable level of cover cannot be agreed, or Your Event appears to put Our staff and subcontractors at unacceptable risk of injury or illness, We reserve the right not to proceed with Our services. However, it remains Your sole responsibility as the body organising the Event to ensure that the level of cover requested complies with all statutory regulations and requirements laid down by any governing body relating to such Event.
- 5.2 Acceptance of all events (and the fees quoted) for the provision of resources is made on the understanding that the details of the Event submitted to Us are accurate and correct. If We are notified of changes to these details, such as levels of resources, duration, time or location of Event, We reserve the right to revise Our fees, or to reconsider Our acceptance of the Event. If upon arrival at the Event, the senior member of staff in attendance considers the Event to be larger or of a higher risk than stated on the booking form or subsequent correspondence, We reserve the right to withdraw from the Event. In such circumstances all reasonable effort shall be made to advise the contact name on the booking form of the reasons for withdrawal. Should it be necessary at this stage to withdraw from the Event, full charges will apply for the resources provided, and We accept no liability for any loss you may incur due to the termination of the Event in such circumstances.
- 5.3 With regard to details of persons treated by South Coast EMS personnel, personal information will only be provided upon a request by legal representation and/or by written consent of the individual concerned, all subject at all times to the Data Protection Act 1998.

6. Complaints

- 6.1 Any complaints or disagreements regarding Our services or Our personnel should be taken up with the South Coast EMS Manager or Senior Staff Member at the Event. If the issue cannot be resolved, all complaints must be made in writing to the Managing Director at our registered address.

7. General

- 7.1 Each party will ensure that all confidential information received from the other, remains confidential subject to any disclosure required by law (when full consultation will take place between the parties prior to disclosure).
- 7.2 If You are subject to the Freedom of Information Act 2000, then You agree that before disclosing any information about Us, You will consult with Us in order to consider if any exemption to disclosure may be applied.
- 7.3 Each party confirms that it owns or has all necessary rights in the use of all intellectual property in relation to the services which are the subject of the Agreement (and the related catalogues/literature) and each acknowledges that such intellectual property shall remain the property of, or the rights in the use of shall remain with the originating party, unless otherwise agreed in writing between the authorised representatives of each party.
- 7.4 If any clause or part of this Contract is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from this Agreement and will be ineffective without, as far as is possible, modifying any other clause or part of this Contract and this will not affect any other provisions of this Contract which will remain in full force and effect.
- 7.5 The parties to this Contract do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it.
- 7.6 No failure or delay by either party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same or of some other right, power or remedy.
- 7.7 The Agreement may only be varied or amended in writing and signed by the parties specifically referring to this clause and stating that the Agreement is varied in the manner specified.
- 7.8 The Agreement into which these terms and conditions are incorporated contain all the terms which the parties have agreed in relation to the subject matter of this Agreement. Nothing in this Clause shall be taken to exclude liability for fraudulent misrepresentation.
- 7.9 Nothing in the Agreement or any arrangement contemplated by it shall constitute either party a partner of the other nor shall the execution, completion and implementation of the Agreement confer on any party any power to bind or impose any obligations to any third parties on the other party or to pledge the credit of the other party.

8. English Law and jurisdiction of English Courts

- 8.1 The Agreement shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English Courts.



South Coast Emergency Medical Services Ltd
7 Winstone Buildings
Southampton
Hampshire. SO16 7AZ

T 07826 652400
F 08717 145982
E info@scems.co.uk
W <http://www.scems.co.uk>