

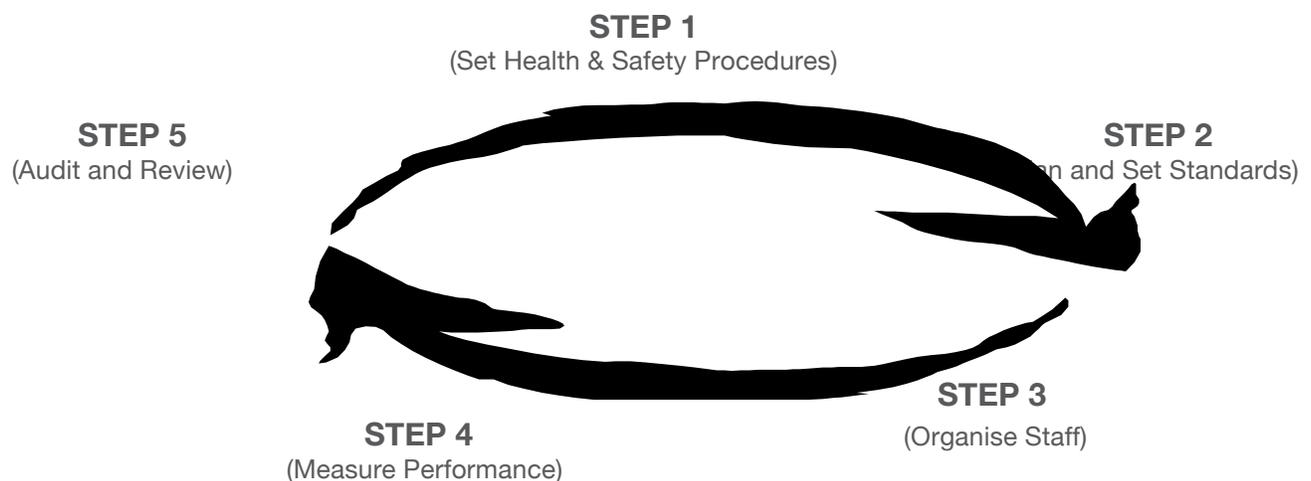
# Rockley Watersports Safety Management System

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## Section 1

### Management of Health & Safety at Rockley Watersports' Centres

The management of Health & Safety by Rockley Watersports includes all the policies and procedures currently in practice to ensure the health and safety of all persons at a Rockley Watersports centre. Based upon the Health and Safety Executives 5 steps to health and safety management:



## STEP 1 – Set Health & Safety Procedures

Rockley Watersports Health and Safety procedures fall into four areas:

- i) Emergency Procedures
- ii) Safe Operating Procedures
- iii) Risk Assessment Procedures
- iv) Child Protection Procedures

### i) Emergency Procedures

All Rockley Watersports centres have a procedure for dealing with an emergency. The emergency procedure has been developed to maintain the appropriate necessary control by Rockley Watersports staff, in the event of an emergency, to help protect lives and prevent serious injury.

### ii) Safe Operating Procedures

Rockley Watersports Operating Procedures detail all the protective and preventative measures taken by Rockley Watersports to control those risks identified by our Risk Assessments. Our Operating Procedures are continually reviewed and updated to incorporate such recommendations and guidelines as provided by the National Governing Bodies, Adventure Activities Licensing Authority and Health and Safety Executive. Our Operating Procedures are also updated as and when we feel necessary following our own Health and Safety meetings.

The Operating Procedures are held in their entirety at each of our centres to which staff and students have full access. Staff are assessed for each of our core activities. This performance monitoring information is held in the Employee Training Record File for each staff member. The assessment looks at the core skills required for each area of activity.

### iii) Risk Assessment Procedures

Comprehensive, centre specific risk assessments, covering all aspects of operation have been completed and are held at each centre. Risks continue to be assessed throughout the season through identification of hazards and analysis of all accidents and incidents. Hazards, accidents and incidents may be reported by anyone using the Accident / Incident Books, Centre Logs (see section 2 and Appendix I).

### iv) Child Protection Procedures

Rockley Watersports has introduced measures to safeguard the welfare of all children by protecting them from physical, sexual and emotional harm. The measures include a policy on child protection, a written code of practice and procedures, explaining what child abuse

is, how staff should and should not behave towards children, how to deal with allegations or suspicions of abuse and how to record such allegations or suspicions. All staff are provided with a summary “Keeping Children Safe” in their Staff Handbook and all staff are required to complete a self declaration on their application form stating that there is no reason that they would be unsuitable to work with children. Two references are also obtained also asking whether there is any known reason why the applicant would be unsuitable to work with children. In addition, all members of staff are required to undergo a DBS or list 99 check.

## **STEP 2 – Plan and Set Standards**

Rockley Watersports sets its health and safety standards from the recommendations and guidelines provided by the relevant National Governing Bodies, Adventure Activities Licensing Authority and Health and Safety Executive. Our Operating Procedures are also updated as and when necessary following our own Health and Safety meetings. A copy of the Operating Procedures is held at each centre and is freely available for inspection.

Standards and safety awareness are maintained and improved through staff training and monitoring. All staff are encouraged to enhance their own qualifications through gaining further NGB qualifications and non watersports staff are encouraged to obtain a minimum of First Aid, Basic Food Hygiene and Powerboat Level 2. Staff are assessed before being allowed to operate company activity operating procedures and targets for improvement are set with individual members of staff.

Extra training is provided where appropriate.

Centre Managers undergo specific training to become acquainted with the necessary administrative skills required in the running of a Centre, including paperwork, accounts and customer care as well as induction into the Safety Management System.

Formal appraisals of all staff are conducted through the season to develop a personal action plan.

## **STEP 3 – Organise Staff**

The staffing requirements of each of our centres are assessed by the Personnel Manager to meet the operational demands of number of customers, ratio of qualified staff and range of watersports disciplines.

All vacancies are advertised through various channels from specialist watersports press to college careers departments and the Employment Service. Applicants are sent an application form and our recruitment brochure “Employment Options”. Where possible staff

are interviewed at London Boat Show or at our Head Office in Poole and an Interview Report form is completed for each applicant.

Staff qualifications are verified with the relevant awarding body. Records of all qualifications are kept on our staff database. A current list of all staff, their age and their qualifications is held at each centre and is available for customers to view if they wish.

All employees are issued with a Job Description, a Contract of Employment and a copy of the “Staff Handbook” containing our Staff Code of Conduct and which includes a copy of our guidelines for “Keeping Children Safe”.

#### **STEP 4 – Measure Performance**

Safety is monitored by the senior staff at our centres, by the Operations Director (based at Head Office) and by external safety inspections carried out by our National Governing Body, the Adventure Activities Licensing Authority and Consumer Protection Services.

Safety performance is measured by the senior staff at our centres through actual work practice and records such as Incident/Hazard Report forms, the Centre Logs and the Accident books. At our French centres the safety review forms part of the weekly management meeting between the Centre Managers and the Overseas Manager. At our UK centres the safety review forms part of the monthly management meeting between the Chief Instructor and the Operations Director. Senior staff are able to take appropriate action to ensure that any breach of procedures is not repeated.

Safety performance is also measured by the Operations Director, based at our Head Office, verifying that the Safety Management System is being implemented effectively through a number of reports eg Incident/Hazard Report forms and Questionnaires both from Group Leaders and Individuals. The Operations Director is also responsible for ensuring that specific safety checks are carried out at the appropriate times.

Overall safety performance is measured by external inspections carried out annually by the RYA (UK and France) and consumer protection services (UK only) and biannually by the AALA (UK only).

As part of our commitment to improving operational standards, activity operating procedures are continually monitored to improve delivery of the sessions and to ensure that the operating procedures are working effectively. Every instructor and every activity should be monitored every month. Spot checks at centres will be carried out at regular intervals

throughout the season by the Overseas Manager and the Principal; this is to ensure that operating procedures are being adhered to.

**STEP 5 – Audit and Review**

At all our centres there are Feedback forms (see Appendix II) which are available to be used by both staff and customers alike to make recommendations on any aspect of the Company’s procedures or service including suggestions for the improvement of the Safety Management System. In addition, all employees, throughout the season, participate in appraisals at which their understanding of, use of and recommendations for, the Safety Management System are discussed and recorded.

At the end of each season, senior staff from all centres participate in a debrief, at which the effectiveness of the Safety Management System is reviewed and any suggestions or recommendations can be discussed.

The Operations Director produces an annual Safety Management report for the Annual General Meeting which analyses in detail the effectiveness of the Safety Management System and Health and Safety Procedures as a whole.

**All centres’ Health and Safety Procedures are updated by the Operations Director in light of the reports and recommendations received.**

**Section 2**

**Risk Assessment**

Rockley Watersports customers, seasonal employees, visitors, passers-by, contractors and full-time employees access all the sites/activities listed below. If the risk is applicable at the centre this is denoted by a ✓ and a completed risk assessment form detailing all reasonable foreseeable risks in each area is retained at the individual centre. This list is not claimed to be exhaustive.

**A. Shore based Sites**

Loss of life or injury due to:

Site/Activity	Rockley Point	Poole Park	Le lac	La Rive	AzuRivage
Car Parks	✓	✓	✓	✓	✓
Public Road	✓	✓	✓	✓	✓
Beach	✓	✓	✓	✓	✓
Boat Park / Beach Boat Storage	✓	✓	✓	✓	✓
Classrooms	✓				
Accommodation Block	✓				

Tent Accommodation			✓	✓	✓
Fuel Collection	✓	✓	✓	✓	✓
Petrol Store	✓	✓	✓	✓	✓
Glass Fibre Workshop	✓		✓		
General Maintenance	✓	✓	✓	✓	✓
Boat Maintenance	✓	✓	✓	✓	✓
Engine Workshop	✓				
Outboard Engines	✓	✓	✓	✓	✓
Canteen / Eating Area / Village	✓		✓	✓	✓
Kitchen & Store	✓		✓	✓	✓
Changing Rooms / Drying rooms	✓	✓			
Offices	✓	✓	✓	✓	✓
Shower & Toilet Facilities	✓	✓	✓	✓	✓
Slipway / Jetties / Pontoons / Moorings	✓	✓	✓	✓	✓
Lifting / Manual Handling	✓	✓	✓	✓	✓
Transportation	✓	✓	✓	✓	✓

## B. Activities Afloat & Ashore

Loss of life or injury due to:

Site / Activity	Rockley Point	Poole Park	Le Lac	La Rive	AzuRivage
Teaching Dinghy Sailing	✓	✓	✓	✓	✓
Powerboating	✓	✓	✓	✓	✓
Paddle Sports	✓	✓	✓	✓	✓
Teaching Windsurfing	✓	✓	✓	✓	✓
Body Boarding			✓	✓	✓
Surfing			✓	✓	✓
Swimming	✓		✓	✓	✓
Aquaplaning	✓		✓	✓	✓
Traversing Wall					
Spare Time	✓		✓	✓	✓
Excursions	✓		✓	✓	✓
Teaching Mountain Biking	✓		✓	✓	✓
Orienteering					
Archery					
High Ropes	✓		✓	✓	✓
Off Site Activities	✓	✓	✓	✓	✓
General	✓	✓	✓	✓	✓

### Section 3

## Risk Counter Measures

The sites/activities listed in the tables in Section 2 are all assessed for the level of risk and hazard at each Rockley Watersports centre and a Risk Assessment form (see Section 8 of this file) detailing all statutory, practical and reasonable risk counter measures is completed for each site/activity. This list is not claimed to be exhaustive.

Detailed completed risk assessment forms are kept at ALL Rockley Watersports centres. All centre risk assessment forms are reviewed annually.

### Section 4

## Emergency Procedures

All members of staff in the UK and in France are trained in the emergency procedures for serious accidents, these are also to be applied, in the event of a major incident. The system will help to save lives and also to prevent unnecessary distress to clients, staff, parents and guardians in the event of a serious accident or major incident.

Full emergency procedures are held in [E] Emergency Procedures, with full guidance notes containing:

- all emergency contact information for senior members of staff and the emergency services as well as other useful contact telephone details
- an evacuation plan
- role cards

The only form of communication to the press will be a written statement approved by the Managing Director.

A serious accident is considered to be one of the following:

- 1) Death or serious injury during an "Activity"
- 2) Coach, Car, train, ferry, boat, minibus or other surface transport incident
- 3) Serious or widespread medical epidemic or health hazard

- 4) Any thing else that causes serious injury or unnatural death
- 5) Any hospitalisation of client or staff

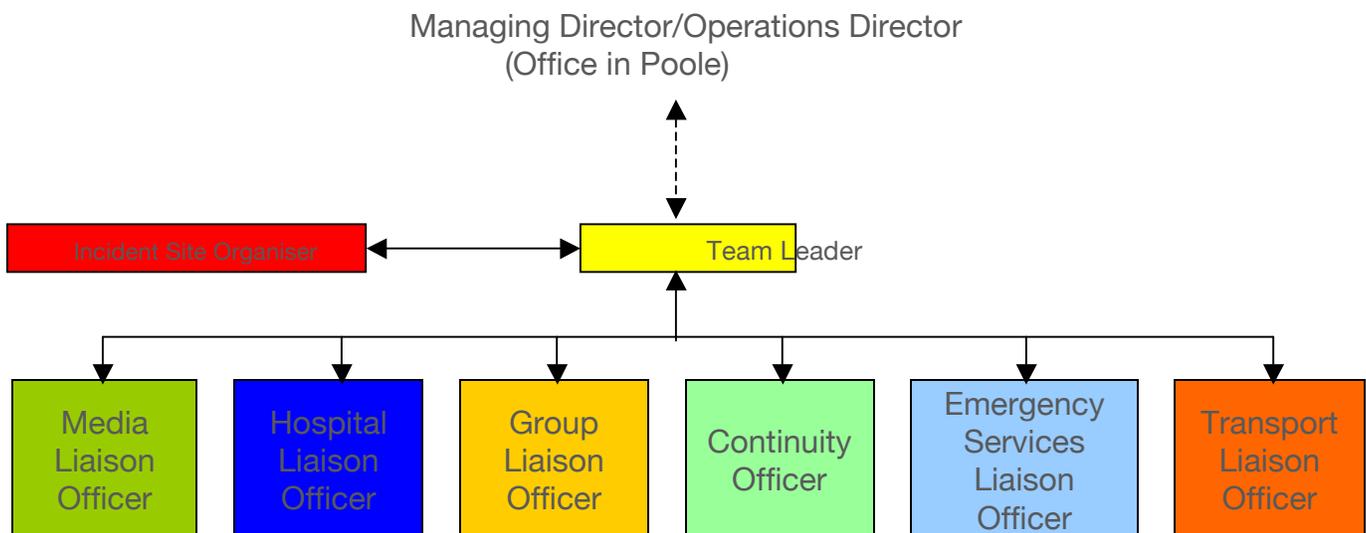
A major incident is considered to be one of the following:

- 1) Missing client(s)
- 2) Building collapse or fire
- 3) Natural Hazards – earthquakes, floods, hurricanes, fires or violent storms
- 4) Civil unrest, war, riots, terrorist action, political /industrial action or unexpected delay
- 5) Illegal substances found on Rockley Watersports’ premises
- 6) Bullying/threatening behaviour
- 7) Intruders
- 8) Thefts
- 9) “Near misses”

These lists are not claimed to be exhaustive; it is for the Managing Director and Operations Director to decide what constitutes an emergency, therefore staff should report ALL serious accidents and major incidents.

All reporting procedures for accidents/incidents are to be adhered to.

In the event of an emergency, staff will assume the following one or more roles to coordinate and manage the accident/incident as effectively as possible.



## Section 5

# Accident / Incident Reporting Procedures

### General

It is part of Rockley Watersports Conditions of Booking that the client provides the following information:

- Full Name
- Address
- Telephone Contact Numbers
- Any Medical Conditions / Medication being taken
- Emergency Contact Name and relation to client
- Emergency Contact Telephone Number

Watersports Staff are instructed in the Emergency Procedures during Induction/Orientation and each member of staff is issued with a Staff Handbook containing copies of the Fire Procedures and Emergency Procedures.

### Action by Watersports Staff

Subsequent to any accident/incident and following any contact there has been with the emergency services in dealing with immediate priorities, ALL serious accidents/incidents (see section 4 for a full list) are to be reported to a responsible person at the Rockley Watersports office in Poole as soon as it is conveniently possible to do so.

A 7.10 Incident report MUST be completed as soon as possible after the event and a copy received by either Pip Woods, Peter / Elisabeth Gordon or Rob Clark at the office in Poole as soon as possible.

The 7.10 Incident form should be filled in if a client or member of staff requires professional medical treatment for the following:

- A head injury
- A broken bone
- An over night stay in hospital
- An Ambulance to be called.
- The Police to be called
- The Fire brigade to be called
- Any other situation requiring documenting

The form should be emailed to *Incident form distribution* list found on the Rockley email contacts.

Pip Woods

- [pipw@rockley.org](mailto:pipw@rockley.org)

Peter Gordon	–
<a href="mailto:petergordon@rockley.org">petergordon@rockley.org</a>	
Peter & Lis@ Home	– <a href="mailto:peterandlis@rockley.org">peterandlis@rockley.org</a>
Rob Clark	– <a href="mailto:robclark@rockley.org">robclark@rockley.org</a>
Andy Smith	– <a href="mailto:andysmith@rockley.org">andysmith@rockley.org</a>
Greg Haylock	– <a href="mailto:greghaylock@rockley.org">greghaylock@rockley.org</a>
French Centre Managers	– <a href="mailto:leliac@rockley.org">lelac@rockley.org</a>
	– <a href="mailto:larive@rockley.org">larive@rockley.org</a>
	– <a href="mailto:azurivage@rockley.org">azurivage@rockley.org</a>
UK Centre Mangers	– <a href="mailto:rockleypoint@rockley.org">rockleypoint@rockley.org</a>
	– <a href="mailto:poolepark@rockley.org">poolepark@rockley.org</a>
& Head Office	– <a href="mailto:hello@rockley.org">hello@rockley.org</a>

All accidents or near misses, to clients, staff, contractors and members of the public, whether serious or trivial, should be noted in the 7.2 Accident / Incident book and the 7.1 Daily Log.

Operationally the Rockley “chain of command” is:

**Company Directors – Pip Woods, Peter Gordon, Liz Gordon & Rob Clark >**  
**Area Operations Manager – France: Greg Haylock >**  
**Centre Manager >**  
**Chief Instructor >**  
**Centre Senior >**  
**Activity Instructors / Support Staff**

However every Rockley team member holds an equal duty to act in a responsible manner, follow the operational guidelines in place and perform in a way to ensure the best service possible for all clients and other team members."