



# Exmouth Watersports Ltd Safety Management System



## Exmouth Watersports Ltd Safety Management System

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### **Section 1**

#### **Management of Health & Safety at Exmouth Watersports Centres**

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



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## **STEP 1 – Set Health & Safety Procedures**

Exmouth Watersports Ltd Health and Safety procedures fall into four areas:

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

### **Emergency Procedures**

Exmouth Watersports centre has an emergency action plan for dealing with an emergency. The EAP (emergency action plan) has been developed to maintain the appropriate necessary control by Exmouth Watersports staff, in the event of an emergency, to help protect lives and prevent serious injury.

### **Safe Operating Procedures**

Exmouth Watersports Ltd Operating Procedures detail all the protective and preventative measures taken by Exmouth Watersports Ltd 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 available in their entirety online as well as at our centre, 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.

### **Risk Assessment Procedures**

Comprehensive, centre specific risk assessments, covering all aspects of operation have been completed and are held at our 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 Books, Centre Logs and Incident/Hazard Report forms.

### **Child Protection Procedures**

Exmouth Watersports Ltd 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 report such allegations or suspicions. All staff are provided with a summary of "Keeping Children Safe" within a Staff Handbook. In addition, all members of staff are required to undergo a DBS check



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

Exmouth Watersports Ltd 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 available online at [www.exmouthwatersports.co.uk](http://www.exmouthwatersports.co.uk), 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 all staff are encouraged to obtain a First Aid qualification also. 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.

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

## **STEP 3 – Organise Staff**

The staffing requirements of our centre is assessed by the Watersports Manager and Managing Director in order 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 social media press to college careers departments and the Employment Service. Applicants are invited to come to yje centre for an informal chat, before being selected for an interview/

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 online on a secure database.

All employees are issued with a Job Description, a Contract of Employment and a copy of the “Employee Handbook” containing our Staff Code of Conduct and Company Policies.

## **STEP 4 – Measure Performance**

Safety is monitored by the senior staff at our centre, by the Managing Director, and by external safety inspections carried out by our National Governing Body, the Adventure Activities Licensing Authority and the Royal Yachting Associaton.

Safety performance is measured by the senior staff at our centre through actual work practice and records such as Incident/Hazard Report forms, and the Accident books. The safety review forms part of the monthly management meeting between the Watersports manager and the Managing Director. Senior staff are able to take appropriate action to ensure that any breach of procedures is not repeated.

Overall safety performance is measured by external inspections carried out annually by the RYA and biannually by the AALA.

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 will be carried out at regular intervals throughout the season by the Managing Director; this is to ensure that operating procedures are being adhered to.

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## **STEP 5 – Audit and Review**

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 participate in a debrief, at which the effectiveness of the Safety Management System is reviewed and any suggestions or recommendations can be discussed.

**Health and Safety Procedures are updated by the Managing Director or Watersports Manager in light of the debrief and recommendations received.**

### **Section 2**

#### **Risk Assessment**

Exmouth Watersports Ltd 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 tick and a completed risk assessment form detailing all reasonable foreseeable risks in each area is retained at the estuary centre. This list is not claimed to be exhaustive.

#### **Activities Afloat & Ashore**

Risk of harm or injury due to:

<b>Site / Activity</b>	<b>Orcombe Point</b>	<b>Estuary Centre</b>
Teaching Windsurfing	✓	✓
Raft building	✓	✓
Paddle Boarding	✓	✓
Kayaking	✓	✓
Body Boarding	✓	
Surfing	✓	
Archery Tag	✓	✓
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 Exmouth 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 available online. All centre risk assessment forms are reviewed annually



## **Section 4**

### **Emergency Procedures**

All members of staff 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.

The Major Incident Plan describes how the staff of Exmouth Watersports Ltd will respond in the event of a major incident. Major Incidents The following incidents could lead to a major casualty situation. The list is not exhaustive but the intention of this plan is to introduce systems that will help to manage a range of incidents both those listed and the unforeseen. –

- Injury whilst launching or recovering the safety boat and equipment.
- Starburst of group where multiple students move out of the sailing area in different directions.
- Where another vessel / kite surfer enters the sailing area in an unsafe way.
- Collision between windsurfers.
- Extreme change in weather conditions.
- Drowning.
- Hypothermia.
- Propeller Injury.
- Head injuries.
- Medical emergency in poor weather.
- Medical condition of Instructor, Trainee or Volunteer Helper.
- Injury to people involved in Courses/Training (taking part or supporting).
- Trainee not accounted for at end of session.

### **Action Plan in the event of a Major Incident**

#### **Immediate Action**

- Rapid response by the instructor present and/or safety boat during the initial stages of any incident should help to mitigate the potential for additional harm to participants. The following action is to be initiated at any time if the instructor and/or safety boat considers that a situation exists that might lead to death or serious injury or when such a situation has occurred and has been brought to their attention.
- The instructor and/or safety boat will assume responsibility for the management of the incident until such time as responsibility is passed on to a Director/Manager/Chief Instructor; or the professional emergency services (Coastguard, RNLI, Ambulance, Police, Fire).
- The alarm is to be raised by VHF Radio and or Mobile Phone, or the firing of distress flares and attempting to communicate a mayday call on Ch16.
- If communication can be readily established with the emergency services, then the location and the extent of the incident should be passed to the emergency services. Particular emphasis should be placed on the number of potential casualties and the proposed location at which the rescue teams should await casualty delivery. Use the prompt list on the back of the laminated Emergency Action Plan, found in the beach box or office at the Estuary Centre.



## Emergency landing points

- Are likely anywhere along the shore. All students must be evacuated from the water as soon as possible.
- Under no circumstances are students in peril to be left in the water unattended; students separated from their windsurfer are to be considered as "in peril".

## Co-ordination:

- The Instructor/person responsible is to contact the emergency services immediately they arrive on the scene and explain the situation and the disposition of any casualties.
- The Instructor should provide a list of persons involved and assist the emergency services in accounting for all those involved.
- A company Director/Manager/Chief Instructor will coordinate all requests from families and the media. Next of kin will be provided with details of their own family only, and are to be told their location. Caution is to be exercised in the release of personal information. No information other than the overall details of the incident is to be given to the media. All requests for information are to be passed to the emergency services.
- As soon as possible the Company Director should be briefed on the incident.

## Post Incident:

- When all personnel have been accounted for and casualties evacuated by the emergency services, the remaining equipment will return to training center with all remaining persons.
- All persons are to be immediately taken to the training centre and all accounted for before leaving. Debrief of staff and potential action points created for improving procedures, as well as evaluating the effect of the incident on staff and offering appropriate support.

## Summary

The aim of this plan is to provide procedures that will be used in the event of the most extreme of situations. Exmouth Watersports will ensure its effectiveness by implementing a regime of briefing instructors; volunteer helpers, trainees and all involved with managing activities to improve awareness and will be best prepared to manage emergency situations. This document is dynamic and will be modified as circumstances dictate or when advice is received from the RYA, BSUPA, British Canoeing or our Technical Advisor or the emergency services

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



## Section 5

### Action by Watersports Staff

All accidents are to be entered in the Accident Report Book, including near misses and brought to the prompt attention of the Watersports Manager.

### Accident / Incident Reporting Procedures

#### General

It is part of Exmouth 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.





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