



Exmouth Watersports Ltd (EWS) Health & Safety Standard Operating Procedures & Staff Induction

Contents:

1. Introduction & Policy Statements
 - a. Mission Statement
 - b. General Safety Policy Statement
 - c. EWS Safety Policy Statement
 - d. Equal Opportunity Policy
 - e. Child Protection & Vulnerable Adults Policy
 - f. Governing Bodies & Insurance
 - g. Fire Procedures
 2. Customer Service
 3. Generic Equipment Care
 4. Teaching Windsurfing
 5. Teaching Stand Up Paddle boarding (SUP) including 'Megasup'
 6. Teaching Kayaking
 7. Venue specific SOPs
 - Orcombe Point
 - Estuary Centre
 - Teaching school groups
 8. Major Incident Plan
 9. Activity Specific Risk Assessments
 - a. Windsurfing
 - b. Stand Up Paddle boarding
 - c. Kayaking
 - d. Surf & Bodyboarding
 - e. Powerboat
 - f. Location Specific Risk Assessments
 - g. Dynamic risk assessment proforma
- Back Cover - **EMERGENCY ACTION PLAN (EAP)**

1.a.

Mission Statement

To be the best leisure experience in Exmouth.

To ensure excellent customer satisfaction and value for money, through our diverse leisure experiences and friendly service.

b.

General Health & Safety Policy Statement

Safety is our first priority for all involved in any activity with EWS Ltd and any member of the public who could be affected by the centres activities. We aim to comply fully with both the spirit and the letter of relevant legislation, including the Health and Safety at Work etc. Act 1974. We do this by following best practice in managing the risks to be as low as reasonably practicable.

c.

EWS Ltd Safety Policy Statement

Customers should always be reminded by the instructors before a lesson that windsurfing and all activities on water are always potentially hazardous and they must complete a booking form and read the terms and conditions. They (the students) have an obligation to act at all times in a manner that will not endanger themselves, the general public or the instructors.

Close attention should be paid to all safety warnings and instructions given by instructors at EWS. It is important to remind customers that they must take primary responsibility for their own safety and the safety of those around them. Students should be advised that if they are in any doubt at all about the safety of any training activity in which they are taking part they should immediately seek guidance from their instructor.

d.

Equal opportunity statement

No Instructor, prospective instructor, helper or student shall receive discriminatory treatment on the grounds of their sex, marital status, disability, race, nationality or ethnic origin, or be disadvantaged on any grounds by conditions or requirements that cannot be shown to be justifiable. Exmouth Watersports Ltd recognises the [Equality Act 2010](#).

e.

Child and Vulnerable Adults Protection policy statement

In the context of this policy, anyone under the age of 18 should be considered as a child. This document also covers 'vulnerable adults', such as people with learning disabilities, or who have difficulty communicating, or who rely on others to provide personal care.

EWS Ltd.'s Policy Statement on Child Protection is:

- The child's welfare is paramount
- All children whatever their age, culture, disability, gender, language, racial origin, religious belief and / or sexual identity have the right for protection from abuse.
- All suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately.
- The Watersports Manager is 'Safeguarding Everyone' qualified and any concerns should be brought to his attention as a matter of urgency.

f.

Governing body & insurance

The centre is AALA, SE05, RYA recognised or approved. Our insurance covers you for all teaching provided we are happy that you are competent to complete the task. A copy of our insurance policies is posted in our Estuary Centre office and at the bottom of each page of our website.

g.

Fire precautions

In the case of any fire at the first safe opportunity call the emergency services on 999.

At Orcombe move away from the fire and calmly meet at the store on top of the slipway under the stairs. Count the number of people and ensure that all students and customers are present. The fire services will deal with and advise further; our role is to make sure that everyone is safe.

The Boathouse Estuary Centre has two exits. Ensure that the group meets in the car park towards the bus station. Count the number of clients and staff and make sure that they are all present. The fire extinguishers may have been used but then leave it to the professional fire services to advise us further.

Please remember to brief your group on the fire precautions at the beginning of their first session.

2.

Customer Service

Key Aims

Our aim is simple, to ensure that all people that come in contact with our company have a great experience. Returning customers and a good reputation is everything for the continued growth and success of this company.

Feedback

It is essential to get quality feedback from customers to ensure that we always improve our service. As well as the end of session feedback sheets, please note any verbal feedback that can feed into our cycle of continuous improvement.

Consistent Quality

The standard of teaching or the attentiveness to any visitor or enquiry should be to the same level on day one of the season and the last day of the season.

Updated December 2022- CB

3.

Generic Equipment Care

Caring for company equipment ensures clients get the best possible experience from their time with us. Simple rule - treat it the way you would treat your own kit.

Please avoid dragging and scraping boards, boats, sails, wetsuits and buoyancy aids.

Powerboat care

Only RYA Level 2 qualified (and EWS Ltd inducted) team members may use the rescue boats and RYA best practice is to be employed at all times.

Always tow them properly ensuring that the tow bar is fitted correctly. Make sure that the electrics and number plate are properly attached. Use the team to launch the boats. At the Estuary, due to the new sea defence construction you have to use the slipway at the other end of Imperial Park.

At Orcombe beach the boat is on standby at the top of the ramp or secured in the water. At the end of every day the boat is returned to the The Boathouse Estuary Centre, washed down, stowed and if it has been used the engine is run through.

Always check that all equipment is still with the boat, including anchor & warp, flares, tool kit, buoyancy aids, paddles x2, space blanket, kill cord x2 and radio/mobile phone. Ensure you have read and follow the COSHH risk assessment for boat fuel and oil. This is found on the inside of the Boathouse doors.

4.

Teaching Windsurfing in Exmouth

Brief students about the local geography, sailing area, weather and tides.

We meet at least a couple of hours before high tide so that we can teach using the simulator and go afloat as the tide is coming in. This normally allows 2 hours of on water activity before bringing the group back in.

Start Windsurfing

A course for complete beginners

Intermediate (non planing)

Introducing you to our Fastfwd coaching technique, helping you fine tune basic skills and make your windsurfing faster and more fluid

Intermediate (planing)

The second part of the Intermediate course, building on your skills to get the board planing.

Advanced

Additional clinics help you master dynamic transitions, advanced planing techniques, the waterstart and infamous planing gybe

Assumed knowledge	None	The Start Windsurfing course. Should be able to sail on all points of sailing in light winds	At the practical level of the start windsurfing ability. You should be able to sail on all points of sailing in light winds.	Competent Intermediate level with the ability to sail in footstraps and harness in planing conditions
Minimum duration	8-10 hours	8-10 hours	8-10 hours	8-10 hours
Course content	Teaches you the basics of windsurfing using the right equipment	New techniques such as the beach start and harness work will get you ready for the excitement of blasting control. Beach starting and gybing are taught either as a separate clinic or within the course, tailored to an individual's needs and the teaching environment	New techniques such as faster tacks, use of the harness and getting in the foot straps, will get you ready for the excitement of blasting control. Beach starting and the basic technique of the carve gybing are also taught within this course or as separate clinics, tailored to suit individual's needs and the environment.	Dynamic transitions, advanced planing techniques and waterstarts are broken down and simplified, backed up with relevant theory. Waterstarting, carve gybing and other advanced skills such as advanced carving and bump and jump, can be taught as part of a course or clinic, or as an ongoing learning experience

Ability after course

Able to sail to a chosen point on the water and return to where you started from in light winds

Able to sail on all points of sailing in stronger winds, using beach starts and faster tacking and gybing

Be able to sail on all points of sailing in a variety of conditions using faster tacks and the harness, giving you a true feeling of just how exhilarating this sport can be. As you progress through this level, you will also be able to use the foot straps and understand the beginnings of a carve gybe.

Improved blasting control to aid early planing, tacking on a variety of boards in varying conditions. Additional clinics help you master the waterstart and infamous planing gybe

Completing the log books

Only complete a client's logbook up to the level your qualification allows.

5.

Teaching Stand Up Paddleboarding in Exmouth

Safety, first aid & tides

The first aid kits are in the office or beach box at Orcombe beach and Sandy Bay. Make sure that any accidents (and near misses) are recorded in the accident book in the office at the estuary centre.

Level 1 - Enclosed Flat Waters

- Meet/greet booking and waiver forms - allocate wetsuit/equipment
- Icebreaker
- Identify reasons for participation
- Environmental and maritime laws and SUP hazards.
- Identify equipment - types of board, parts of board, parts of paddle, leash.
- Methods to safely carry the board - carry handle, carry with another, transporting and storage.
- Demonstrate prone paddling without a paddle (Self-Rescue) - one arm at a time, how to stop, how to turn (including 'superman').

- Demonstrate correct use of leash - which foot, how to attach to boards and leg, quick release, **stress importance of wearing at all times.**
- How to safely enter and exit the water.
- On water prone paddling practise without paddle
- Demonstrate knee paddling, posture, position, paddle - back paddling, sweep stroke
- Demonstrate safe stopping and falling techniques - Stopping, falling in (Star), getting back onto the board.
- Water practice knee paddling.
- On water demo of transition from knees to feet - pop up, one foot at a time, rolling onto feet.
- Demonstrate correct paddle technique - 3 P's (Position, Posture, Paddle) 5 phases of paddle stroke (Entry, Catch, Power Phase, Exit, Recovery.)
- Demonstrate control of the board - straight paddle, left & right side, changing hands, board trim, tracking, bracing stroke, back paddling, turning, sweep stroke,
- Clients on water practise.
- Pivot turns - toe side and heel side.

Level 2 - Exposed Waters

- Meet/greet booking and waiver forms - allocate wetsuit/equipment
- Icebreaker
- Identify reasons for participation
- Quick equipment refresher.
- Quick SUP basics refresher, including self-rescue, correct wipe-out procedure.
- Knees to feet - popup.
- Standing - 3 P's
- Turning and stopping.
- Entering the water and getting past the shore break.
- Hazard awareness, leash, emergency procedures and signals.
- On the water - engaged stance, revise five phases of paddle stroke.
- Paddling into swell, across swell, with the swell - downwinder and catching bumps.
- How to exit the water and negotiate the shore break.

SUPfaris

The supfaris are for competent paddlers. Ensure a dynamic risk assessment has been carried out on the day of the session, using the existing ones as your starting point.

Mega Sup

All SOPs for Stand Up Paddleboarding apply and the procedures below are in addition due to the dimensions of the board used.

The Megasup can take up to 9 adults and 12 plus young children, depending upon activity. We use them in two ways. Firstly, as a multi person SUP and; secondly as a platform to teach water safety and confidence.

Updated December 2022- CB

Please ensure the following considerations are acted upon:

- On-land briefing on how the board is to be used and looked after - no downward loading unless it is fully supported by water.
- **Buoyancy aids must be worn** - unlike a SUP, there's no leash.
- Everyone on board must listen and follow the instructor's directions.
- Apart from loss of balance, clients should only dismount the board as and when the instructor says.
- Timing and consideration to use of paddles is critical to avoid hitting each other.
- Use at least two, ideally more, people to carry the craft via its carry handles.
- If there is a wipe-out or the board flips, everyone aboard it, to try and clear the area. Don't grab the handles or try to stay under the board. Protect your head with a 'cover-up'.
- If 'trapped' underneath the deck, walk/push with your hands until you become clear.
- Use the buoyancy aid to grab and help a person back onto the board.
- Don't try to surf the mega sup. This requires extra skills, experience and helmets.

6.

Teaching Kayaking in Exmouth

British Canoeing changed their performance awards at the end of 2018. The Paddle Awards begin with part 1 Paddle Start Award, Part 2 Paddle Discover Award and Part 3 Paddle Explore Award. It is believed the purpose of these revisions is to move away from highly descriptive sets of 'tick lists' towards a 'discover and learn'. However, we feel that for our instructor induction and support the pre-2018 award descriptions offer a better platform for planning and delivering sessions.

Paddle Start Award

The first part of the British Canoeing *Paddle Start* syllabus is the framework to follow for our school groups under the age of 14. For older or more experienced clients, the basics of the 1* Award should be delivered, however you need to balance the learning of skills with the need to have fun, given that our sessions will be very short.

Part A – Personal Paddling Skills

A.1 Take part in, and understand the importance of a warm-up

A.2 Get into and out of a boat/craft with help from the bank/shore

A.3 Balance in/on a boat/craft ready to hold a paddle i.e. showing an active posture A.4 Go forwards Experiment with:

A.5 Moving the craft backwards

A.6 Stopping the craft whilst moving forwards

A.7 Turning the craft

A.8 Moving the craft sideways

A.9 Going forwards in a straight line

British Canoeing 1 Star syllabus (Again, it should be remembered that most sessions are of short duration and so only the first part of this programme might be delivered):

Part A – Personal Paddling Skills

A.1 Lifting, carrying and launching

A.2 Forward paddling over a distance of 100m

Updated December 2022- CB

- A.3 Steering and controlling
- A.4 Return to the bank and get out

Part B – Rescue Skills

- B.1 Capsize the craft and be rescued or swim to the shore (whichever is most appropriate to the craft and conditions)
- B.2 Emptying boats

Part C – Safety, Leadership & Group Skills

- C.1 Personal risk management
- C.2 Awareness of others
- C.3 Provide evidence of 1 journey of about 1 hour (3 km) duration (this could take place during the assessment)

Part D – Theory

- D.1 Equipment
 - D.2 Safety
 - D.3 Wellbeing, health and first aid
 - D.4 Access
 - D.5 Environment
 - D.6 General
-

7.

Venue Specific SOPs

Orcombe Point set up and close

We have the concession from the local council to the exclusive teaching rights at Orcombe Point but there are strict conditions, which we must adhere to.

Parking

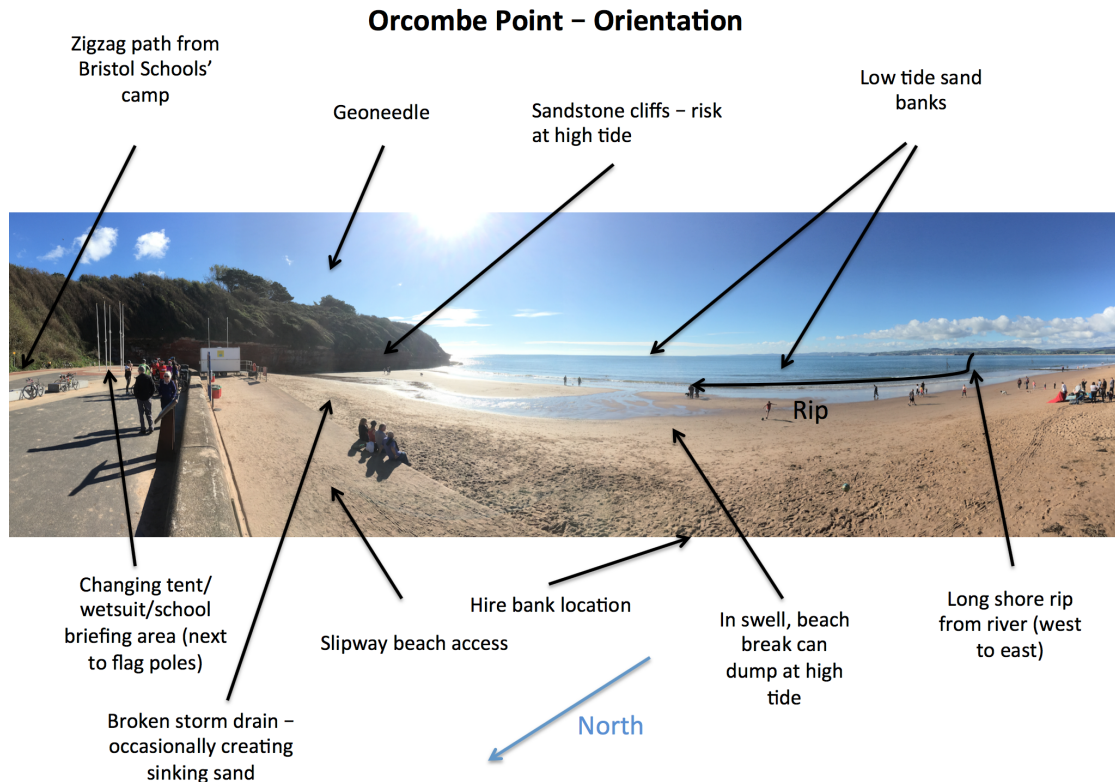
The loaded equipment trailers and safety boat are to be placed at the bottom of the slipway, with the Crafter parked on the top of the slope.

Setup

- Put all available kit out on show. Put the equipment on the beach with all the equipment grouped and sized so that it looks organised.
- The trailer must be on the beach so it tends to make the backdrop, with the tents, banners and flags in front of them. The kit is then placed towards the sea in front of the beach tent.
- Check all paddleboards have leashes and that the paddles are in good working order. When about to be used, you will need to fit SUPs with a fin and ensure users understand how to look after it correctly, so reducing damage or losses.
- Set out the table and chairs and ensure the hiring terms and conditions are on the table top for clients to read and then sign for on the daily hire sheet.
- The First Aid is on the table ready for use should the need arise. Keep the money box hidden and ensure it is never left unattended.

Packing up

Ensure the trailers are loaded and secured correctly and nothing is going to drag along the road or become caught in the wheels. Always do a last sweep of the beach to ensure nothing is left behind. Think tent pegs, sup fins and UJs!



Teaching groups and schools in Exmouth

The closure of Bristol School Camp and the increasingly large sandbank at Orcombe Point mean we are using it less and less but we still retain the concession from EDDC. This may change if the sandbank moves again and/or our school camps hosted at Prattshayes, become popular.

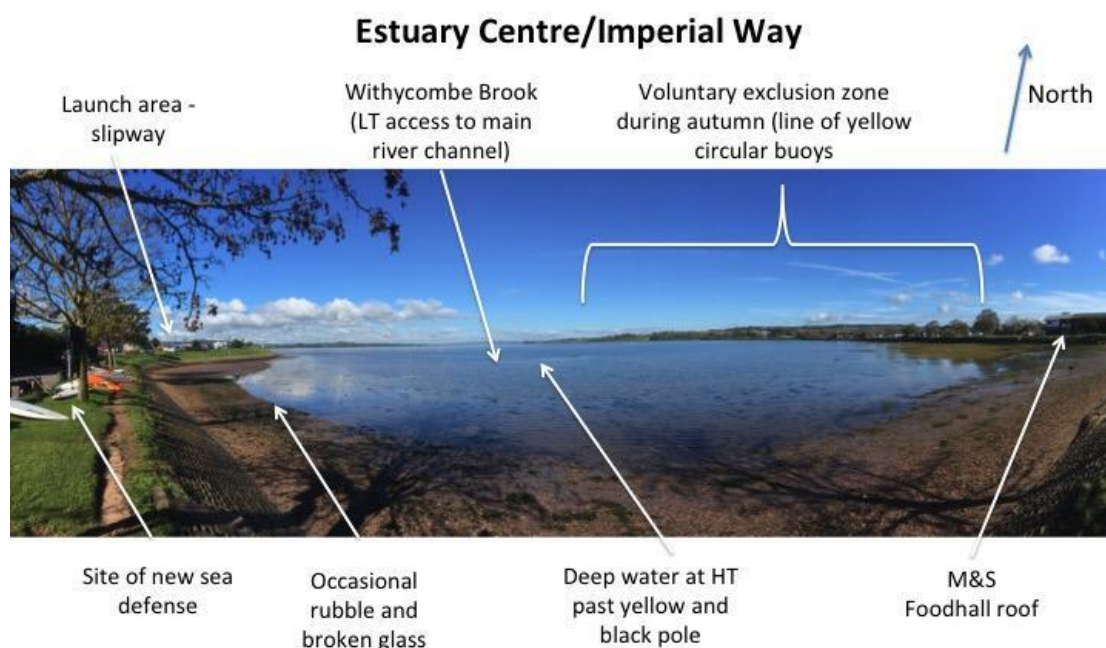
The Boathouse, Estuary Centre set up and close

Located on Imperial Way - The Boathouse, Estuary Centre (or Duck Pond), is our base, office and main store. It also has hot showers and storage/drying facilities for instructor wetsuits and BAs. It's a great location, with shallow water and works an hour or so before high tide. We run windsurfing and SUP lessons from here as well as hire, which can run at lower tidal states off the slipway and using Camperdown Creek to access the main river channel.

There is a lot of passing foot and car traffic so always be careful with any kit and clients. The newly constructed coastal defences mean SOPs are likely to change several times during the season.

Updated December 2022- CB

- Ensure all kit is rinsed off after each session using the hosepipe located near the sink.
- Rinse down the floors in the shower room and main store and use the squeegees to remove most of the water.
- Ensure outside the centre is also swept to create a good impression for clients as well as members of the public.
- The centre is occasionally used by Exe Estuary officers who often run wildlife education walks at low tide. The storage locker in the shower room belongs to them and should be left alone.
- **When on the water instructing or at the end of a session, you must make sure all equipment is securely stored and both the container and centre are locked as per your induction.**



8. Major Incident Plan

Major Incident Flowchart can be found on the back cover of this SOP Booklet Introduction

The Risk Assessment, Health and Safety Policy and Standard Operating Procedures will control measures required in this activity.

The Major Incident Plan will describe 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 a 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).
- Trainees are not accounted for at the end of the session.

Please ensure all accidents are entered in the Accident Report Book, including near misses and bring it to the prompt attention of the Watersports Manager.

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".

Updated December 2022- CB

Coordination:

- 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 a 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 the training centre 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, ASI, BSUPA, British Canoeing or our Technical Advisor or the emergency services.

Major Incident Flowchart can be found on the back cover of this SOP Booklet

MAKING A DISTRESS OR URGENCY CALL USING VHF RADIO

MAYDAY, MAYDAY, MAYDAY (pronounced "MAY-DAY" and always spoken three times): This is the international 'distress' signal that is only used to indicate that the vessel is threatened by grave and imminent life-threatening distress and that immediate assistance is required.

PAN-PAN, PAN-PAN, PAN-PAN (pronounced "PAHN-PAHN" and always spoken three times): This is the 'urgency' signal and is used when the safety of the vessel or a person is at risk, but for the time being at least, does not pose an immediate danger to anyone's life or to the vessel itself. It says 'a serious situation is developing, we need help but there isn't a grave and imminent danger to the boat or anyone on board.'

Bottom Line If you feel your life is in jeopardy, call Mayday. If you need immediate assistance to deal with a serious situation that is not life-threatening, call Pan-Pan. A distress call of 'Pan-Pan' can be subsequently upgraded to a 'Mayday' call if the situation worsens and lives become endangered.

DISTRESS OR URGENCY CALL CHANNEL

If you have a DSC radio (digital radio with a distress button) the first action is to activate the red button. This sends a signal to the coastguard that you are in distress, and newer models will also send your position.

The next step is to make the verbal distress or urgency call. Channel 16 is the universal emergency channel, constantly monitored by coastguards and other nearby vessels. Transmissions on Channel 16 should only be used when absolutely necessary. If you hear a distress call, cease all transmission. Unless you are involved in the rescue or providing assistance, no one else is allowed to transmit on the frequency. You should, however, listen and follow the situation until it is evident that assistance is being provided. Normal transmissions may resume after the Rescue Coordinator has released the frequency to routine traffic "Silence Fini".

EMERGENCY RADIO PROCEDURES

- Check main battery switch is on; switch radio on; turn up volume
- Adjust "squelch" control so noise just disappears.
- Set the radio channel to 16 high power
- Press microphone and speak your 'Distress' or 'Urgency' message slowly and clearly:

MAYDAY, MAYDAY, MAYDAY or PAN-PAN, PAN-PAN, PAN-PAN

THIS IS... (name of vessel) 3 times

MAYDAY... name of vessel, call sign & MMSI (Maritime Mobile Service Identity) number spoken once.

MY POSITION IS... latitude & longitude, or true bearing from a known position. If not known, then take a fix using the compass in the box or under the seat. If you do not know the position don't guess, give your last known position or say 'Position Unknown'

I AM... status, overwhelmed on a lee shore, sinking, on fire, etc.

I REQUIRE IMMEDIATE ASSISTANCE

Updated December 2022- CB

I HAVE... number of persons on-board, any injuries and any other relevant information such as availability of life raft.

Intentions (e.g. aground and boat breaking up, crew wearing lifejacket and getting into the life raft with handheld radio etc.)

OVER – this means “reply to me” release the transmit button
Keep listening on channel 16 for instructions

Dynamic Risk Assessment

Type of activity: _____

Location: _____

Date & Time: _____

Supervising Instructor: _____

Other staff: _____

(Please draw a map/diagram on the back of this sheet to help with your planning/RA)

Operating Requirements

Equipment: Checked for damage Suitable for clients

Emergency response: Instructor safety kit First aid Mobile and/or VHF

Class/group: Instructor ratio max 1: __ clients Group size - max no: ____

Booking forms: Read and signed by all taking part

Location Risk Assessment

Hazard	Conditions	Checked
--------	------------	---------

Tides & currents

Water depth

Weather conditions

Rocks

Other water users

Marine hazards

Dangerous marine creatures

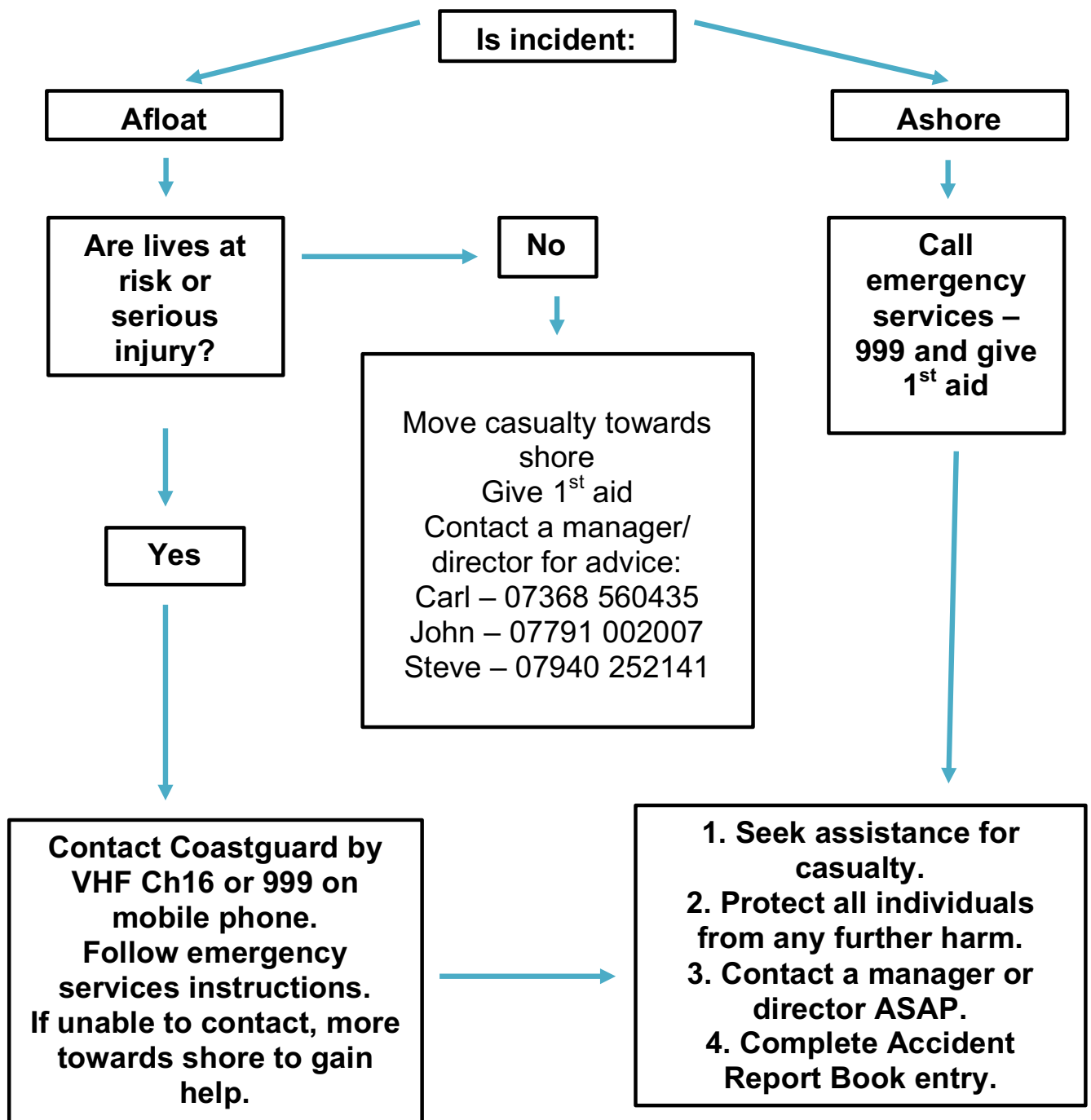
Pollution

Describe the conditions. List any unforeseen hazards and measures taken to minimise risk.

Signed: _____
(Supervising instructor)

Updated December 2022- CB

Exmouth Watersports Emergency Action Plan



Nearest hospital:

Minor injuries – Exmouth Claremont Grove (EX8 2JN)
Full A&E – Exeter Royal Devon, Barrack Rd, Wonford (EX2 5DW)

AED Locations:

Exmouth Lifeboat Station for Orcombe Point (EX8 2AY)
LED Leisure Centre for Estuary Centre (EX8 1EN)
RNLI Lifeguards for Sandy Bay (EX8 5BT)

Helicopter landing site:

Orcombe Point & Sandy Bay – On the beach
Estuary Centre – The Royal Avenue Field

First Aid:

Beach box or Estuary office



Induction and policy sign off

Name of team member:

Team member

Director

1. Introduction & company policy:

2. Customer Service:

**3. Powerboat usage
(including on water induction):**

**4. Teaching windsurfing
(including competency and certification
check by Watersports Manager/
Company Director):**

**5. Teaching stand up paddle boarding
(including competency and certification
check by Watersports Manager):**

**6. Teaching kayaking sign off
(including competency and certification
check by Watersports Manager):**

**7. Orcombe Point
(including onsite orientation):**

8. Estuary Centre (including on site orientation):

9. Major Incident Plan: