



Health & Safety Manual



Health and Safety Policy Statement

Your health and safety is important to us. We care very much about every team member we employ, every young person who enjoys our programmes and every adult who comes with them. It is a matter of policy that we get this right.

Health and Safety is about making a concern for the wellbeing of others an integral part of everything we do. It's about making sure we care in every situation; whether we're coaching an activity, making a bed, cooking a meal or mending a window.

Health and Safety is our moral obligation. There are expectations placed on us by the law, by our industry bodies and by our customers. We'll work hard to meet or exceed all of these, but we care about health and safety not because we have to, but because we want to. It's the right thing to do.

We will work tirelessly to ensure, so far as is reasonably practical, the health, safety and welfare at work of all our employees, visitors and others who may be affected by what we do in the context of our purpose; to create life changing adventures. This will, at times, mean exposure to managed risks in order to bring about the outstanding benefits enabled by outdoor education.

To achieve an environment that is safe and supportive for everyone, we have four core commitments:

1. An engaged team – We want everyone to be part of our success. We encourage involvement in safety management from all our team members and will support people at all levels in the organisation to be effective stakeholders in their own and other people's safety.
2. A risk aware team – We want everyone to be involved in the identification, assessment and management of risk in their workplaces.
3. A competent team – We'll make sure everyone has access to the right information and training so they can be effective and safe in their specific roles.
4. Continuous improvement – We'll always try to be better and learn from our mistakes.

Health and Safety and best practices evolve over time. This policy and our management arrangements will change and we'll make sure it is reviewed and updated at least every year.



Alex Williamson
Group Chief Executive
Officer March 2021

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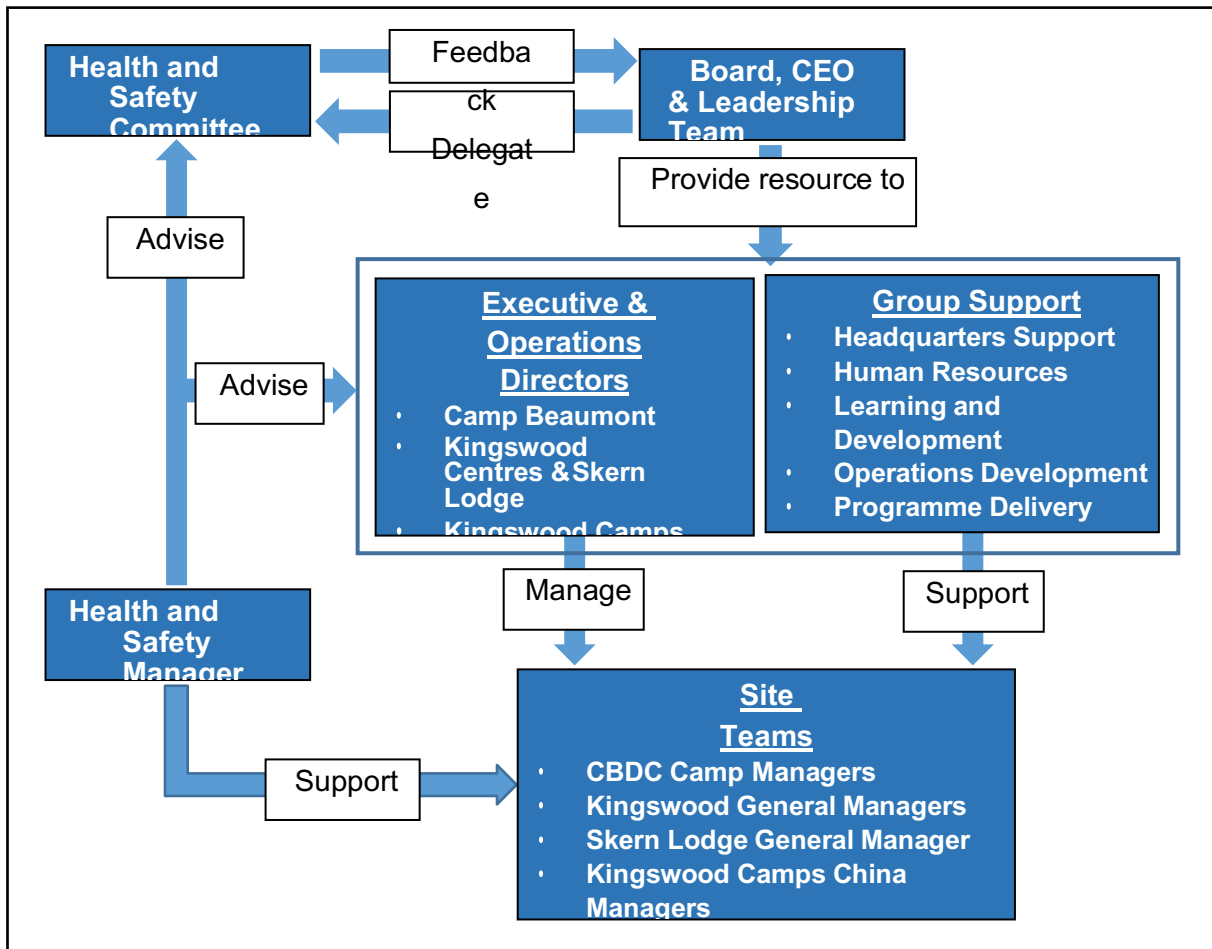
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Responsibilities

Inspiring Learning Health and Safety Management Model

The general system for managing health and safety and the relationships between the different people and groups within Inspiring Learning is shown below.



General responsibilities

Inspiring Learning Board and Chief Executive Officer

- Make available sufficient resources to its Officers, Directors, Managers and staff to allow them to fulfil their Health and Safety responsibilities.

Inspiring Learning H&S Committee

- The Health and Safety Committee exists to have oversight of health and safety standards across the Inspiring Learning business. Its function is to monitor health and safety standards and to identify health and safety issues affecting the group, consider their impact and decide actions to resolve them. It operates with delegated authority from the Inspiring Learning Board.

Executive & Operations Directors

- Provide management commitment to and leadership of health and safety within their part of the business.
- With the support of the Inspiring Learning Board, ensure the company has sufficient resources and arrangements in place to fulfil its legal and other obligations.

Health & Safety Manager

- As the appointed 'competent person,' provide health and safety advice and guidance to all parts of the company, including for fire safety.
- Ensure Managers are familiar with and comply with the Health and Safety procedures and standards that relate to their role.
- Undertake audits of health and safety standards at Inspiring Learning sites.

All Managers

- Ensure the implementation of the company Health & Safety procedures and standards at their sites.
- Ensure there is adequate supervision of team members, guests and others during normal work activity.
- Ensure induction and job-specific training is provided for their teams.
- Ensure their team members are provided with any information necessary for their health, safety and welfare.
- Consult team members on potential changes to their workplace health and safety arrangements.

All Employees

- Take reasonable care of yourself and others who may be affected by your acts or omissions at work.
- Co-operate with the company to help it comply with the law and meet its other obligations.
- Report health and safety concerns promptly using the reporting systems provided.
- Be familiar with and follow the minimum safety requirements for work tasks relevant to your role.
- Maintain clean, tidy and organised work areas.
- Raise with your manager any health and safety concerns about any aspect of your work tasks or work environment.
- Wear any personal protective equipment specified in your work instructions, keep it in good condition and report problems with it promptly.
- Conduct pre-use inspections on all work equipment and work areas before using them, e.g. activity equipment, safety equipment, ladders, power tools, hand tools.
- Complete and follow any permits to work required for your job role. E.g. hot works.

Specific responsibilities

Health and Safety Manager

- Maintain the Risk Assessment Register.
- Produce the annual H&S Audit Schedule.
- Schedule Inspiring Learning's H&S Committee meetings.
- Complete Stress Risk Assessments.
- Complete Manual Handling - Detailed Risk Assessments.
- Complete Fire Risk Assessments at permanent sites.
- Approve additions to and maintain the Approved Substances Register.
- Complete Door Safety Risk Assessments at permanent sites.
- Overall control of the Asbestos Management Programme.
- Complete Fire Risk Assessments at permanent sites.

General Managers

- Own the H&S Improvement Plan for your site.
- Fulfil the role of 'Responsible Person' for fire safety at your centre.
- Manage emergencies in line with the Emergency Incident Procedure.
- Overall management of a multiple illness outbreak at your site.
- Submit incident notifications under RIDDOR or Ofsted requirements.
- Ensure Risk Assessments are completed for your site in line with the Risk Assessment Procedure.
- Arrange the renewal of MOT test certificates for site vehicles that require them.
- Ensure staff fire drills are conducted.

Camp Managers

- Manage emergencies in line with the Emergency Incident Procedure.
- Overall management of a multiple illness outbreak at your site.
- Submit incident notifications under RIDDOR or Ofsted requirements.
- Conduct Incident Investigations.
- Complete Risk Assessments for your site, including for fire, door, slips/trips and general premises safety.
- Ensure activity supervision ratios are complied with on all activities.
- Review the activity defects log daily and refer issues that cannot be resolved to the Warehouse Manager.
- Ensure fire drills are conducted.

Heads of Departments

- Conduct Incident Investigations.
- Undertake checks allocated to your role by the Premises and Equipment Checks Schedule.
- Ensure new team members undertake induction and role specific training, including that related to health and safety and fire safety.
- Ensure there is an adequate supply of Personal Protective Equipment for team members to use.
- Complete Manual Handling – Basic Risk Assessments for your own department.
- Complete Vulnerable Person Risk Assessments for any team member or work experience placement who is identified as being at individual risk of harm as a result of age, pregnancy, disability, ill health or other personal factor.
- Supervise the completion of a 'New Driver Checklist' before any team member undertakes driving duties.
- Sign off permits to work for tasks that fall within your operational area.

Chief Instructor

- Ensure activity supervision ratios are complied with on all programmed activities.
- Ensure session observations are taking place, being recorded and are targeted based on safety and quality indicators.
- Review the activity defects log daily and refer issues that cannot be resolved to the Central Stores Manager.
- Compile Venue Safety Information for off-site venues used by groups from your centre.
- Vet third party activity providers used by groups from your centre and retain up-to-date evidence of their safety standards.

Maintenance Managers

- Review the maintenance defects log daily and refer issues that cannot be resolved to the Group Property Manager.

Group Property Manager

- Produce the property-related content of the Premises and Equipment Checks Schedule.
- Undertake checks allocated to your role by the Premises and Equipment Checks Schedule.
- Approve additions to and maintain the Approved Contractors Register.
- Overall control of the Legionella Management Programme.
- Consult the H&S Manager before any works take place that involve removal of internal doors or walls or that may otherwise compromise fire resisting compartmentation.

Transport Manager

- Approve additions to and maintain the Approved Transport Provider List.

Head of Activity Operations

- Produce the activity-related content of the Premises and Equipment Checks Schedule.
- Vet activity technical advisors and retain up-to-date evidence of their safety standards.

Learning and Development Manager

- Compile and keep up to date Training Matrices for all roles.

Additional roles and responsibilities are identified in the procedures that support the implementation of this document and in the individual Job Descriptions for the roles outlined above.

Health and Safety's Big Picture

1. Core commitments	5. Managing hazardous substances
2. Operating safe learning and activity programmes	6. Working with others
3. Protecting our teams	7. Dealing with emergencies
4. Maintaining our premises and equipment	8. Fire Safety

Topics covered within this document	Other Policies, Procedures, Forms or documents
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Management arrangements

Inspiring Learning is a family of different brands. Most of our Health and Safety arrangements apply to all brands, but some sections apply to only certain parts of the family. The headings in our Policy are colourcoded to indicate which brands the section applies to:

- – Inspiring Learning (i.e. applies to all brands)
- – Camp Beaumont
- – Kingswood Centres, including Kingswood Camps
- – Skern Lodge
- – Kingswood Camps China

1. Core Commitments □

1.1 Engagement □

The safest workplaces are those where employees and managers come together as a single team with a single goal; that of having a shared responsibility for identifying risks and developing solutions. Health and safety engagement is about getting everyone to believe in and work towards this goal.

Getting this level of engagement, regardless of your role in Inspiring Learning, means taking every opportunity to set an example, to praise good practice, to coach a poor performer, to invite feedback and team involvement in improvement.

Engaging with teams over changes

Health and safety is about you, our team members. We will always involve you in decisions that affect your workplace health or safety. Anyone responsible for implementing change must ensure that you are consulted on plans as early as possible.

Methods of consultation can include:

- Formal or informal meetings (e.g. with staff, contractors, guests, etc.)
- Method Statement Briefings, explaining to staff the proposed safe system of work and inviting feedback on it
- Suggestion Boxes
- Establishing working groups to review possible changes and provide feedback
- Making a new procedure available on a notice board or online and allowing a period for employees to provide feedback

Communication methods must take into account the needs of any vulnerable groups, such as those with special educational needs, temporary workers or those who do not speak English as their first language.

Site H&S Noticeboard

To act as a focus for H&S information on centre, each site must have a designated area (or more than one) dedicated to displaying H&S messages. It could contain:

- Copy of the H&S Policy Statement
- Details of H&S Meeting arrangements, including most recent minutes or actions
- Details of where safety information such as risk assessments or method statements are kept
- Performance indicators, such as recent incident statistics or outcomes of H&S audits

Raising concerns

If you have a concern about any aspect of your work tasks or work environment you must raise this with your manager straight away. If you do not feel able to approach your manager then you should talk to another manager at your site. You can raise your concern face to face, in writing or in confidence to healthandsafety@inspiring-learning.com

Regardless of how a concern is raised it must be taken seriously and, depending on the circumstances, feedback provided about what has been done to deal with it. This feedback is important to increase confidence in the process and the future engagement with safety improvements that our teams have.

Meetings content

In order to encourage engagement in improving health and safety practice and ensure planned actions are taking place, health and safety is a standing agenda item in planned meetings throughout the company. H&S topics that should be included in team meetings are:

- Recent incidents, near misses and trends
- Staff competence and training needs
- Status of premises and equipment inspections
- Outcomes from internal monitoring such as session observations
- Outcomes from audits, accreditation visits or regulatory inspections
- Status of Improvement Plans

1.2 Risk Assessment □

Understanding and managing the risks you face as a member of Inspiring Learning's team, or as a visitor to one of our sites, is critical to you staying safe. Our risk assessment programme forms the basis of all our safety-related activity and you must be familiar with and follow the risk controls that apply to your role, your site and the work tasks you do.

We conduct risk assessments in order to reduce the likelihood of employees, guests and visitors suffering accidents, incidents or cases of work-related ill-health. You can find further details of our approach to risk assessment within our separate Risk Assessment Procedure. This procedure ensures that:

- all significant hazards are identified
- all risks are assessed using a common method
- appropriate controls are identified and implemented
- the significant findings are recorded and made known to those they affect
- Risk Assessments are reviewed in light of incidents or changes to work arrangements

We maintain a Risk Assessment Register which lists all of the risk assessments currently in place. This register is maintained by the Health and Safety Manager.

It is not possible for us to remove all risk from outdoor learning and it brings little benefit to try. Learning outside the classroom is an important part of young people's education. It increases self-confidence and helps to develop risk awareness, both vital to preparing them for their lives ahead. Our approach to risk control in adventurous activities is to retain a level of managed risk where doing so brings benefit and enrichment to the learning experience. We will take steps to reduce risk where it does not contribute to learning and development or where the risk to employees or guests far exceeds the potential benefits.

1.3 Information and Training □

Basic Health and Safety communication

For everyone to understand what our Health and Safety expectations are the following information, recipients and method of delivery have been identified:

Information	Recipient	Method
Site rules: <ul style="list-style-type: none"> • Fire procedures • First aid/accident assistance • Security arrangements • Out-of-bounds areas • How to get help 	Employees	Site-specific induction training
	Guests (young persons)	Arrival day site tour and Group Leader/Course Director briefing
	Guests (accompanying adults)	Arrival day site tour, Course Director briefing
	Day visitors and Contractors	H&S Information for Visitors covered at sign-in at Reception
Third Party premises <ul style="list-style-type: none"> • Fire procedures • First aid/accident assistance • Out-of-bounds areas 	Employees and groups they are leading	Instructors/Leaders should establish this information from premises staff or printed guidance as soon as possible on arrival and share with groups as needed
Facilities Management related hazards (fire, asbestos, access, etc.)	Contractors	H&S Information for Visitors covered at sign-in including Contractor Site Hazard Summary
Company H&S Policy	Employees	Induction training, Statement on H&S notice board and full Policy available via website
	Guests and Visitors	General Statement on display in Reception and full Policy available via website
Legal responsibilities and Enforcing Authority details (UK sites only)	Employees	Statutory 'H&S Law – What you need to know' poster displayed in reception or staff area

Health and safety training

To achieve safe outcomes you will be provided with the initial induction, role-specific and ongoing development training that you need to carry out your role so it is safe for you and for the people around you. You can find further details about the training required for your role in the Training Matrix for each function/role/brand. The Learning and Development Manager is responsible for ensuring the Training Matrices stay up to date.

You will not be expected to complete tasks that you have not been trained in. If you are unsure about the training you have received for any part of your role then you must raise this with your manager straight away.

1.4 Continuous Improvement ☐

We strive to be better at everything we do and health and safety is no exception. If you think we could improve something and make it safer then please tell your manager about it.

Auditing/Monitoring ☐

We operate an annual programme of health and safety audits and monitoring visits that take in all aspects of our health and safety management arrangements. Completing these audits helps us to understand what is going well and what may need some extra help. The audit criteria are published internally so everyone knows what is expected and the audit outcome is shared with the centre team and regional managers. Each permanent site is audited a minimum of twice each year and half of our pop-up sites are audited each year. Sites which do not receive an adequate audit score will receive a follow up visit in addition to any other audits scheduled for the remainder of the year. The Health and Safety Manager is responsible for producing the Annual Audit Schedule showing when sites are going to be audited.

The Health and Safety Committee meets quarterly and exists to have oversight of health and safety standards across the Inspiring Learning business. Its function is to monitor health and safety standards and to identify health and safety issues affecting the group, consider their impact and decide actions to resolve them. It has representation from all areas of the businesses' activities and functions and it derives its authority directly from the Board. The Health and Safety Manager is responsible for scheduling the H&S Committee's meetings.

Improvement Plans □

Improvement actions can be identified by formal and informal site audits and monitoring visits, regulator inspections, visitor feedback, team member suggestions, accident trends, risk assessment reviews, etc. We maintain separate H&S Improvement Plans for each of our permanent sites and for our company H&S Committee to record and track the progress of improvement actions. Each site Improvement Plan is owned by the manager for that site and they are responsible for ensuring that actions are completed.

2. Operating Safe Learning and Activity Programmes □

All of our learning and activity programmes operate to a set of documented safety standards which specify minimum requirements for supervision and participation ratios, leader training, activity equipment and activity area. Some or all of this information may be held within the activity risk assessment, within the Operating Standard or be split between both.

If you are leading an activity you must be familiar with the minimum safety requirements and comply with them at all times. If you think there is a problem and your activity does not meet the minimum safety standards then you must stop immediately and make your concerns known to your manager.

2.1 Activity Risk Assessments □

All aspects of our learning and activity programmes are covered by risk assessments and new programmes will not commence until they have been risk assessed. You can find further details of our approach to risk assessment in section 1.2 and within our separate Risk Assessment Procedure. A list of the risk assessments currently in place is in the Risk Assessment Register.

2.2 Activity Training □

There is a minimum training standard for each of our learning and activity programmes. No leader will have to deliver an activity without first being trained to do so, or by having their existing qualifications or abilities verified. You can find further details of our approach to activity training in section 1.3 and in the Training Matrix for each function/role/brand.

2.3 Activity Equipment Checking □

We maintain a Premises and Equipment Checks Schedule that lists all the activity equipment that needs to be checked and how these checks take place. You can find further details of our approach to equipment checking in section 4.1 and in the Premises and Equipment Checks Schedule for your operating area.

2.4 Activity Session Observations □

If you deliver learning and activity programmes to our guests you will be observed doing so from time to time to confirm that you can do so safely. The activities you are observed on will depend on how long ago you were first trained, whether there have been any recent accidents on the activity, whether there has been any negative customer feedback on the activity and the number of other observations done recently on the activity.

Being observed on an activity is a positive part of your ongoing development and you should engage constructively with any feedback that is given at the end of the observation. Chief Instructors are responsible for ensuring session observations are taking place, are being recorded and are targeted based on safety and quality indicators.

2.5 Activity Supervision Ratios □

The supervision ratio for each activity is listed in the risk assessment and/or activity guideline for each activity. You must not run an activity outside of our stated supervision ratios.

2.6 Off-site procedures □ □ □

When you take our guests off-site on excursions, field study trips or to visitor attractions, you must always make sure you are prepared:

- You know where you are going
- You know why you are going
- You know who you are taking
- You and your group have the right clothing and equipment
- You have briefed the group on safety rules and expectations
- You have a Plan B if things don't work out as planned

A separate procedure for Off Site Visits is in place and you should refer to this for further information.

3. Protecting our teams □

3.1 Staff Welfare □

Your work environment

You must have enough space to do your job comfortably and safely and have easy access to get to and from your workstation, whether this is a desk, shop counter, workbench or abseiling platform, for example.

Deciding whether there is enough space should take account of any furniture or work equipment in the work area. This should not make it difficult to access or use the work station, or move around in the workplace.

As a guide, each employee in an indoor workspace must have 11³m of space, not including any space above 3m in height. (This equates to approximately 2m x 2.5m of floor space, for a typical ceiling height of 2.4 m). If you think your work area could be improved then take the initiative and talk to your manager about the changes you'd like to make.

Remember that a clean and tidy work environment is also a happy and safe one, so please do your bit to keep things tidy. Some work areas will be cleaned by the housekeeping team or a separate cleaning service, or you may be expected to clean your work area yourself.

You should also take care to keep your work area safe:

- Don't position equipment so that someone could trip over the power cable or other leads
- Don't plug one extension lead into another, and don't use multi-adaptors when there are spare power sockets
- Don't overload shelves and cupboards with heavy items
- Don't let your work area become a dumping ground



You should be able to work in a comfortable temperature taking into account the type, shift length and frequency of the work activity. For indoor workplaces the minimum recommended temperature is 16°C, and if there is physical activity in the work that helps keep you warm then the minimum recommended temperature is 13°C. If the temperature drops below these levels for long periods and you are finding it too cold to work then you must tell your manager to see if there is a more active job you can do, if there is a warmer place you can work, or if you can go home.

There is no recognised maximum recommended working temperature, but the same principles of keeping you comfortable will apply. Efforts should be made to reduce the effect of high outside temperatures by the use of blinds, window films, awnings, adjustable louvres or fans.

If hot temperatures are making you feel unwell tell your manager straight away.

Welfare facilities

You will be provided with access to clean drinking water and cups to drink from in your workplace and a place where you can take breaks where you will not be disturbed by work continuing.

You will be given access to toilet facilities while at work. Each toilet will have a working flush, a working lock, toilet paper in a dispenser or holder, a coat hook, facilities for disposal of sanitary products where females are likely to use it and close access to hand washing facilities with hot and cold or warm water, soap and hand drying facilities. If there are problems with your access to toilets or their facilities or cleanliness you must tell your manager straight away.

Workplaces with fewer than 6 workers must have 1 toilet, 6 to 25 workers 2 toilets, and another toilet for every additional 25 people.

Where a toilet is provided in or near the kitchen for the use of catering staff, this toilet and the catering staff can be treated as a separate calculation. Where staff are provided with accommodation on site and it is reasonable for them to use these toilets during working hours, these toilets and the resident staff can be treated as a separate calculation.

It is acceptable for single toilet cubicles which are shared with guests/visitors (such as in reception or disabled toilets) to be counted within the staff ratios, provided these are in areas shared between staff and guests.

3.2 Personal Protective Equipment □

Most of the protective equipment you will use is either single use (such as disposable gloves, masks or aprons used in housekeeping or catering tasks) or comes from a pool of equipment intended for shared use (such as helmets or harnesses).

If a risk assessment or safe system of work says that protective equipment must be worn then you have no choice but to wear it. If you are issued with protective equipment which is personal to you and is yours alone to wear then you are responsible for making sure you have it with you when in work, keeping it in good condition and reporting to your manager if it needs replacing.

If there are reasons you are unable to use the protective equipment provided you must tell your manager straight away. Do not attempt a task that requires protective equipment unless you are wearing it correctly, or alternative measures have been agreed that will keep you safe.

Heads of Departments are responsible for making sure protective equipment is available and in good condition.

3.3 Stress □

Stress is not an illness but it can make you ill. It affects different people in different ways. It can be caused by things in your personal life and things in your work life, mainly when pressures you can't control get too much for you.

We have a responsibility to all our team members to make sure they are protected from stress in their work. Inspiring Learning will ensure we have an up-to-date risk assessment in place that considers the stress factors within each of our work areas that identifies any potential stressors and the controls needed to limit their effect. The Health and Safety Manager is responsible for creating the Stress Risk Assessment for each brand, with input from the Operations Director for each brand.

Feeling negative, isolated or nervous, being indecisive or unable to concentrate are all common signs of workplace stress. You may start doing things that you wouldn't normally do such as eating different amounts, smoking or drinking more or having problems sleeping.

If you notice any of these things they may be signs you are suffering from stress and it is important that you talk to someone. Stress is nothing to be ashamed or embarrassed about and your supervisor, Welfare Officer, HR Advisor or Doctor will all be happy to talk to you about how we can make things better. Don't suffer in silence.

3.4 Driving □ □ □

Safe Driver

- You must hold a current, valid license that covers the type of vehicle you are going to drive.
- For vehicles with up to and including 8 passenger seats, you must have a minimum category B1 Licence, be 21 or over and have a minimum of 2 years driving experience.
- For vehicles with 9 or more passenger carrying seats additional licencing requirements apply. Do not drive a vehicle with more than 9 passenger seats without first checking you are eligible.
- You must complete a New Driver Checklist with your Manager so you are familiar with the rules we have in place for driving company vehicles.
- For centre-based or pool car/shared vehicles, you must fill in the details on the Journey Log when you take and return the vehicle.
- **If you feel tired behind the wheel at any time you MUST take a rest break as soon as you can.** You must keep to the following rules on maximum hours behind the wheel and minimum number and length of rest breaks. These figures should take into account other non-driving duties undertaken before a period behind the wheel, i.e. if you have already worked an eight hour day you should not then be expected to undertake driving duties without a suitable break.
- For long journeys (over four hours) you should plan your own route, schedule and rest stops so you have ownership of your safety as the driver.

Journey	Breaks
Up to 2 hours	No rest break required
Between 2 and 9 hours	15 minutes rest required for every 2 hours journey time. Multiple breaks of not less than 15 minutes should be taken up to the required total.
Over 9 hours	Where journeys exceeding 9 hours are planned, the driver must be given an uninterrupted 12 hours rest break prior to undertaking the journey. This rest break may form part of a day off. Journeys expected to take over 9 hours are not permitted for a single driver, or over 12 hours where there are two drivers who have been in the vehicle during this 12 hour period and who share the driving. Drivers must take a break of not less than 11 hours before resuming their journey or undertaking their next journey.

Safe Journey

- Use of company vehicles must observe the following principles:

Occupant Notes	
General	Vehicles must only be used on company business by company employees who are approved to drive them according to the competency and licensing requirements outlined elsewhere in this document.
Guests (Kingswood and CBDC)	<p>Guests MUST NOT be transported in company vehicles in the following circumstances:</p> <ul style="list-style-type: none"> • It forms part of their transport to or from the site. • It is as part of an excursion or off-centre visit that is part of their scheduled programme (e.g. field studies trips, visits to theme parks or historical sites). • Any circumstance where it could be inferred that the guest has paid (either directly or indirectly) for the transport service being provided. <p>Guests CAN be transported in company vehicles in the following circumstances:</p> <ul style="list-style-type: none"> • Taking guests to doctors or hospitals. <p>(Where there is uncertainty about whether a guest can be carried in a company vehicle, the decision must always err towards caution and the guest should NOT be carried.)</p>
Guests (Skeron Lodge)	<p>Guests CAN be transported in company vehicles in the following circumstances:</p> <ul style="list-style-type: none"> • Taking guests to off-site locations as part of their learning and activity programme • Taking guests to and from transport hubs (rail/bus/air) • Taking guests to doctors or hospitals.
Centre staff	<p>Centre staff can be transported in company vehicles in all circumstances where doing so is within the normal or sanctioned operations of the company. This includes:</p> <ul style="list-style-type: none"> • Travel to and from work where accommodation is provided in off-site houses. • Transfer between centres. • Attendance at company events at third party premises, e.g. In-schools, training courses, conferences. • Attendance at social or recreational events where these have been agreed in advance by the General Manager. • Travel between company premises and home where this is the first stage of a longer journey that will recommence early the next morning. Similarly, travel between home and company premises where this is the last stage of a longer journey that finished late the previous day.

- All company vehicles are covered by fully comprehensive insurance. A copy of the insurance details must be available on site and in the vehicle Emergency Pack.

Driving Abroad

- Vehicles used on company business are covered by the insurance when driven in member countries of the EU provided no single trip exceeds 30 days. You **MUST** inform HR in advance if you are going to be driving abroad so they can advise our insurers.
- Before driving abroad, drivers of leased or hired vehicles must apply for a VE103 Vehicle on Hire Certificate. These are specific to the driver/vehicle combination, i.e. you cannot get one for a single vehicle and allow anyone to drive it, or get one for a single driver and allow them in any car.
- For leased vehicles a VE103 can be obtained from HR Shared Services. For hired vehicles they should be requested at the point of ordering a vehicle from the Transport Manager.
- A VE103 Certificate is usually valid for 12 months. Staff likely to drive leased cars abroad should obtain a VE103 for them and their car, or the car most likely to be used, and renew it each time it expires.

3.5 Display Screen Equipment □ □ □

If you use a computer regularly at your own desk, whether this is at one of Inspiring Learning's sites or your own home office, then you must be aware of the risks to your health that this can create. If you are a habitual Display Screen Equipment user you must undertake the DSE training and risk assessment package available on the company's e-learning platform within 10 days of starting your role. If you move desks or there are significant changes to the equipment you use or the layout of your desk and work area you should repeat the risk assessment.

You should take regular short breaks from looking at your screen and leave your desk at least every hour. This could be just to go to the photocopier, use the bathroom or to get a drink. If you have any difficulties with achieving a comfortable desk working environment then you must raise this with your manager straight away.

3.6 Manual Handling □

It is almost certain that you will have to lift and carry things at some point as part of your role, but this is unlikely to be a regular, frequent or strenuous activity.

If you have to do any lifting or carrying you must always think about the following:

- Is the task strictly necessary; can it be avoided?
- Can you make the task easier by using a trolley, wheelbarrow or other handling aid?
- What do you need to achieve?
 - Can it be done in one go or does it need more than one lift?
 - What about your route? Are there doors to open, keys needed, steps to climb, etc?
 - Is there more than one person doing the lift and who is in charge?
- Are you safe to lift?
 - Are you strong and fit enough for the task?
 - Are you already tired after a full day's work?
 - Do you have any existing injuries that may be made worse?
 - Have you been told exactly what you need to do?
- Is the load safe to move?
 - How much does it weigh?
 - What size and shape is it?
 - Does it have handles; is it easy to hold?
 - Is the load likely to move? Is it a liquid, or a box with smaller loads inside?
- Is the environment safe to work in?
 - Are there vehicles moving in the area? Are there children running around?
 - Is the ground wet, muddy or icy?
 - What's the weather like? Raining, cold, windy?

If you have concerns about your safety when lifting and carrying then tell your manager straight away.

We will use the Health and Safety Executive's published guidance to review the foreseeable manual handling exercises at each of our sites, filter out those that present only trivial risk and undertake more detailed assessments on those where actions may be required to reduce the risk further. Heads of Departments are responsible for undertaking the initial filtering and assessments. Detailed manual handling risk assessments will be undertaken by the Health and Safety Manager.

3.7 Working at Height □ □ □

There are many jobs that need doing where you may have to work at height. Before doing any work that could result in a fall from one level to another you should consider:

- Is the work properly planned and organised? Do you know what you are going to do and how you are going to do it?
- Are you competent and able to carry out the task? Don't attempt anything that you are unsure of or are not fit for.
- Have you properly assessed the risks? Have you thought about what could go wrong and what you will do to prevent it?
- Is the correct equipment available and have you checked that it is safe and ready to use?
- Are you working on or near a fragile surface, and has this been considered in your risk assessment?

Throughout your planning you must first try to minimise the chances of a fall and then minimise the consequences of a fall, and you should favour collective controls over individual ones. For example having a guard rail is better than having a harness system, as it provides fall protection to everyone at once rather than just one person at a time.

Where there are known tasks that regularly involve working at height these will be risk assessed within either the baseline assessment for that function (e.g. housekeeping, maintenance) or within the site specific Premises and General Site assessment.

If you use a leaning ladder you must:

- Check it is safe before you begin using it. If it is damaged do not use it.
- Make sure it is on a firm level surface at an angle of 75° – use the 1 in 4 rule (i.e. 1 unit out for every 4 units up)
- Make sure it is long enough or high enough for the task
- Guard the bottom of the ladder to warn people to keep away
- Don't try to move or extend ladders while standing on the rungs
- If possible, tie it to the wall to prevent it falling and have a strong upper resting point, i.e. do not rest a ladder against weak upper surfaces such as windows or plastic gutters
- Don't overload it – consider your weight and the equipment or materials you need to carry
- Always grip the ladder and face the ladder rungs while climbing or descending and maintain three points of contact (a hand and two feet)
- Don't overreach – make sure your belt buckle (navel) stays within the stiles
- Don't work off the top three rungs, and try to make sure the ladder extends at least 1 m (three rungs) above where you are working
- Use a non-conductive ladder (e.g. fibreglass or timber) for any electrical work
- Where you cannot maintain a handhold, other than for a brief period (e.g. to hold a nail while starting to knock it in, starting a screw etc.), you will need to take other measures to prevent a fall or reduce the consequences if one happened

If you use a stepladder you must:

- Check it is safe before you begin using it. If it is damaged do not use it.
- Check all four feet are in contact with the ground and the steps are level
- Ensure any locking devices are engaged
- Maintain three points of contact. This means two feet and one hand, or when both hands need to be free for a brief period, two feet and the body braced against the stepladder
- Don't overreach or stand and work on the top three steps unless there is a suitable handhold
- Try to position the stepladder to face the work activity and not side on, and try to avoid side-on loading, such as drilling against a wall

All ladders in use must be listed on a ladder inventory and their condition checked and recorded monthly.

3.8 Pregnant Workers □

If you become pregnant and want to continue to work during your pregnancy you must tell your manager straight away. Inspiring Learning cannot support you and keep you safe if you keep your happy news a secret.

Your Head of Department is responsible for completing a risk assessment of your work and they will involve you in this process. The risk assessment will be updated several times as your pregnancy develops and your ability to do your normal work changes. Depending on the type of job you do it may be necessary to:

- Change the tasks you do or the way you do them
- Change the times you work
- Change the equipment you use

The company has to keep you safe and will make adjustments to help you. Although very unlikely, you may be asked to stop working if it becomes impossible to keep you and your unborn baby safe while at work.

3.9 Young Workers □

We sometimes employ people under the age of 18, or offer them a work experience placement, particularly at our pop-up holiday camps. The risks to young workers from our activity delivery, catering, housekeeping and office functions is no different to the risks to our older team members. The risk control measures normally in place and outlined in the risk assessments for these operations are sufficient to ensure the safety of Young Workers.

We have in place Young Worker risk assessments for Activity Delivery, Catering, Housekeeping and Office functions. These are available as a guide to Managers who may employ a young worker or host a work experience placement. A Vulnerable Person risk assessment must be completed by the Head of Department for any Young Person who is identified as being at individual risk of harm as a result of disability, ill health or other personal factor.

3.10 Lone Workers □

Many roles within Inspiring Learning will at times need to be completed when you are not with another team member, but very rarely will you be completely alone and distant from the attention or assistance of other people. Whether they are other team members, visitors, adult party members or young people the majority of us work in places where there are always other people around or easily contactable if there is a problem.

There will be some cases where we have to do jobs in places or at times where help is less accessible and we are working on our own. We have in place a Lone Working Risk Assessment at each site that identifies the tasks and places where Lone Working takes place and the controls we use to make this safe. The General Manager is responsible for completing this at Kingswood and Skern Lodge. The relevant Operations Director is responsible for completing this for all of Camp Beaumont and Kingswood Camps China.

4. Maintaining our premises and equipment □

4.1 Premises and Equipment – Basic Approach □

User checks and reactive reporting

You should get into the habit of doing a quick check of any equipment you use or any area you work in before you begin a task. If anything is wrong that may cause an accident or injury you must not use that equipment or area until it has been made safe.

All our sites have systems in place to log the details of equipment or site maintenance issues, and you must use these to report problems as soon as you can. Premises defects and activity equipment defects generally have their own separate systems. When completing the log you must give enough information to identify the exact location and type of problem and if necessary an assessment of its urgency/prioritisation.

Chief Instructors or Camp Managers must review the activity defects log at least daily when the site is occupied. Issues that cannot be resolved on-site and require additional technical or budgetary support should be referred to the Warehouse or Central Stores Manager for your operation.

The Maintenance team members must review the maintenance defects log at least daily when the site is open. Issues that cannot be resolved on-site and require additional technical or budgetary support should be referred to the Group Property Manager.

Planned Preventative Maintenance and proactive checks

We maintain a register of all the main items that need to be checked, together with who is responsible for doing those checks and how they are recorded. The register outlines the checks that are undertaken under the following main headings. Not all will apply to every site:

- Statutory Compliance
- General Premises
- Buildings
- Kitchen
- Maintenance
- Housekeeping
- Activity Structures and Equipment
- Swimming Pools
- Vehicles

You should refer to the Premises and Equipment Checks Schedule for your area of work for more details. A separate register is available for each operation within Inspiring Learning. The Group Property Manager, Group Activities Manager and Health and Safety Manager are responsible for the creation of the registers.

4.2 Electrical Safety □

The following safety rules must be observed at all times in connection with electrical appliances and electrical safety:

- Inspect electrical equipment every time you use it.
- Look for damage to the outer cover, power lead and plug.
- Do not use electrical equipment that is damaged.
- Report any damage so it can be repaired.
- Turn off any equipment you are not using.
- Don't leave any equipment unattended.
- Be careful where you plug in; do not let power leads become trip hazards.

- Do not plug one extension lead into another.
- Electrical fires should ONLY be tackled using CO₂ Extinguishers.
- Keep Electrical Cupboards locked.

All fixed electrical installations and portable electrical appliances are subject to periodic inspection and testing. Refer to the Premises and Equipment Checks Schedule for the site for further details.

Any portable electrical appliances on the premises at the time of the test engineer's visit will be tested, whether company property or not. We reserve the right to make safe any employee or visitor's electrical equipment if in our opinion it is dangerous.

4.3 Portable Heaters □

Portable heaters present a fire risk. To minimise this risk we have in place the following rules:

- Do not use Portable fan heaters; only use the oil-filled radiator type.
- Do not use extension leads; always plug directly into a wall socket.
- Always place heaters on a firm level surface.
- Do not leave heaters unattended when they are turned on.
- Do not leave materials that will burn close to the heater.
- Do not block escape routes or create trip hazards.

4.4 Slips, Trips and Falls □

These are a significant cause of injuries and we should all do whatever we can to prevent them. Leading groups in outdoor environments means the likelihood of slips and trips is higher due to the natural terrain. To combat this risk we must make sure footwear is sensible, the activity is appropriate for the terrain and that participants are warned about the risk before the activity and take extra care as a result.

In built environments, such as inside buildings or on paved areas around our sites slips and trips could be caused by:

- floors made slippery with mud or spills
- damaged flooring such as lifting floorboards or torn carpet
- trailing wires and power cables
- untidy areas and 'clutter'
- poor lighting
- incorrect footwear
- running

If you become aware of a slip or trip issue caused by any of these things then you should act straightaway, either by dealing with the problem yourself or reporting it to your manager.

We have in place a Slip and Trip Risk Assessment for each of our permanent sites which identifies where risks are present and the control measures we have in place. Responsibility for completing these assessments is to be delegated by the General Manager. At our pop-up holiday sites slip and trip hazards will be assessed by the Camp Manager as part of the General Site Risk Assessment process.

4.5 Motor Vehicles □ □ □

If you are concerned about the safety of any aspect of a vehicle's operation at any time, you must tell your manager about it straight away.

All centre and pool vehicles designed for road use have a current MOT certificate (unless fewer than 3 years old), regardless of whether they are used on the road or not. All vehicles are serviced according to the manufacturer's specification. Vehicles outside the manufacturers' service warranty period receive an annual service as a minimum. All centre and pool vehicles have their critical functions checked periodically and these checks recorded on a 'Vehicle Checks Form.'

The General Manager is responsible for arranging renewal of MOTs and servicing. Leased vehicles requiring an MOT should be referred to the lease company for renewal.

4.6 Door Safety □

Doors can provide privacy, security, fire safety or a combination of these. They may be fitted with self-closers, finger-guards, smoke seals, fire escape equipment, safety signs and locks depending on the role they need to fulfil.

We have in place Door Safety Risk Assessments for each of our sites that identify where risks are present and the control measures we have in place. The Health and Safety Manager is responsible for completing these and reviewing them each year at our permanent sites, and the Camp Managers at our temporary sites.

Precise requirements for each door will be dictated by the risk assessments, but the following general principles apply:

- Self-closers will be fitted to fire doors that form part of the compartmentation of a building, bathrooms where an open door would allow someone in a communal area to see into a toilet or shower cubicle and doors fitted with self-latching security.
- Smoke seals will be fitted to all fire doors that form part of the compartmentation of a building, and doors intended to stop smoke spreading into escape routes.
- Finger guards will be fitted to all doors that young people will routinely have access to, such as dormitories, corridor doors, bathrooms, dining rooms, classrooms, etc.
- Emergency final exit doors will be fitted with push pads or bars or other securing devices that allow them to be opened quickly in an emergency.
- Fire exits will have Fire Exit Keep Clear signs on their outside faces.
- Fire doors on landings, stairwells and corridors will have Fire Door Keep Shut signs displayed.
- Doors that must be locked to prevent casual access to chemicals, electrical installations, boiler rooms, etc. will have Keep Locked Shut signs displayed.

4.7 Hot Works □ □

If you work within our maintenance teams you may be involved in 'hot work' tasks. Hot works are any procedure that might involve or have the potential to generate sufficient heat, sparks or flame to cause a fire. Hot work includes welding, flame cutting, soldering, brazing, grinding and the use of other equipment incorporating a flame such as a blow torch. Common types of hot work include:

- Welding, brazing, and soldering.
- Flame cutting
- Grinding and cutting.
- Thawing pipes.
- The use of open flames, blow-lamps, and torches.
- Using bitumen and tar boilers.
- The use of hot air blowers and lead heaters.

In order to manage the risks arising out of hot works we operate a Hot Work Permit to Work. Anyone doing any of the tasks described on the Permit must complete the permit and have it signed off by their manager before starting work.

4.8 Swimming Pools □ □ □

We operate swimming pools at some of our permanent sites and have access to them at some of our pop-up holiday settings. If you are involved in a swimming pool activity, either as a lifeguard or activity supervisor, stay alert at all times – a swimming pool is a high risk environment and you need to make sure everyone is enjoying the pool sensibly and safely. Whenever swimming pools are in use the following safety measures will be in place:

- No pool use will take place without a lifeguard being present.
- Swimming ability will be checked either through parental notification or a swim test at the beginning of the activity.
- Operating Procedures will specify:
 - Minimum lifeguard ratios
 - Minimum activity supervisor ratios
 - Maximum bather loads
- Water depths will be marked on the pool side.
- Pool rules will be communicated to bathers.
- Rescue equipment and a first aid kit will be available at the pool side.
- Pools will be secured against casual access.

Where Inspiring Learning team members are responsible for the operation of the water treatment system they will have received the appropriate training to do so. If a pool's water hygiene levels fall outside of its normal operating parameters we will stop using it until levels have returned to normal.

If as a lifeguard, activity supervisor or pool plant operator you have concerns about the quality of the pool water or safety of the pool environment you must report this to your manager straight away.

5. Managing hazardous substances □ □

5.1 Chemical Safety □ □

We use a variety of chemicals on our premises for cleaning, maintenance and swimming pool operations. To control the risks from hazardous substances we have an Approved Substances Register. All substances on the list have been risk assessed and only things on this list are allowed to be used on our sites. The list is maintained by the Health and Safety Manager, and any additions to it must be approved by them.

If you use chemicals you must always follow these basic rules:

- Always follow the instructions on the packaging
- Always use any protective equipment such as gloves or masks referred to in the safety information
- Never mix chemicals with each other unless the instructions say so
- Do not leave chemicals unattended where a young person could find them
- Always lock away chemicals when you have finished with them

A separate procedure for Approving Chemicals for Use is in place.

5.2 Explosive and Flammable Substances □ □ □

We use substances on some of our premises that are flammable or could contribute to an explosion. These are things like petrol and oils for motorsports or mowers, heating oil and gas in tanks or bottles. The arrangements we have in place for managing the risks these create is the same as for Chemicals, described above.

5.3 Legionella □

On permanent sites that we control

Legionella bacteria can live inside the plumbing in a building. You can develop Legionnaires Disease if you breathe in water droplets containing the legionella bacteria.

All our permanent premises have a Legionella Risk Assessment in place and operate a system of management controls to limit the growth and spread of legionella bacteria. These include:

- Flushing of little used outlets
- Temperature monitoring
- Outlet descaling
- Water tank and calorifier inspections
- Training for technicians responsible for these actions.

A separate Legionella Management Policy is in place. The Head of Property is responsible for the overall Legionella management programme and Maintenance Managers are responsible for the implementation of control measures on their sites.

On temporary sites that others control

For premises where we are a temporary user of the facilities of a site, responsibility for legionella control remains with the host venue, and not with Inspiring Learning. Responsibility for confirming that a legionella control programme is in place at third party venues lies with the Business Development Manager, through the Host Venue Facilities Checklist.

5.4 Asbestos □ □

Most of our permanent premises have asbestos present. We have management controls in place to prevent you being exposed to asbestos fibres. These controls include having:

- An Asbestos Survey and risk score for any asbestos containing materials found
- An asbestos register and site plan showing the locations of known asbestos
- A periodic monitoring programme
- An action plan informed by the survey, risk score and monitoring outcomes
- Training for site staff who may undertake maintenance operations that may disturb asbestos

The Health and Safety Manager is responsible for the overall asbestos management programme. A separate policy for managing asbestos is in place.

5.5 Noise □

There is no part of our normal operation that will produce noise at a level which risks damage to your hearing. You may be exposed to higher levels of noise if you use powered tools such as circular saws or grinding disks in which case you should check the operator's manual to see whether hearing protection is recommended for users. If it is you must wear it.

If a manageable noise risk is identified details of it and the control measures we will use will be documented on a risk assessment, either separately or as part of a wider topic or department-specific assessment.

6. Working with others □

Sometimes we use other people and other places to help deliver fantastic experiences to our guests or to maintain the premises we work from.

Systems for working safely with maintenance contractors or transport providers are fairly simple, but for our activity programmes we need to take care in deciding if the risk we are trying to manage involves 'places we stay,' 'places we go to,' 'things that we do' or 'host venues we use.'

- If a group uses off-site accommodation under the control of someone else, then apply the standards listed under 'Third Party Accommodation.' This will include hotels, halls of residence, boarding school accommodation, etc.
- If the purpose of the visit is to see a particular location and experience its culture, history, architecture, geography, surroundings or the facilities it provides, then apply the standards listed under 'Third Party Venues.' This will include field studies venues, museums, stately homes, galleries, shopping centres, churches, cinemas, theme parks, etc.
- If the purpose of the visit is to take part in a defined activity and receive from leaders not employed by Inspiring Learning direct coaching or instruction with the intention of improving specific knowledge or performance, then apply the standards listed under 'Activity Providers.' This will include Horse Riding, Surf School, Football Coaching, etc.
- If we contract with a site such as a school or sports venue to use a third party venue to deliver an entire programme for an extended period, then apply the standards listed under 'Host Venues'

6.1 Third Party Accommodation (places we stay) □ □

Before using a third party accommodation provider for the first time we must be sure that it is safe and suitable for our needs. For providers or venues holding a current School Travel Forum (STF) Accreditation for their accommodation no further vetting is required. Evidence that the provider holds the claimed accreditation must be sought prior to first use of the accommodation.

For providers or venues that do not hold STF Accreditation, the Third Party Accommodation Checklists should be used to assess providers' standards, or a contract/service level agreement put in place which formalises these expectations.

The Manager arranging the booking is responsible for compiling the Third Party Accommodation Checklists and retaining up-to-date evidence of compliance with these standards.

6.2 Third Party Venues (places we go to) □ □ □

Before using a third party venue for the first time we must be sure that it is safe and suitable for our needs. For venues where Inspiring Learning staff control the entire visit and young people do not need to be actively supervised by the venue's staff, the requirements for Venue Safety Information outlined in the Off-Site Procedures document will apply.

For venues where some responsibility for the running of the visit and active supervision of young people lies with the venue and its staff, refer to the standards listed under 'Activity Providers.'

The Chief Instructor is responsible for compiling Venue Safety Information and retaining up-to-date evidence of compliance with these standards.

6.3 Activity Providers (things that we do) □ □

To control the risks from third party activity providers we have an Approved Activity Providers List and only those providers on the list can be used. All providers on the list have confirmed:

- They have liability insurance sufficient to cover the planned activities
- They hold the correct operator licenses, if needed
- That staff have been subject to pre-employment screening, including a DBS disclosure
- They have safety management systems in place covering
 - Risk management
 - Equipment use
 - Staff training

The Chief Instructor is responsible for vetting activity providers and retaining up-to-date evidence of compliance with these standards.

For providers or venues holding a Learning Outside the Classroom Quality Badge (LOtC), no further vetting of the safety of the provider is required. Evidence that the provider holds a quality badge should be sought either from the provider themselves, or by checking the database of badge holders at www.lotcqualitybadge.org.uk. If the activity is provided off-site then the requirements for Venue Safety Information outlined in the Off-Site Procedures document will also apply.

For providers who do not hold a LOtC Quality Badge, the Activity Providers Safety Questionnaire should be used to assess providers against these standards, or a contract/service level agreement put in place which formalises these expectations. If the activity is provided off-site then the requirements for Venue Safety Information outlined in the Off-Site Procedures document will also apply.

6.4 Host Venues □ □

When we use someone else's premises (usually a school site) as a base for our pop-up holiday settings we will make sure the premises are suitable before opening. We have a checklist of safety and other important criteria listed on the Host Venue Facilities Checklist which we will complete when using a new venue for the first time. Responsibility for ensuring our host venues meet our standards lies with the Business Development Managers who initially select the sites.

6.5 Technical Advisors □ □ □

Some activities in our learning and development programmes will need a Technical Advisor, someone who can provide independent advice and support on best practice. The exact competencies required will vary from one advisor position to another. They may be specified by external bodies (e.g. BAPA) or be left to the judgement of the manager appointing them. If the Technical Advisor's appointment is based on them having certain qualifications or membership of professional bodies, then evidence of this must be checked.

If the Advisor is going to spend time on centre when children are present then they must have completed a DBS disclosure, and evidence of this must be checked. If the role of the advisor is purely consultative they must hold professional indemnity insurance. If they provide training or assessment services on site, they must also have public liability insurance.

The Head of Activity Operations (for each brand) is responsible for vetting technical advisors and retaining up-to-date evidence of compliance with these standards.

6.6 Maintenance Contractors □ □

We use outside contractors for inspection and maintenance of our premises and equipment, for repairs when things break and for projects to improve our sites. To control risks from maintenance works we will:

- only use contractors whose safety standards have been vetted
- exchange information about the risks and control measures, for the benefit of both us and the contractor
- give contractors coming on to our premises information on our expectations of their conduct and any risks they may encounter.

Initial Contractor Vetting

Before working on our premises all contractors must confirm:

- They have liability insurance sufficient to cover the planned works
- They have safety management systems in place appropriate to the scope and scale of the planned works including arrangements for risk assessment and staff competence
- The name of any person attending site who has NOT had a DBS disclosure

We have an Approved Contractors Register that lists all the contractors who have confirmed their insurance and safety management standards. The list is maintained by the Group Property Manager and any additions to it must be approved by them.

The Group Property Manager is responsible for vetting property contractors engaged at a group level, maintaining their entry on the Approved Contractors Register and retaining up-to-date evidence of compliance with these standards.

Centre Maintenance Managers are responsible for vetting property contractors engaged at a local level, maintaining their entry on the Approved Contractors Register and retaining up-to-date evidence of compliance with these standards.

There is a template Contractor Health and Safety Questionnaire which should be used to assess contractors, or a contract/service level agreement put in place which formalises these expectations.

Pre-start Works Planning

For works that will be larger in scale or longer in duration (i.e. not routine service/maintenance visits), agreement must be reached on the following BEFORE works commence:

- Exact specification of the works
- Risk Management arrangements where works may influence known hazards or create additional risks (asbestos disturbance, fire safety, power/water disruption, work at height, hazardous substances, etc.)
- Access arrangements for the works site and parking for works vehicles
- Security arrangements for the works site to prevent unauthorised access
- Arrangements for welfare facilities
- Who will be responsible for communication with and supervision of the contractors while they are on site
- Who will sign-off the works on completion

The Centre Works Safety Planner can be used as a template around which to discuss and document these requirements. Alternatively the arrangements may be incorporated into a contract or service level agreement for the works.

Site Safety Information

Before being allowed to work on site, every contractor must:

- Sign in at reception
- Review the Contractor Site Hazard Summary
- Confirm they have risk assessments/method statements in place for the planned works and that they will follow them
- Confirm they understand site arrangements for:
 - Fire Safety
 - Incident reporting
 - First Aid
 - Welfare Facilities
 - Safeguarding Behaviours
 - Points of Contact

6.7 Regulators

We don't work alone when it comes to health and safety management, and there are several bodies that we work with to make sure our standards comply with the law or with industry codes of practice.

Adventurous Activities Licencing Authority (AALA)

Companies that provide activities that are within the scope of the Licencing Regulations (nominally water sports, caving, trekking and climbing), must by law hold a license to do so. Licences are normally issued annually and are dependent on a successful inspection of safety practices by an Adventurous Activities Licencing Service inspector.

British Activity Providers Association (BAPA) and Council for Learning Outside the Classroom

BAPA is a voluntary membership body for UK-based activity providers. Members must comply with BAPA's Code of Practice and offer themselves for inspection. Multi-site operators such as Kingswood and Camp Beaumont must submit half of their sites for inspection each year. BAPA inspections also include criteria for the Council for Learning Outside the Classroom's Quality Badge Award and Adventuremark.

Office for Standards in Education, Children's Services and Skills (OFSTED)

Camp Beaumont and Kingswood Camps both operate within the Childcare Registration systems of OFSTED. Although mainly focussed on ensuring adequate standards of safeguarding for young people, there are also requirements within the registration criteria relating to safety. There are compulsory and voluntary sections of the childcare registers; Camp Beaumont sites are on the compulsory register and certain Kingswood sites are on the voluntary register.

Health and Safety Executive (HSE) and Environmental Health Officers (EHO)

Front-line enforcement of UK health and safety law is done by inspectors from the HSE or EHOs from the Local Authority (the district, county or metropolitan council that the site is in).

6.8 Coach/Minibus Providers

We use coach and minibus providers to bring people to our sites at the beginning and end of their visits, and to transport them to field study and excursion venues during their stay. To control the risks from coach and minibus providers we have an Approved Transport Providers List and only those providers on the list can be used. All providers on the list have confirmed:

- They hold the correct operator licenses
- They have vehicle and liability insurance
- That drivers have been subject to pre-employment screening, including a DBS disclosure
- They have safety management systems in place covering
 - Driver licensing, supervision and training

- Driving hours
- Vehicle standards and maintenance
- Details of any relevant enforcement action taken against them
- There are breakdown recovery and other emergency contingencies in place

The list is maintained by Britannia Coach Services' Transport Manager, and any additions to it must be approved by them. The Coach Operator Audit Questionnaire can be used to assess coach and minibuss providers against these standards, or a contract/service level agreement put in place which formalises these expectations.

Ideally each coach operator should have one of their vehicles assessed each year as a spot check of standards using the Sample Coach Inspection Form.

6.9 Other Transport Providers □

We also use ferries, trains and aircraft to transport our guests and own team members from place to place. All of these other transport systems have to comply with national standards of safe operation and each has their own statutory regulator and licensing system. We do not assess the safety of providers subject to these regulations.

7. Dealing with emergencies □

7.1 Incident Reporting □

Incidents are unplanned, uncontrolled events that lead to injury, damage or other loss, or have the real potential to do so. 'Damage or other loss' can also refer to a person's health or welfare, or to the company's reputation or ability to operate normally.

Reporting incidents is a good indicator of a strong health and safety culture, and you should always report incidents straightaway. Every incident that happens is an opportunity to learn and improve. Using a consistent approach to reporting and recording helps to organise our incident information so that it can be easily recalled, filtered and analysed. This helps to identify themes or trends and provides focus for actions to improve safety.

A separate procedure for Incident Reporting is in place, which includes details for further classifying incidents by their type and severity.

7.2 Statutory Notifications – RIDDOR and OFSTED □ □ □

The government, acting through its regulators the HSE and Environmental Health Officers from your local council, need to know when serious incidents happen in workplaces throughout the country. This helps the H&S community understand what types of accidents happen most regularly, to target attention where it is needed the most, and to update laws to make sure that safety is properly managed.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) describes the types of serious incidents that must be notified. This only applies to incidents occurring in the UK; RIDDOR has no jurisdiction for incidents occurring in other countries.

For sites where childcare is being provided (Camp Beaumont or Kingswood Camps) AND the site is registered with Ofsted, you may also need to report serious incidents to Ofsted as well. The list of incidents that need to be reported under RIDDOR and those under the Childcare requirements are NOT the same.

The Manager on Duty (General Managers, Centre Managers, Camp Managers, Overnight Duty Managers or anyone deputising) is responsible for submitting a RIDDOR report or a notification to Ofsted. Further guidance is available about what needs to be reported in the Incident Reporting Procedure. Contact the H&S Manager if you are still not sure whether an incident is reportable or not.

7.3 Incident Investigation □

We will carry out an investigation into serious incidents to understand what caused them, learn from them and take action to prevent something similar happening again. The process is about **IMPROVEMENT** and not simply ticking boxes and creating paperwork.

Incidents that need to be investigated are:

- Any Severity 1 or 2 incident
- Any injury to a young person which requires treatment in hospital
- Any injury to an employee that results in a hospital visit or RIDDOR statutory notification
- Any injury to an Adult visitor that results in a hospital visit or RIDDOR statutory notification
- Any other incident at the discretion of the manager

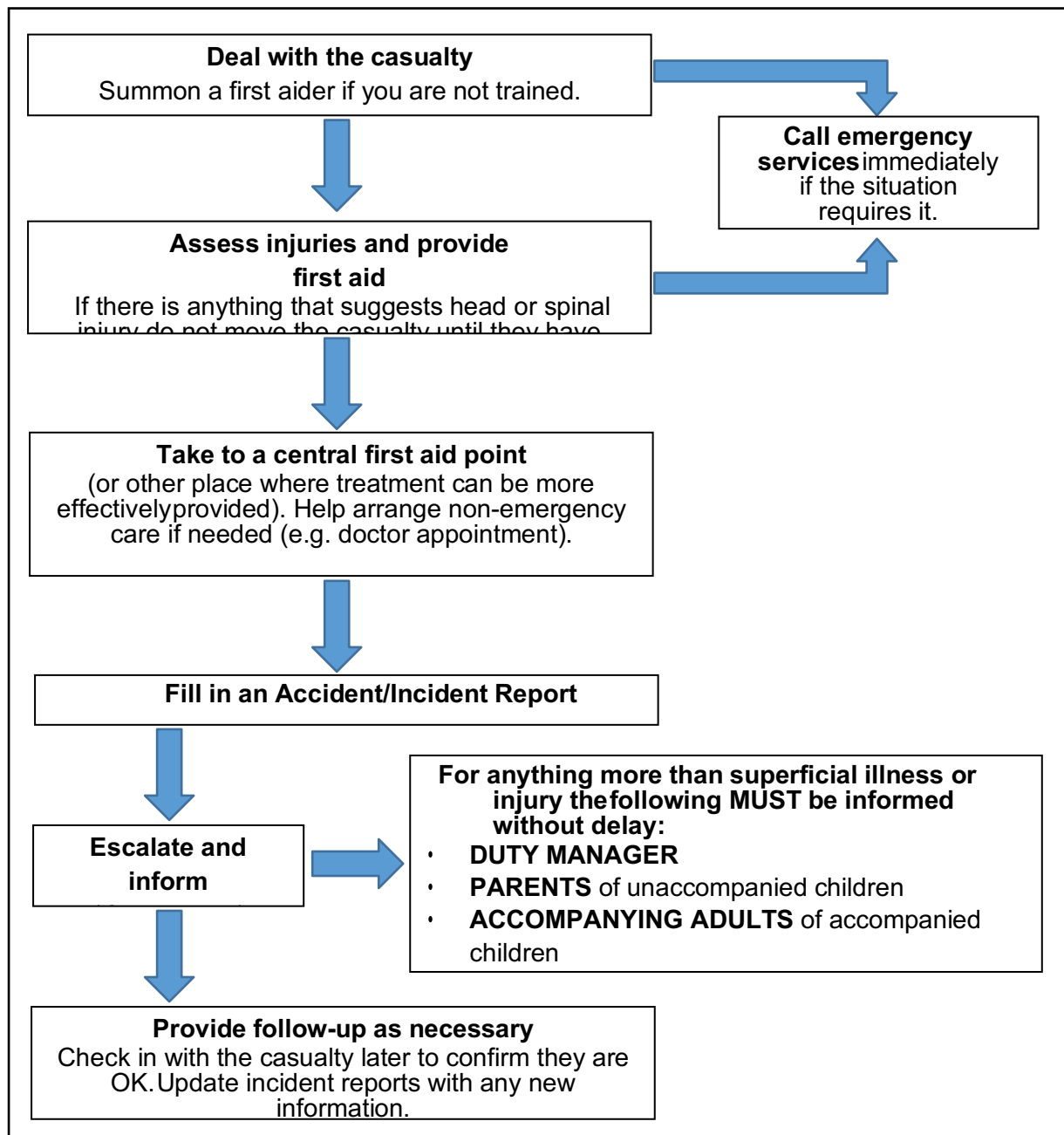
The Manager on Duty (General Managers, Centre Managers, Camp Managers, Overnight Duty Managers or anyone deputising) is responsible for initiating incident investigations.

7.4 First Aid □

Although we all hope accidents will not happen unfortunately sometimes they do and first aid is required.

We have in place a First Aid risk assessment for each of our sites that details the minimum requirements for first aid provision, including qualifications and equipment. The site manager (General Manager or Camp Manager) is responsible for compiling the site specific first aid risk assessment.

First Aid Procedure



Qualifications and Cover Periods

Our commitment to first aid qualifications is shown below. All operational sites must have on display a list of the currently available first aiders. This does not have to list all of the qualified first aiders on the team, but it should as a minimum indicate who is available to provide first aid each day.

Time/Normal Activity First Aider Requirements	
Permanent	An employee must be appointed at each site as First Aid Co-ordinator. Their role is to ensure that the contents of first aid kits and the first aid room are checked periodically and restocked promptly when needed.
Guests taking part in activities on site (Typically 0900 – 2100 for residential sites, 0800 – 1800 for daycamps)	<p>A First Aid at Work* holder must be on duty at or within easy reach of the first aid contact point when guests are on site.</p> <p>An Emergency First Aid at Work* OR Level 3 Award in Outdoor First Aid holder must be available to assist at every activity base or very close by during each activity. In circumstances where the activity leader does not hold the EFAW/Outdoor First Aid or a more senior qualification, it is acceptable to rely on the assistance of another leader on a nearby activity.</p>
Guests on site, no activities running (Typically 2100 – 0900 for residential sites)	An Emergency First Aid at Work holder OR a Level 3 Award in Outdoor First Aid holder must be on duty and easily contactable when guests are on site.
When Childcare is being provided	Sites on the Childcare or EYFS Register must provide a Paediatric First Aid award holder during normal activity hours when children are on site who have not yet reached puberty. For the purposes of this policy, puberty is considered to commence at age 11. Where an Early Years setting is in operation the Paediatric First Aider should be part of the early years team.
Pool Activities	Every swimming pool activity must be supervised by a lifeguard holding the RLSS Pool Lifeguard Qualification, which includes content on first aid.
Beach Swimming / Sea-based watersports	All sea-based water sports must be supervised by a lifeguard holding the RLSS Beach Lifeguard Qualification, which includes content on first aid. This person can be on the beach or on the water, but must be separate from the running of the activity.
Off-site activities	An Emergency First Aid at Work OR Level 3 Award in Outdoor First Aid holder must accompany each party going off site.
Staff teams working, no guests on site	A First Aid at Work holder must be on duty at or within easy reach of the first aid contact point during periods when other staff teams are at work.
Shut-down periods	No specific first-aid competency is required where the only duties are to lock/unlock the centre and provide a security/on-centre presence.

* As defined in Appendices 5 and 6 of the Guidance to the Health and Safety (First Aid) Regulations 1981, (L74)

For our operations in China, the basic intent of the details above must be followed, even though the specific qualifications will be different.

First Aid Kits

Most sites have a central first aid base that has facilities for offering treatment, but we also place first aid kits around our sites so that they are quickly accessible when needed. We have a standard contents list for 'comprehensive' kits that serve one or a number of activity areas, and for 'mobile' kits that are smaller and are carried by individual team members or in vehicles. Their exact locations will be identified in the Risk Assessment and must also be available as a list or map so people know where to find them. As a minimum there must be kits at:

Activity/Area	Facility type	Location
Motor Sports	Comprehensive kit	At or very close to activity base
Archery	Comprehensive kit	At or very close to activity base
Bushcraft (if using a fixed location)	Comprehensive kit	At or very close to activity base
Bushcraft (if no fixed location)	Mobile kit	Carried by leader, one for each activity group
Pool Activities	Comprehensive kit	On poolside
Kitchen	Comprehensive kit	In kitchen
Maintenance	Comprehensive kit	In main workshop area
Nursery	Comprehensive kit	In nursery
<i>On-site Incidents – Grab Kit</i>	Comprehensive kit	First Aid Base
Water Sports (if using a fixed location)	Comprehensive kit	On shore at the activity base
Water Sports (if no fixed location)	Mobile kit	Carried by leader; one for each operating group, up to 1:30
Off Site Programmes	Mobile kit	Carried by leader; one for each operating group, up to 1:30
Workplace Transport	Mobile kit	In each vehicle
All other activities and areas	Comprehensive kit	Available within easy reach**

**Available within easy reach – It is at each site's discretion to interpret this according to their own local circumstances. Deciding whether a kit is within easy reach should consider distance, terrain, visibility and accessibility (i.e. how far is it, is there an easy path, is it mounted prominently and do I need keys or codes to get to it). Where the First Aid Room is within easy reach of the activity base the Incident Kit and other facilities in the first aid room can be used to service that activity rather than an additional kit being provided elsewhere.

First Aid Base

As well as making first aid kits available in handy places around our sites, all our sites have a place set aside as a main first-aid contact point where primary or follow-up first aid can be provided.

Equipment, Contents and Restocking

The contents of a first aid kit will vary depending on the amount of use it gets, and it is unrealistic to expect every kit to be fully stocked at all times. We have a full-stock level that we fill kits to when they are checked and a re-stock level that we do not let the contents fall below. We have a separate document detailing normal first aid stock levels. Provided stock levels stay between these two levels then the contents will be capable of supporting treatment of most injuries.

How often a kit gets checked will depend on how often it gets used, and that will depend on where it is located and what activity areas it serves. The First Aid Co-ordinator at the site is responsible for making sure the contents of each kit and the equipment available at the first aid base stays between the full-stock and re-stock levels.

7.5 Medication ☐

For those cared for by their own adult leaders

If anyone requires medication during their stay they must bring enough to cover their needs. Reminders about this are included in the pre-visit documentation for term time visitors. It is up to the accompanying adults with the group whether young people keep the medication themselves or have it looked after by an adult in their party. It is the responsibility of the Party Leader or other visiting adults to ensure medication is taken at the correct times and doses. We will provide refrigerated storage for medication or a private room for its administration if requested.

For those cared for by Inspiring Learning

For young people on unaccompanied holidays parents must give us medication details in advance. Where we judge that a child's medication requirements are outside of our normal ability to support we will contact the parent/guardian to discuss alternatives.

- Children who require medication during their stay must bring sufficient with them to cover their needs. Reminders about this are included in the pre-visit documentation for holiday visitors.
- All children bringing medication on a Kingswood Camps or Camp Beaumont Holiday must register it on arrival. Details of what medication is required, how it is to be administered, the dose required and the times it needs to be taken will all be recorded. This record will be held by the Welfare Staff who will ensure that it is administered as and when required.
- Medication will normally be held by the Welfare Team for safekeeping and administered when needed. For older campers who normally manage their medication themselves this will be agreed on a case-by-case basis with the parents/guardians.
- Medication held in storage must be clearly marked with the camper's name.
- Where children receive planned or routine medication during their holiday, a record must be kept of each dose administered.
- Parents of children attending a Kingswood Camps or Camp Beaumont Holiday will also be asked whether they consent to their child being given non-prescription medication such as paracetamol. Such medication is only administered in circumstances and doses specified by the manufacturer.
- An incident report form must be completed whenever children are given unplanned doses of medication.

7.6 Head Injuries □

Prompt and effective assessment of head injuries is vital to ensure those involved receive the care they need to minimise any future consequences of an injury.

Call the Emergency Services if:	Call the non-emergency helpline for advice if:
<ul style="list-style-type: none">• Unconsciousness or lack of full consciousness (for example, problems keeping eyes open).• Difficulties with understanding, speaking, reading or writing; decreased sensation; loss of balance; general weakness; visual changes; abnormal reflexes; problems walking.• Any suspicion of a skull fracture or penetrating head injury. (Clear fluid from the ears or nose, black eye with no associated damage around the eyes, bleeding from one or both ears, bruising behind one or both ears, penetrating injury signs, serious visible injury to the scalp or skull.)• Any seizure convulsion or fit since the injury not related to known epilepsy.• The injury has been caused by high-energy event. (Pedestrian struck by motor vehicle, occupant ejected from motor vehicle, fall from a height of greater than 1 metre or more than 5 stairs, diving accident, high-speed motor vehicle collision, rollover motor accident, accident involving motorised recreational vehicles, bicycle collision.)	<ul style="list-style-type: none">• Any loss of consciousness as a result of the injury, from which the person has now recovered.• Amnesia for events before or after the injury• Persistent headache since the injury.• Any vomiting episodes since the injury.• Any previous brain surgery.• Any history of bleeding or clotting disorders.• Current anticoagulant therapy.• Current drug or alcohol intoxication.• There are any safeguarding concerns (for example, possible non-accidental injury or a vulnerable person is affected).• Irritability or altered behaviour ('easily distracted', 'not themselves', 'no concentration', 'no interest in things around them'), particularly in infants and children aged under 5 years.

Signs of a minor head injury include:

- a mild headache
- nausea (feeling sick)
- mild dizziness
- mild blurred vision

Anyone who suffers a blow to the head and who reports these symptoms must be monitored closely by a responsible adult for 24 hours after the incident. Responsible Adults asked to monitor those with minor head injuries must be given a copy of the Head Injury Notification Form so they have details of the accident and what to look out for in case further medical care is needed. Responsible adults are:

Injured person	Responsible adult
Accompanied child (Kingswood and Skern Lodge)	Teacher/Accompanying adult with group.
Unaccompanied child (Kingswood Camps, Camp Beaumont, Kingswood Camps China)	Camp Coach or Welfare Team. Family member when the injured person goes home.
Adult Guest	Another adult in their party.
Team Member	Line Manager or co-worker. Family member if the injured person goes home.
Other Adult (Contractors, short term visitors)	Employer

7.7 Multiple Illness Outbreaks

Hosting large numbers of young people on our sites means the chance of an infectious illness spreading through our residents and visitors is quite high. We have in place well practiced procedures for managing multiple illness outbreaks (MIOs). These are usually cases of sickness and diarrhoea.

If you have recently spent time in close contact with someone who has been ill with sickness or diarrhoea, or they fall ill within two days of you having spent time with them then you must inform your manager or customer contact as soon as you can. You may have picked up an infection and we need to take precautions to prevent this from infecting others.

If you are visiting or working at one of our sites when a MIO occurs then please follow the directions given to you by our management teams and cooperate with the steps they take to contain the sickness.

A separate Management of a Multiple Illness Outbreak Procedure is in place. The General Manager or Camp Manager is responsible for the overall management of a multiple illness outbreak at their site.

7.8 Managing Emergencies

Although we try hard to make sure that everything runs smoothly, we also have to plan for the unexpected. Sometimes an unintended or unforeseen event may have such serious consequences that we need to treat it as an emergency and implement our Emergency Management Plan.

General Managers and Camp Managers are responsible for identifying any situations where the Emergency Management Plan may need to be used and reporting these immediately to their Operations Manager, who will then decide whether or not to implement the full Emergency Management Plan.

If you are visiting or working at one of our sites when an emergency situation occurs then please follow the directions given to you by the management teams and cooperate with the steps they take to control the situation. Do not talk to anyone else about what has happened, particularly anyone from the media. Do not post any unauthorised details on to social media as these may not be correct and may create unnecessary concern for friends and families of those on site.

We will undertake periodic practice scenarios to test the effectiveness of our emergency preparedness. At our permanent sites this will include drills to ensure we can efficiently account



for everyone on site.

8. Fire Safety Policy □

8.1 General arrangements □

It is our policy to ensure that all team members, guests and others are safe from the dangers of fire. In support of this policy we will:

Assess and manage fire risks

- Fire Risk Assessments at our permanent sites are undertaken and reviewed annually by the Health and Safety Manager.
- At our temporary pop-up holiday sites in the UK and overseas Fire Risk is included within the General Site Assessments undertaken for each holiday period by the Camp Manager.

Identify, control and where possible eliminate sources of ignition and combustible materials

- Work areas must be kept clean and tidy and free of unnecessary materials, equipment and furniture (see section 3.1, Your work environment)
- Controls are placed on the use of portable electric appliances (See section 4.2)
- Controls are placed on the use of portable heaters (see section 4.3)
- Hot Work permits are in place for maintenance works under our control (See section 4.7)
- Flammable substances are subject to separate risk assessment and control (see section 5.2)
- Daily workplace walks are undertaken to identify potential problems

Provide safe means of escape from buildings under our control

- The spread of fire will be prevented or delayed by maintaining compartmentation within buildings by, for example, not breaching walls or leaving fire doors open.
- Fire escape routes will be readily accessible, lead to a place of safety in as short a distance as possible and large enough to accommodate all expected users.
- Escape routes will be provided with adequate levels of lighting which will continue to function in the event of power failure.

Provide fire safety equipment

- We will ensure that there are smoke detectors linked to automatic sounders installed in all permanent residential sleeping accommodation occupied by our staff or guests.
- We will ensure there is an adequate means of raising an alarm for all non-residential accommodation and all non-permanent sleeping accommodation used by our staff or guests.
- We will ensure that the provision of fire extinguishers is appropriate for the fire risks present.
- Where premises and fire safety equipment are under the control of Inspiring Learning, establishing its adequate provision will form part of the annual fire risk assessment. The Premises and Equipment Checks Schedule provides further details about what gets checked and how often.
- Where premises and fire safety equipment is provided by a host venue and is not under our control, an assessment of its adequacy will form part of the initial selection of the venue as a base for our operations. (See section 6.4)

Undertaking fire drills

- Guests at our sites who are attending an activity or learning experience have the fire evacuation procedure explained to them as part of their arrival day site induction.
- In addition to this briefing, all guests take part in a practice evacuation that simulates them moving from their accommodation, or another part of the site, to the fire assembly point where they will be accounted for. This practice must take place on their first day on the site, and if they are staying overnight before they go to sleep for the first time.
- Staff who are provided with accommodation by Inspiring Learning must take part in a fire drill for their accommodation at least twice each year.

Have evacuation procedures in place

- All the premises we operate from have emergency procedures in place in the event of a fire and these are documented at the site.
- These procedures include arrangements for raising the alarm, contacting the emergency services and accounting for all guests and team members at an assembly point.
- Where we operate from host venue premises, responsibilities for fire evacuation may be shared with the host venue staff.

Provide fire safety information and training

- All visitors to our premises will have the local fire safety arrangements explained to them when they arrive.
- All our team members are trained as part of their initial induction on what their fire safety responsibilities are and what they must do in the event of an alarm sounding.
- Team members required to undertake fire marshal responsibilities receive additional site-specific training for these duties.
- The Training Matrix provides further information on the fire safety training provided for each role. (See section 1.3)

8.2 Standing Orders □

ALL STAFF – Fire Safety Requirements			
	<ul style="list-style-type: none">• If you discover a fire raise the alarm without delay.		<ul style="list-style-type: none">• Do not smoke inside any building at any time.• Use the designated smoking areas.
	<ul style="list-style-type: none">• Do not plug electric appliances into 'daisy-chained' multi-socket adaptors.		<ul style="list-style-type: none">• Do not leave equipment with naked flames unattended.
	<ul style="list-style-type: none">• Do not leave Fire Doors wedged open.• Close doors to unoccupied rooms.		<ul style="list-style-type: none">• Do not remove, cover or tamper with smoke detectors.
	<ul style="list-style-type: none">• Escape routes must be kept clear of furniture, equipment or any other items.• They must not be used as storage spaces for flammable materials.		<ul style="list-style-type: none">• Do not attempt to fight fires if they are in two or more places, require two or more people or require two or more extinguishers.