

H5 Adventure Ltd

Health & Safety Policy Operation Procedures Generic Risk Assessment

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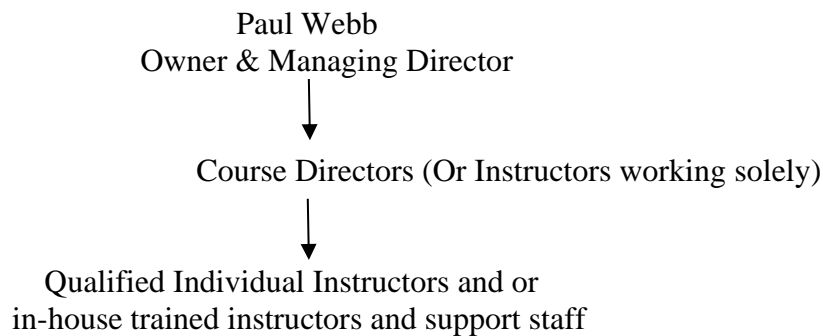
Health & Safety Policy

The policy of H5Adventure Ltd (H5) is to:

- Provide adequate control of the health and safety risks from our work activities
- Consult with our employees on matters effecting their health and safety
- Ensure safe handling and use of substances
- Ensure that employees are competent to do their tasks, and to give them adequate training
- Maintain safe and healthy working conditions for all employees

1. Organisation and structure

The person named here holds the primary responsibility for Health and Safety within H5: **Paul Webb**. When this person is absent or unavailable, the responsible person will be the Course Director or (or the Instructor where there is only one contracted member of staff).



2.. Roles & Responsibilities

Employees will:

- Co-operate with their Course Director on matters of safety
- Report all health and safety concerns to their Course Director
- Not interfere with anything provided to maintain the health and safety of themselves and others
- Take individual responsibility of personal health and safety
- Read and understand the Company's health and safety policy and carry out their work safely and in accordance with it requirements
- Ensure that all protective equipment provided under a legal requirement is properly used in relation to any instruction/training given and in accordance with this health and safety policy and the manufacturers guidelines
- Report to the Course Director any incidents, accidents or near misses
- Use the correct tools and equipment for the job in hand and in accordance with training and instructions
- Ensure that all protective equipment provided under a legal requirement is properly used
- Co-operate with any investigation, which may be undertaken with the objective of preventing re-occurrence of incidents

Course Directors will be employed to oversee courses, and ideally, show the following strengths:

- Have excellent communication skills and can multi task with ease
- Be able to lead by example, delegate tasks and direct instructors
- Hold Outdoor Qualifications and or Experience within the Outdoor Industry/activities relating to the course they oversea
- Be a confident decision maker
- Stay focused on the bigger picture

3. Risk Assessments

Risk assessments will be undertaken by the Managing Director or Technical Advisor or Course Director or instructor or other. The findings of the risk assessments will be available to all staff and all action required to remove/control risks will be approved by the Course Director. The Managing Director will be responsible for ensuring the action required is implemented and will also check that the implemented actions have removed/reduced the risks. In addition dynamic risk assessments shall be carried out continuously by employees throughout their work. Hazards will be considered and work methods will be established to minimise the risk of injury to themselves and others affected by the work. Where the employee does not have sufficient knowledge about a specific hazard, such as work in confined spaces, they will take further advice from the Course Director if required.

4. Communication / Consultation

In order to meet the legal requirements of the Safety Representatives and Safety Committees Regulations and the Health and Safety (Consultation with Employees) Regulations, H5 will communicate and consult with all employees on the following issues:

The content of this policy

- Any rules specific to a site or job
- Changes in legislation or working best practice
- The planning of Health and Safety training
- The introduction or alteration of new work equipment or technology

By the following means:

- Staff feedback

5. Recruiting

Upon recruiting a new instructor to us, we will aim to meet them, with their current CV. We will view their original NGB certificates as follows:

- First Aid & DBS
- Government ID, preferably their Passport or driving licence
- Safe Guarding Training
- Duke of Edinburgh's Award (DofE's) Qualifications, which we aim to have all instructors who work on DofE Expeditions holding the following: Intro to DofE; DofE Supervisor & Assessor

We will take a copy of them all, and hold them on file for up to 7 years after their last day of employment

6. Training/Induction

All employees will be given training and or inducted suitable to their responsibilities and in accordance with the Management of Health and Safety at Work Regulations; this is done before each individual course. Once staff members have been trained they are required to work following the best practices from the training and share their learning experience with other staff.

7. Provision of First Aid

The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees/volunteers and visitors to receive immediate attention if they are injured or taken ill.

All Course Directors are first aid trained with a minimum of a 16 hour Outdoor related first aid qualification, and all Outdoor Instructors with NGB's. At least one of them is on site when working with the participants. All Self Employed instructors are responsible for providing their own appropriate & in date first aid kit

Incidents, Accidents or Near Misses are to be recorded and communicated directly to the Course Director when appropriate. The Course Director is responsible for the recording and reporting of accidents, diseases and dangerous occurrences in accordance with the RIDDOR Regulations 1995 to the enforcing authority. All accident information that is entered on an incident form must be kept for a minimum of three years.

8. Work Place Monitoring

The Course Director will undertake the following:

- Monitor Risk Assessments
- Perform spot checks on activities and work tasks
- Investigate accidents, work related illness, near misses and dangerous occurrences
- Monitor the response of corrective action

9. Policy review

This policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it has implemented will be reviewed every year.

Operation Procedures

1. Operation Procedures Overview

H5 is governed by the Adventure Activities Licensing Authority and complies with the DfES Practical guide for Health and Safety, Industry best practices relating to National Governing bodies and the Health and Safety Executive for management of PPE and reporting of incidents.

Acronyms:

BC	British Canoeing
BMC	British Mountaineering Council
CWA	Climbing wall award
ML	Mountain Training
SPA	Single Pitch Award
MIA	Mountain Instructor Award
MIC	Mountain Instructor Certificate
MLS	Mountain Leader, Summer
UKCC	United Kingdom Canoeing Certificate
WGL	Walking Group Leader

NOTE:

In this safety operating procedure a **leader** is the adult who is principally responsible for managing the safety of the group(s) they are supervising whether directly or remotely.

Course Director - someone who is employed by H5 to independently manage a course for H5 and who has agreed to operate within the H5 safety guidelines.

All the outdoor activities run by H5 are insured by Activities Industry Mutual. Any new planned activities that are not on the following list will be checked with Paul Webb to ensure that they are covered. In the case of courses run by an independent Course Director they will also have to be approved by Paul Webb or the Technical advisor to ensure they are safe to proceed. If the activity is run by an independent company risk assessments, copy of their public liability insurance and where necessary, copy of their AALA License must be obtained from that company in advance. They must be read, agreed and deemed appropriate for the activities.

The following list of outdoor activities are run by H5.

- Abseiling
- Archery
- Bush Craft
- Camping
- Canoeing
- Hill Walking and Mountaineering
- Improvised Bridge Building/ Pioneering
- Improvised Raft Building
- Orienteering

- Rock Climbing (single pitch)
- Indoor Climbing

This is the hierarchy of Qualifications within the outdoor industry for water based and land based outdoor adventurous activities. This outlines remit area. Relevant student instructor/staff ratios guidelines are in the table below.

Rock climbing

CWA Climbing wall award	Allows supervision of a group at a climbing wall only (not lead climbing unless the leader holds the additional endorsement)
SPA Single Pitch Award	Allows supervision of groups at climbing walls or outside at a single pitch venue (single pitch as defined by the MLTB)
MIA Mountain Instructor Award	Allows supervision of a group at climbing walls, single and multi-pitch crags, Tyrolean's , coasteering and mountain scrambling all in summer conditions (no snow)
MIC Mountain instructor Certificate	Allows supervision of a group at climbing walls, single and multi-pitch crags, Tyrolean's , coasteering and winter ice climbing

Hillwalking

Hill & Moorland Leader	Is designed for people who want to lead groups in the hill and moorland areas of the UK and Ireland, previously known as Walking Group Leader
Mountain Leader, Summer	Allows supervision of groups in mountainous or wild terrain, below and above 600m in summer conditions only. (no snow)
Mountain Leader, Winter	Allows supervision of groups in mountainous or wild terrain, bellow and above 600m in any conditions.
MIA Mountain Instructor Award	Senior to the ML and often used as assessor for ML but still only allows supervision of groups in mountainous or wild terrain, bellow and above 600m in summer conditions only. (no snow)
MIC	Often used as course directors and assessors for all the subsequent qualifications. Allows supervision of groups in any conditions.

Canoeing and Kayaking

UKCC level 1	Allows coaches who wish to work with paddlers from any paddle sport disciplines. They can deliver sessions with the support of a more qualified coach in sheltered water.
UKCC level 2	The Level 2 Coach is able to plan, deliver sessions to groups in sheltered water.
UKCC level 2 (4 star Leader)	This endorsement allows BCU level 2 coaches who have complete the current 4 star leader award to introduce groups to a moderate water environment.

These are discipline specific i.e. Canoe/kayak/ sea kayak and is the correct grade for a person to be in charge of canoeing activities for a club or school which includes expeditioning and/or white water Grade II. They can operate in a moderate water environment as relating to their assessed discipline. Testing for Star Tests is as outlined within the personal performance awards section of the Awards Coaching Directory of the BCU

BCU Environment Definitions

Where wind strengths or wave heights are mentioned these are as forecast, as it can be expected they may be encountered during the session/journey.

Very Sheltered Water:

Quiet canals with easy bankside access and egress; small lakes, which are not large enough, and do not have difficult landing areas for problems to occur if there is a sudden change in conditions; specified sites on gentle, slow moving rivers. The definition implies weather conditions which are not in themselves likely to cause problems. Care must be exercised when water temperatures are low. At any point the paddler will not be >50 meters from the bank

Sheltered Inland Water:

Flat water rivers, faster flowing, but not involving the shooting of, or playing on weirs or running rapids. Discretion and commonsense must apply when considering the use of lakes/lochs. To operate further than 200 meters from shore on a large lake can be a serious undertaking. To paddle in offshore breezes on large lakes requires the same degree of caution as for the sea. Water temperature (especially in Scottish lochs) must always be a consideration. Suitable lagoons or sections of sheltered bays of larger lakes can sometimes be designated "Sheltered" or even "Very Sheltered" water by careful and sensible selection. The definition implies normal conditions. Care must be exercised when water temperatures are low.

2. Technical Advisors and Safety Standards

Technical Advisors

In accordance with best practice H5 has sort technical advice. The role of the technical advisor is to periodically visit the activities in which they give advice on to ensure safety standards are maintained. To be a technical advisor it is generally recognised that they should be at least Level 3 or above for BC activities and MIA or MIC for rock climbing and mountain walking. The table below shows the current Technical Advisor and their Qualification.

Activity	Current Advisor	Qualification
Abseiling	Stuart Williams	MIA
Canoeing	Stuart Williams	LEVEL 3 CANOE
Hill Walking and Mountaineering	Stuart Williams	MIA
Improvised Raft Building	Stuart Williams	LEVEL 3 KAYAK/CANOE
Kayaking	Stuart Williams	LEVEL 3 KAYAK
Rock Climbing (single pitch)	Stuart Williams	MIA

H5 feels Stuart Williams is highly qualified and also highly competent within the above activities. He has had a career stretching over 25 years in the Outdoor Industry, working as a self employed instructor for a variety of companies around the UK and overseas, in full time positions in the South East, Lake District and South Wales. He has operated as an instructor and a Course Director successfully managing courses in the UK with up to 20 outdoor instructors. He continually practices his personal abilities on trips and adventures every year and currently delivers land based and paddle sport activities to students in a Further Education establishment.

The following activities can be delivered by leaders that have suitable experience and/or be inducted to do so by the Course Director. Please refer to activity operating rules below and the H5 risk assessments for recommended safety guidelines.

- Bush Craft
- Archery
- Camping and cooking using a portable stove/ Trangia
- Improvised Bridge Building/ Pioneering
- Orienteering

3. Safety Standards & Activities & Competence & Ratios

Safety Standards

- All leaders must be suitably qualified and hold a current first aid certificate which will validate their NGB qualification. To obtain the certificate leaders must have completed a minimum of 16 hour first aid course. Staff running any of the non NGB required activities should have completed a first aid course but it does not have to be 16 hours or they must have a first aid qualified member off staff close at hand
- All leaders will carry first aid kits on activities
- Every relevant activity will start with a safety brief. This will be thorough and all participants should attend
- Where participants are required to comply with safety equipment dress code leaders will set the standard by making sure that they are also wearing the same safety equipment e.g. helmet at the crag or on the water
- All leaders must ensure that they do not engage in activities outside of their own experience and qualifications, especially in deteriorating weather conditions
- Leaders will carry mobile phones in case of emergency
- Participants operating independently will be given specific safety procedures to follow in case of an emergency
- It is the leader's responsibility to ensure that they are aware of any medical needs within the group
- In cases of discipline students may be prevented from continuing with the activity if the instructor believes that the student's behaviour may lead to them injuring themselves, others or damaging equipment
- Any freelance staff must be suitably qualified or experienced and approved by Paul Webb
- Any leader of an activity must be able to conduct a site specific risk assessment
- Any leader should be able to safely manage an incident in accordance to guidelines set out by H5 and know the incident reporting procedure
- Any incidents or near misses **must** be recorded, these are kept in the Course Director's Box and should be noted to the Course Director
- Any incidents that require hospital treatment **must** also be reported to the H5 Office who will assess whether it needs to be reported to RIDDOR
- It is the leader's responsibility to ensure they have the appropriate safety equipment for each activity. H5 will agree in advance what they will supply

Hill walking and mountaineering

- For unsupervised groups when appropriate in terrain, these groups should carry a walking safety kit including; high visibility vests, emergency group shelter and survival bag
- All students operating independently must be assessed as safe to do so by a qualified leader or member of staff suitably qualified or experienced enough in the area the student's intent to walk
- All staff operating during a hillwalking session should have read the appropriate H5 risk assessment beforehand and operate accordingly
- All staff must carry the required safety equipment as outlined below
- The leader should demonstrate good group awareness and dynamic risk assessment though out the activity and make adaption's accordingly

Kayaking, open canoeing and improvised rafting

- Participants must be supervised closely if assisting the unloading canoes/boats and should be briefed on manual handling by the leader in advance
- Whilst on the water students should wear helmets for kayaking and raft building. For canoeing helmets are at the discretion of the instructor unless students are taking part in rescues or moving water in which case helmets are mandatory
- Students must wear buoyancy aids for all water-based activities including swimming
- Student briefings should include details of the safe use of paddles in the operating area, safety equipment, capsizing procedures and signals if on rivers
- Teams on the water will be accompanied by a canoe or kayak as a safety boat, unless operating within 20 meters of the shore. In this case instructors may choose to coach from the bank but should carry a throw line and have access to a canoe or kayak for rescues
- It is the responsibility of the instructor to find out who is a swimmer or non-swimmer
- All staff must carry the required safety equipment as outlined below
- The leader should demonstrate good group awareness and dynamic risk assessment though out the activity and make adaption's accordingly

Climbing and abseiling

- All participants including staff will wear helmets throughout the duration of the session, unless operating within a climbing wall
- When climbing in an indoor environment helmets are at the discretion of the leader or the climbing wall itself, unless the students are lead climbing, in which case helmets are mandatory
- CWA or SPA instructors cannot instruct lead climbing indoors unless they have the appropriate lead climbing endorsement qualification
- All staff operating during a climbing session should have read the appropriate risk assessment beforehand and operate accordingly
- All staff must carry the required safety equipment as outlined below
- The leader should demonstrate good group awareness and dynamic risk assessment thought the activity and make adaption's accordingly

Technical competence and ratio guidelines

ACTIVITY	Minimum Qualification	Instructor to student ratio
Abseiling & Rock Climbing	SPA	1:8 or 2:12 (with a competent assistant)
Canoeing on sheltered water	UKCC level 2	1:8 or 2:12 (with a competent assistant)
Hillwalking	ML Summer	1:12 or 2:16 (with a responsible adult)
Improvised Raft Building	UKCC level 2	1:8 or 2:12 (with a competent assistant)
Kayaking on sheltered water	UKCC level 2	1:8 or 2:12 (with a competent assistant)
Bush craft	Competent Adult - briefed to run the activity	1:12 or 2:16 (with a responsible adult)
Bridge building	Competent Adult - briefed to run the activity	1:12 or 2:16 (with a responsible adult)
Camping/cooking	Competent Adult - briefed to run the activity	1:12 or 2:16 (with a responsible adult)
Orienteering	Competent Adult - briefed to run the activity	1:12 or 2:16 (with a responsible adult)
Archery	Competent Adult - briefed to run the activity	1:16 with only up to 6 shooting at one time.

Ratio guidance

These ratios are guidelines as recommended by the national governing bodies. These ratios may be altered by leaders depending on the circumstances of the activity, local risks, the experience of the leader, the ability of the participants, i.e. special needs, weather or any other safety related factor as long as an appropriate risk assessment has been completed. Leaders may **not** increase the ratios without consulting the Course Director or the H5 Office directly.

Experience vs. qualification

It is not always necessary for a leader to have a national governing body qualification to run a technical outdoor activity as long as the following process is adhered to:

1. The leader has sufficient experience
2. The technical advisor or someone employed by H5 of an advanced qualification in the activity has assessed the instructor's competency in action and has approved them to lead the activity

3. They are not placed in a situation where they are expected to operate in excess of their abilities
4. Qualification is not definitive in terms of a leader's ability. If a leader has not kept current with best practice, not delivered an activity for a long time, developed an illness or impairment then their ability may be compromised

Definitions of the types of people that could be used

- **Responsible adult** - not experienced or qualified in the activity but may be able to assist a leader in an emergency situation with general supervision
- **Unqualified leader** – an experienced or partially qualified individual who can assist a leader or run an activity by themselves if briefed by Course Director, Paul Webb or a Technical advisor
- **Competent assistant** - an experienced or partially qualified individual who can assist a leader and can help to increase ratios. They are under the direct control of the leader of the activity
- **Leader** - an experienced or qualified individual who has passed a UK NGB qualification or been approved by the technical advisor

4. Safety Equipment

The following safety kit should be carried by a leader running the activity.

Rock Climbing and Abseiling

First aid kit
 Spare water
 Spare hats, gloves and warm clothing in colder weather
 Sun cream in sunny weather
 Mobile phone
 Group shelter
 Spare food
 A warm drink in cold conditions.
 Survival bag

Hillwalking

First aid kit
 A way to deal with blisters
 Spare water
 Spare hats, gloves and warm clothing in colder weather
 Sun cream in sunny weather
 Mobile phone
 Group shelter
 Map
 Compass
 Spare food
 A warm drink in cold conditions.
 Have knowledge of the weather forecast
 Length of cord/spare laces
 Survival bag

Kayak and Canoeing

First aid kit
 A warm drink or access to one
 Duck tape and a piece of plastic 10cm x 10cm for repairing boats

A throw line
A tow line including a length of nylon tape
Kayaking Knife with blunt tip
All personal PPE equipment
Spare warm clothing
A group shelter
Survival bag

Bridge building

First aid kit
Knife
Mobile phone

Improvised Raft building

First aid kit
A warm drink or access to one
Duck tape and a piece of plastic 10cm x 10cm for repairing boats
A throw line
A tow line including a length of nylon tape
Kayaking Knife with blunt tip
All personal PPE equipment
Spare warm clothing
A group shelter
Access to a safety boat preferably a canoe or RIB (only applicable for those with power boat level 2)
Survival bag

Bush craft

First aid kit with burns dressings
Water, at least 2 litre
Bucket with water in it
Mobile phone

Orienteering

First aid kit

Camping

First aid kit
Spare warm clothing
Access to a spare sleeping bag when possible
Mobile phone
Duck tape

Subsequently it is important that leaders have up to date knowledge of student medical issues, knowledge of any student medication and how to administer it if required as well as contact details of parents and Course Director in case of an emergency. Leaders should also have up to date knowledge of the weather forecast before embarking on an activity.

5. Incident Management & Emergency Procedures

General

No matter how many safety nets are put in place some incidents will still occur. H5 needs to make sure that it has a thorough system to cope with all eventualities, no matter how unlikely

Control

It is important to understand the chain of command for any incident that may occur. The Course Director or Sole Instructor is in charge locally though, depending upon the severity of the incident, overall control will be with the Duty Manager of H5 or Managing Director. The Duty Manager is on duty 24-hours per day throughout any course

In the event of an incident the following procedure in flow chart on next page should be followed. How far down the chain the reporting of the incident goes will depend on the seriousness of that incident.

H5 Adventure Incident Categories

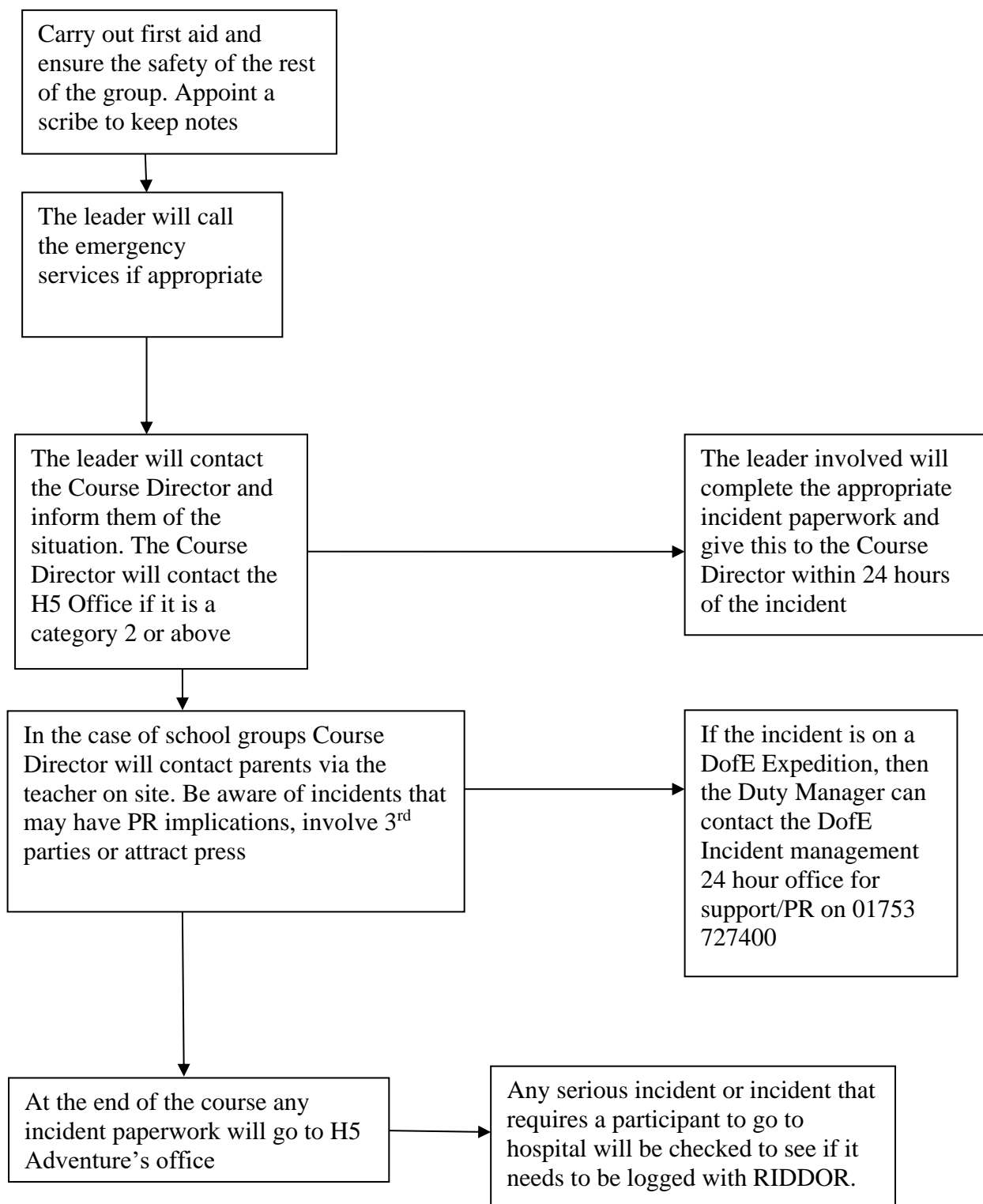
Any incident or emergency that needs to be categorized depending on its nature:

Category 1 A serious or life-threatening incident
Emergency services are called to assist with the incident: For example: Police, Ambulance, Fire Brigade, Mountain Rescue, RNLI etc
Category 2 Assistance required by outside sources
A participant maybe taken to A&E, but is not an emergency. Includes incidents that may have serious PR, press or third party implication
Category 3 Not as serious or life-threatening notable incidents
A less serious incident, health or welfare problem, or problem affecting the integrity of the course. This category could include near misses as these are still incidents but without injuries or client has to leave course due injury or due to family bereavement for example
Category 4 Administrative and very minor incidents
Administrative problems, minor, slips, trips & falls, manager or very minor incidents

Notes

Any incident involving the press/media, or which may have serious PR / legal implications, is always category 1 or 2 and requires contact with the Duty Manager when possible

The Course Director or Sole Instructor should contact the Duty Manager if the incident is in categories 1 or 2



Generic Risk Assessment

1 Risk Assessment Guidelines - General Notes

Employees, Contracted Staff and Voluntary Helpers

At any time whilst working for or on behalf of H5, any employee, contracted staff or voluntary helper is expected to take all reasonable and practicable steps to ensure the safety of themselves and all “others” around them.

Risk Assessments are not confined to these stated below. There are 3 types of Risk Assessments:

1. Generic Risk Assessments – as set out in the following pages
2. Site Specific Risk Assessments – which are carried out by the Course Director before the commencement of activities
3. Ongoing Dynamic Risk Assessments, carried out by all staff – these are not written assessments but one’s often conducted naturally ‘when we cross a road’ we look left and right, and then right again

Generic Risk Assessments

1. Identify the ‘Hazard’ e.g. Falling in the water is not a hazard, but hypothermia would be a hazard
2. Identify ‘Who may be harmed?’

Name	Description
Participant	The people participating in Activities
Staff	Instructors, School or Organisation staff
Public	Generally public not associated to the course
Team	The first 2
All	The first 3

3. Implement ‘ Control Measures’

Measures put in place to reduce risk

4. Review the Process

Risk Assessments are reviewed on an annual basis and after each recorded incident

5. In the event of an identified risk not having been previously assessed, staff should conduct a Dynamic Risk Assessment, and if they are not sure, they should seek clarification from the course director before conducting the activity

Outdoor Activities – General

HAZARD	Who may be Harmed	CONTROL MEASURES
Participants		
Theft	Team	Staff to brief participants appropriately and where possible valuables should be locked away
Behavioral problems	All	Any behavioral issues that may jeopardize the safety of an activity then staff are to stop the activity until the situation is under control
Drugs and alcohol	All	The use of illegal drugs on courses is strictly forbidden. On certain courses and whilst still remaining within the parameters of the law, staff may permit limited alcohol intake having first consulted the schools/organisations representative who would have obtained parental permission
Weather		
General	Team	Staff to prevent inappropriately dressed individuals from activities. Staff to have suitable bad weather plans. Staff to carry mobile phones when needed. A member of staff must hold a current 1st Aid Certificate
Cold & Wet Conditions	Team	Staff to check participants clothing and equipment prior to departure
Over Heating	Team	Staff to make sure enough water is available and used
Sunburn	Team	Staff to monitor participants are applying sunscreen and wearing suitable clothing
Lightning	Team	Staff not to take participants out in a lightning storm. If caught in a storm, staff to take group to a safe area

Transportation

HAZARD	Who may be Harmed	CONTROL MEASURES
Equipment		
Unsafe vehicle & mechanical faults	All	Staff to ensure vehicle being used is suitable and seatbelts are available. Staff to be content that the vehicle is being driven correctly and safely
Worn Tyres	All	Staff to check that the vehicle tyres are suitable
Crash	All	All occupants to wear seat belts
Seat belts	All	Seats to be worn by all persons in vehicles at all time, and checked by the driver, even if they are over 14 years of age
Loading of vehicle	All	<ul style="list-style-type: none"> • Correct manual handling techniques uses, as per HSE recommended, document on H5 Adventure website from HSE • All equipment, must be loaded below the top of any seat, unless partition is used behind read seat • All emergency exits, to be accessible, if kit loaded with rear passengers • Heavy items to be lower to the floor of the vehicle
Other road users	All	Staff to drive defensively and within national regulations. Always use a guide when reversing onto main roads

Archery

HAZARD	Who may be Harmed	CONTROL MEASURES
General		
Safety Brief	Team	Staff to give full and thorough brief to all participants before the activity begins. If a participant is unable to follow the simple safety instructions they will not be able to participate in this activity
Injury from arrows	Team	A maximum of 6 people firing at one time down the range. No one is allowed to collect the arrows until everyone has fired all their arrows, everyone must walk to the targets, no-one to cross the safety line until told by the instructor
Equipment		
Breaking of the equipment	Team	Staff to check all equipment before any activity is carried out
Injury to Misuse	Team	All appropriate staff to hold relevant Archery certificate or be in house trained
Slips, trips and falls	All	Instructors to brief participants to walk to the side of the targets to collect the arrows

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Arrows	All	Place a hand over the arrow, to hold the target and then pull the arrow out with the other hand, making sure there is nobody in the way of where the arrow comes out of the target When walking with the arrows, hold them with the point to the ground and the rest, under the armpit, walking
Collecting the arrows	All	If under 11 years of age, participants are not to collect the arrows, this should be done by the instructor Ages between 11 and 14, the instructor to consider if it's appropriate of the participants to collect their own arrows Ages of 15 and over, can collect their own arrows

Hill Walking

HAZARD	Who may be Harmed	CONTROL MEASURES
Terrain		
Falling on steep, wet slippery or awkward ground	Team	Staff to brief participants on walking techniques. Staff to remain on appropriate conditions for participants. Staff to make sure participants to wear appropriate footwear
Falling into rivers	Team	Staff to brief participants in accordance to suitable behavior alongside rivers and water courses, ie canals etc
Slipping from or falling off stiles	Participants	Staff to brief participants on dangers of crossing stiles. Staff to monitor and if necessary spot the participants when crossing stiles.
Being hit by vehicles whilst walking along roads	All	Staff not to use roads unless necessary. Staff to ensure participants walk in single file on roads where necessary. Staff to supervise road crossings where appropriate. Staff to brief participants on procedure on walking on roads. Reflective jackets to be worn at the front and rear of the group. Staff to wear reflective jackets where appropriate
Participants		
Low levels of Fitness	Team	Staff to set activity on participants fitness
Getting lost or separated	Team	Staff should have a lost procedure. Staff to brief participants on lost person(s) procedures. Staff to put in places an appropriate procedure to prevent anybody becoming lost or separated. Agreed by the staff member
Equipment		
Faulty	Team	All safety equipment to be checked in accordance to best practice
Other		
Domestic and wild animals	Team	Staff to brief participants to avoid petting or aggravating any animals

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Single Pitch Climbing and Abseiling

HAZARD	Who may be Harmed	CONTROL MEASURES
General		
Falling	Team	Check that participants are tied in and that the belayer is operating appropriately and safely
Rock Fall	ALL	Instructor to check the crag of any loose rock before the start of any session
Weather		
Sunburn	Team	Staff to brief participants on appropriate clothing and the use of sun cream
Being hit by vehicles whilst walking along roads	All	Staff not to use roads unless necessary. Staff to ensure participants walk in single file on roads where necessary. Staff to supervise all road crossings
Participants		
Low levels of Fitness	Team	Staff to set activity on participants fitness
Getting lost or separated	Team	Staff should have a lost procedure. Staff to brief participants on lost person(s) procedures. Staff to put in places an appropriate procedure to prevent anybody becoming lost or separated
Equipment		
Harnesses and Helmets	Team	All safety equipment to be checked in accordance to best practice and made sure is fitted appropriately. Staff to check safety of equipment after session and make any notes appropriately
Climbing Wall	Team	Staff to check the climbing wall, holds and belay points before anyone climbs.
Being lifted off the ground whilst belaying		Belayers should be similar or heavier in weight than then climber and also being briefed on how to stand to belay and take the weight of a climber if they fall Use ground anchors, heavy weights or metal stakes if appropriate, to be used as an indirect belay
Hair and clothing entrapment	Team	Before Activity staff to check and brief participants to tuck away any hair, loose clothing and draw cords from jackets
The belay device and belaying	Team	Staff to monitor belaying at all times. Staff to train the participants in the correct techniques to belay (and then supervise) prior to belaying
Helmets and harnesses	Team	All safety equipment to be checked in accordance to best practice and made sure is fitted appropriately. Staff to check safety of equipment after session and make any notes appropriately

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		Instructor to check cradles of helmets are properly located
Ground anchor	Team	<ul style="list-style-type: none"> • Metal stakes to be used as anchors, to be placed only by an appropriate instructor • Should only be used as an indirect belay • A ground anchor should only be used to keep the belayer in a position and the attachment from the anchor to the belay should be without any slack and in line from the anchor, to the belayer and to the climber
Misuse	Team	Staff must hold a SPA award to set up and run the activity

Adventure & Assault Courses

HAZARD	Who may be Harmed	CONTROL MEASURES
Participants		
Safety Brief	Team	<ul style="list-style-type: none"> • Staff to give full and thorough brief to all participants before the activity begins. If a participant is unable to follow the simple safety instructions they will not be able to participate in this activity • Each element needs to be briefed and demonstrated by the instructor
Falling on steep, wet or slippery ground and wood	Team	Staff to brief participants on correct foot placements. Staff to remain on appropriate conditions for participants.
Lifting Injuries	Team	Staff to brief participants on correct lifting techniques when required. Staff to monitor lifting techniques
Falls from Apparatus	Team	All participants to wear helmets when there is a possibility of falling. Staff to spot participants where required. Staff must ensure the landing area is clear and suitable.
Fall whilst being carried	Team	Staff must brief participants on correct carrying, lowering and picking up techniques. Staff must ensure the landing area is clear and suitable
Sexual assault	Team	Staff to brief participants on the nature of the day. Staff to ensure participants are not placed in an uncomfortable position whilst being carried.
Other Injuries	Team	Staff to brief participants not to throw equipment.
Low levels of Fitness	Team	Staff to set activity on participants fitness
Equipment		
Knock to the head	Team	All safety equipment to be checked in accordance to best practice and made sure is fitted appropriately. Staff to check safety of equipment after session and make any notes appropriately

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Camping

HAZARD	Who may be Harmed	CONTROL MEASURES
Campsite		
Other users	Participants	Staff to brief participants in correct manner and use of campsites and their particular rules, staff to check with campsite manager/warden
Out of Bounds	Participants	Staff to brief participants in areas where they cannot go and agree a meeting point for any eventuality Staff to brief participants of the dangers of dry stone walls and brief them to be away from them during camping and cooking
Health & Hygiene	Team	Staff to brief the participants of the camp facilities Staff must ensure participants use toilets provided Staff to ensure there is a system to in place for washing hands after the toilets or before cooking. ie hand wash
Equipment		
Cooking	Team	<p>All safety equipment to be checked in accordance to best practice and staff to thoroughly brief participants in the use of cookers and monitor them during their use</p> <ul style="list-style-type: none"> • Staff are to supervise the suitability of food used by the participants. Avoiding meat that otherwise has not been properly stored • Staff will train all participants in the correct use of camping stoves and other cookers in accordance with the manufacturer's instructions • Staff will supervise cooking sessions • Fuel is to be stored away from cook area • Cooking is done in an area away from tented accommodation, i.e. no cooking in tents • All gas appliances are to be turned off at night • Issue clear instruction on safe use. They have used them before but they need still to be reminded. • No student to use kit unless they have attend the relevant safety brief • All student use to be supervised, especially in the case of cooking equipment. <p>Trangia Briefing</p> <ul style="list-style-type: none"> • Place base on the ground, somewhere firm and flat • Place the gas converter into the trangia base and connect the gas to the gas converter • Fit the storm shield • Light by placing a lighted match, (lighters tend to burn your hand as you have to hold them up-side down) over the gas burner, whilst turning on the gas • You'll know its alight when you can feel heat. Take great care things get hot from here on. • Commence cooking • You can adjust the heat with the knob next to the gas • Never touch hot metal
Misuse	Team	All appropriate staff to be trained to use relevant equipment correctly

Other		
Domestic and wild animals	Team	Staff to brief participants to avoid petting or aggravating any animals.
Open Fires	All	When fires are allowed, participants need to be briefed about not running around them and sitting around them. Staff to have water and burn gels available, if required. Staff to distinguish the fire when finished with Fires not to be left unattended by H5 Adventure staff or a responsible adult

Orienteering

Hazard	Who may be harmed	CONTROL MEASURES
General	Team	<ul style="list-style-type: none"> Participants to be briefed with a cut off time for the activity to finish Staff must brief all participants the boundaries of the course Depending on the area of the course, and age/ability of the participants, then a minimum group size should exist. For example, if the participants are under 12 and the area is the entire area, 5 fields of The Lake, H5 Adventure, 33 acres, then the group size should be not less than 4
Slips, trips and falls	Team	Staff are to brief all participants about the nature of the terrain especially in wet conditions
Getting lost	Team	Staff must brief all participants on a suitable lost procedure Staff must brief all participants on the location of staff An emergency contact, mobile phone number of the instructor should be given out, if appropriate
Diseases or illness from animals	All	Staff must brief all participants not go near or touch any animals whilst they are completing the orienteering course

Problem Solving Activities, Nightline, Search & Rescue Scenario

HAZARD	Who may be Harmed	CONTROL MEASURES
Participants		
Equipment	Team	Staff to check apparatus is structurally sound before participants start the activity Staff to be briefed on individual activities to be used
Lifting Injuries	Team	Staff to brief participants on correct lifting techniques when required. Staff must demonstrate on how a lift should be carried out. Staff to monitor lifting techniques

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Falls from Apparatus	Team	Staff to spot participants where required. Staff must ensure the landing area is clear and suitable
Falls whilst being carried	Team	Staff must demonstrate on how a lift and lowering should be carried out. Staff must brief participants on correct carrying, lowering and picking up techniques. Staff must ensure the landing area is clear and suitable
Sexual assault	Team	Staff to brief participants on the nature of the day. Staff to ensure participants are not placed in an inappropriate position whilst being carried
Other Injuries	Team	Staff to brief participants not to throw equipment
Slips, trips and fall	Team	During the nightline the participants to be briefed to walk slowly, with a hand in front of them, passing on hazards as they move along
Gettign lost	Team	Brief the participants of how to call for help and stay in teams of no less than 4 if searching a long distance away from the instructor during the search & rescue scenario

Pioneering

HAZARD	Who may be Harmed	CONTROL MEASURES
Participants		
Construction	All	<ul style="list-style-type: none"> A rope lashing to be used to tie the knot of the 3 legs together Black straps can be used to tie the 3 horizontal spas. Be aware that the metal buckle is not sitting on a spa, but is sat open freely All instructors are to be briefed on appropriate knots and entrapment hazards Helmets should be worn at appropriate times, depending on age, ability of participants Instructors are to check the apparatus before any participant mounts the apparatus
Collapse of bridge	Participants	<ul style="list-style-type: none"> All participants to be briefed not to stand/climb to be on the structure when someone is crossing on the bridge All participants to wait behind the structures while someone is crossing
Falling off the Bridge	Participants	<ul style="list-style-type: none"> All participants must wear a helmet before getting on the bridge and a PFD if crossing over water
Metal Stakes	All	<ul style="list-style-type: none"> Only instructors to use the sledge hammer and put the large metal stakes in place

Improvised rafting & Open Canoeing (inland water)

Hazard	Who may be harmed	CONTROL MEASURES
Water		
Cold and immersion injuries	Team	Staff are to monitor participants who have been immersed for cold injury symptoms
Drowning & ability to swim	Team	No one will be forced to take part in water based activities Staff must check the swimming capabilities of all participants prior to commencing the activity Staff and all participants that they must wear a buoyancy aid and helmet when taking part in the activity
Capsize, entrapment & entanglement	Team	Staff will use a safety boat(s) where needed Staff must ensure the raft is seaworthy prior to launch, to prevent injuries and entanglement from collapsing rafts Staff must brief all participants about the dangers of entrapment. Staff must be in a position of maximum usefulness
Drifting	Team	Staff to recce and then use sites that limit the dangers associated with drifting Staff to monitor the wind conditions on the day Depending upon the circumstances safety cover will be based on the beach or on the water Whilst rafting and under certain conditions staff may feel that it is appropriate to tether the raft
Polluted or diseased water	Team	Staff to check site prior to use Staff to monitor the conditions on the day Staff to brief the participants where appropriate on Leptospirosis (i.e. Weils disease) Staff to ensure that participants wash/shower after the activity, especially before handling or eating food
Swimming	Team	Staff must closely supervise any swimming activity Depending upon the circumstances, safety cover will be based on the beach or on the water There must be an easy identified swimming area There must be no diving or jumping into water (due to hidden dangers) All swimmers should wear suitable footwear if swimming & a buoyancy aid
Person overboard	Team	All people on the water should be wearing a buoyancy aid and helmet Staff should be in a position of maximum usefulness

Bush Craft

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Hazard	Who may be harmed	Control measure
Bush craft location	Team	Participants should be accompanied to the Bush craft area by a H5 Adventure member of staff
Knives	All	Participants are to be briefed on how to use and walk with knives Participants are to be shown and briefed on strict hygienic levels whilst cooking
Fires	All	Participants that build and make fire should NOT run whilst at the site Cold Water and/or a fire blanket should be on hand at all times Fires not to be left unattended by H5 Adventure staff or an responsible adult
Land yards, long hair	All	Participants should be briefed to remove land yards, hoodie toggles and tie long hair back
Food	Participants	Instructor to check that the food is appropriate to eat before consumption

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Child Protection Policy – H5 Adventure Ltd.

Introduction

All personnel working or helping within H5 Adventure must ensure that:

- The welfare of the child is paramount;
- All children, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse;
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately;
- All staff (paid/unpaid) have a responsibility to report concerns to the appropriate officer. (Note: Staff/volunteers are not trained to deal with situations of abuse or to decide if abuse has occurred.)
- **Paul Webb** is the **Nominated Child Protection Officer** for **H5 Adventure** and can be **contacted** on **01793 731 068**
- H5 Adventure views DBS records for all staff
- We ask for 2 references from all new instructors

Policy statement

H5 Adventure has a duty of care to safeguard from harm all children involved in any of our events and activities. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken into account. H5 Adventure will ensure the safety and protection of all children involved in our activities and events through adherence to these Child Protection guidelines.

A child is defined as a person under the age of 18 (The Children Act 1989).

Policy aims

The aim of the H5 Adventure Child Protection Policy is to promote good practice:

- Providing children and young people with appropriate safety and protection whilst in the care of H5 Adventure, Activities & Sports;
- Allowing all staff /volunteers to make informed decisions and give confident responses to specific child protection issues.

Promoting good practice

Child abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to be aware of these feelings and not allow them to interfere with your judgement about the appropriate action to take.

Abuse can occur within many situations including the home, school and the sporting environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer will have regular contact with young people and be an important link in identifying cases where they need protection. All suspicious cases of poor practice should be reported following the guidelines in this document.

Outdoor activities and sports can play a crucial role in improving a child's self-esteem. We work with many types of organisation bringing children from many differing environments and backgrounds and in all instances Adventure Development must work to ensure the child receives the most appropriate support.

Good practice guidelines

All personnel should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate.

Good practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging open communication with no secrets)
- Treating all young people/disabled adults with respect and dignity
- Always putting the welfare of each young person first, before achieving goals or winning
- Maintaining a safe and appropriate distance (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child or to share a room with them)
- Building relationships based on mutual trust, which empowers children to share in the decision-making process
- Making activities fun, enjoyable and promoting fair play, without prejudice
- Ensuring that if any form of manual/physical support is required, it should be provided openly and appropriately. Care is needed, as it is difficult to position hands appropriately in certain circumstances. Young people should

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ideally be consulted and their agreement gained where possible. Some parents are becoming increasingly sensitive about manual support and their views should always be carefully considered

- Keeping up to date with technical skills, qualifications and insurance in outdoor activities
- Involving parents/carers/teachers whenever appropriate. For example, engaging them to take responsibility for their children in the changing rooms. If groups have to be supervised in the changing rooms, try to ensure that parents, teachers, instructors or volunteers work in pairs
- Ensuring that where possible, a male and female member of staff should always accompany mixed groups. However, remember that same-gender abuse can also occur
- Ensuring that during residential events, adults should avoid entering children's bedrooms and should never invite children into their private rooms
- Being an excellent role model – this includes not smoking or drinking alcohol in the company of young people
- Giving enthusiastic and constructive feedback rather than negative criticism
- Recognising the developmental needs and capacity of young people with and without disabilities – avoiding excessive physical activity or competition and not pushing them against their will
- Securing parental consent in writing for the child's participation, if the need arises to administer emergency first aid and/or other medical treatment
- Keeping a written record of any incident or accident that occurs, along with the details of any treatment given

Practices to be avoided

The following should be **avoided** except in emergencies. If cases arise where these situations are unavoidable it should be with the full knowledge and consent of the Course Director, Party leader or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session:

- Avoid spending excessive amounts of time alone with children away from others
- Avoid taking a child in a private vehicle

Practices never to be sanctioned

The following should **never** be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay
- Share a room/tent with a child
- Allow or engage in any form of inappropriate touching
- Allow children to use inappropriate language unchallenged
- Make sexually suggestive comments to a child, even in fun
- Reduce a child to tears as a form of control
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
- Do things of a personal nature for children or disabled adults, which they can do for themselves
- Invite or allow children to stay with you at your home unsupervised

Incidents that must be reported/recorded

If any of the following occur you should report this immediately to the Course Director or to another colleague and record the incident. It may also be appropriate to ensure the parents of the child are informed:

- If you accidentally hurt a child
- If he/she seems distressed in any manner
- If a child appears to be sexually aroused by your actions
- If a child misunderstands or misinterprets something you have done

Use of photographic/filming and digital imaging equipment

All staff should be vigilant to ensure that outdoor activity events are not used as an opportunity to take inappropriate photographs or film footage of young and disabled people in vulnerable positions, and any concerns should be reported to the Course Director and the Nominated Child Protection Officer.

Children and their parents/carers should be made aware that this is part of the intended coaching programme and such films should be stored safely or destroyed after use.

H5 Adventure Ltd requires that:

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- All staff read the advisory information herein outlining good practice and informing them about what to do if they have concerns about the behavior of an adult towards a young person or one young person to another;
- All associates are first aid practitioners;

Responding to allegations or suspicions

It is not the responsibility of anyone working within H5 Adventures in a paid or unpaid capacity to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns initially through liaison with the Course Director and then through contact with the appropriate authorities.

H5 Adventure will assure all staff/volunteers that it will fully support and protect anyone, who in good faith reports his or her concern that another person is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- A criminal investigation.
- A child protection investigation.
- An internal disciplinary or misconduct investigation.

Action if there are concerns

1. Concerns about poor practice:

- If, following consideration, the allegation is clearly about poor practice, the Nominated Child Protection Officer (Paul Webb) will deal with it as a misconduct issue.
- If the allegation is about poor practice by the Nominated Protection Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the relevant officer who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

2. Concerns about suspected abuse

- Any suspicion that a child has been abused by either a member of staff or a volunteer should be reported to the Nominated Child Protection Officer, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The Nominated Child Protection Officer will refer the allegation to the social services department who may involve the police, or go directly to the police if out-of-hours.
- The parents or carers of the child will be contacted as soon as possible following advice from the social services department.
- If the Nominated Child Protection Officer is the subject of the suspicion/allegation, the associate making the allegation must decide whether direct feedback is sufficient (e.g. possibly in the case of inappropriate handling during an activity without breach of trust or confidence) or whether the report should be made to Social Services or the Police.

Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. This includes the following people:

- The Nominated Child Protection Officer (Paul Webb).
- The parents of the person who is alleged to have been abused.
- The person making the allegation.
- Social services/police.
- The alleged abuser (and parents if the alleged abuser is a child).

Recorded information will be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Internal Enquiries and Suspension

- H5 Adventure Nominated Child Protection Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended from operation pending further inquiries
- Irrespective of the findings of the social services or police inquiries H5 Adventure Nominated Child Protection Officer will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. The welfare of the child will remain of paramount importance throughout.

Support to deal with the aftermath of abuse:

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- Consideration should be given to the kind of support that children, parents and members of staff may need. Use of helplines, support groups and open meetings can help to maintain an open culture and help the healing process. Social Services within the local area will be able to provide advice.
- Consideration should also be given to what kind of support may be appropriate for the alleged perpetrator.

Allegations of previous abuse

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children).

Where such an allegation is made, we should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children, either within or outside outdoor activity instruction, schools, education and sports coaching, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

Action if bullying is suspected

If bullying is suspected, the same procedure should be followed as set out above.

Advice and action to help the victim and prevent bullying:

4. Information for social services or the police about suspected abuse:

To ensure that this information is as helpful as possible, a detailed record should always be made, ideally at the time of the disclosure/concern, which should include the following:

- The child's name, age and date of birth.
- The child's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents been contacted?
- If so what has been said?
- Has anyone else been consulted? If so record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so what was said?
- Has anyone been alleged to be the abuser? Record details.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

If you are worried about sharing concerns about abuse within H5 Adventure, to the Nominated Child Protection Officer a customer, client or colleague, you can contact social services or the police direct, or the NSPCC Child Protection Helpline on 0800 800 5000, or Childline on 0800 1111.

Contacting Social Services

Each locality has its own Social Services, the number for which can be found in the local telephone directory. Ask for Social Services Customer Service and then the Child Protection Unit.

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Equal Opportunity Policy – H5 Adventure Ltd

Policy Statement

- In the recruitment, selection, development and evaluation of associates the only considerations will be that the individual meets, or is likely to meet the requirements of their customers in providing the service for which they are to be contracted, have been contracted or may be contracted.
- We consider that each individual is different from any other in terms of their experience, capabilities, expertise, knowledge, emotions, intelligence, behaviors and expectations and we endeavor to treat each person as a unique individual.
- No person will be discriminated against on the basis of their gender, sexual orientation, race, colour, ethnic origin, nationality (within current legislation), disability, marital status, caring or parental responsibilities, age, or beliefs on matters such as religion and politics other than when the safety and well-being of any individual is concerned.
- We are committed to working in such a way that the rights and dignity of all people are respected, and which is free from prejudice, intimidation and all forms of harassment including bullying and is as free from discrimination as we can reasonably make it.
- We respect the religious beliefs of all individuals.
- We do not tolerate any racial, sexual, physical, mental harassment or bullying in our work environments, or at functions connected with our work.
- We believe there are benefits in having a diverse associateship and we value people for their individuality and their contribution to this organisation.

What are equal opportunities?

In providing an opportunity, factors such as gender, marital status, ethnic origin, race, religion, colour, nationality, and disability should not be taken into account for the purposes of:

- Associate recruitment and selection, appointment, development, performance evaluation, discipline, etc.
- The delivery of service for and on behalf of our clients excluding where the safety and well-being of any individual is concerned (e.g. in assessing the suitability of an activity for a person with a physical, mental or emotional disability).

Responsibilities

All associates have a strict obligation to:

- Respect and act in accordance with this policy.
- Treat fellow staff members with respect and dignity.
- Ensure that their own behavior does not cause offence or distress.
- Report any incident or behavior that contravenes this policy and not indirectly support unfair treatment by ignoring what is happening around them.

For further information on this or other policies please contact H5 Adventure Ltd, details below.

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