

# Health and Safety Policy

2025



**SKERN**

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# Health & Safety Policy Statement

Your health and safety is important to us. We care very much about every team member we employ, and every person who enjoys our programmes.

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, training an Apprentice or delivering a technical course.

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 real adventures in a meaningful way. This will, at times, mean exposure to managed risks in order to bring about the outstanding benefits enabled by outdoor education and experiential learning.

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 experiences.

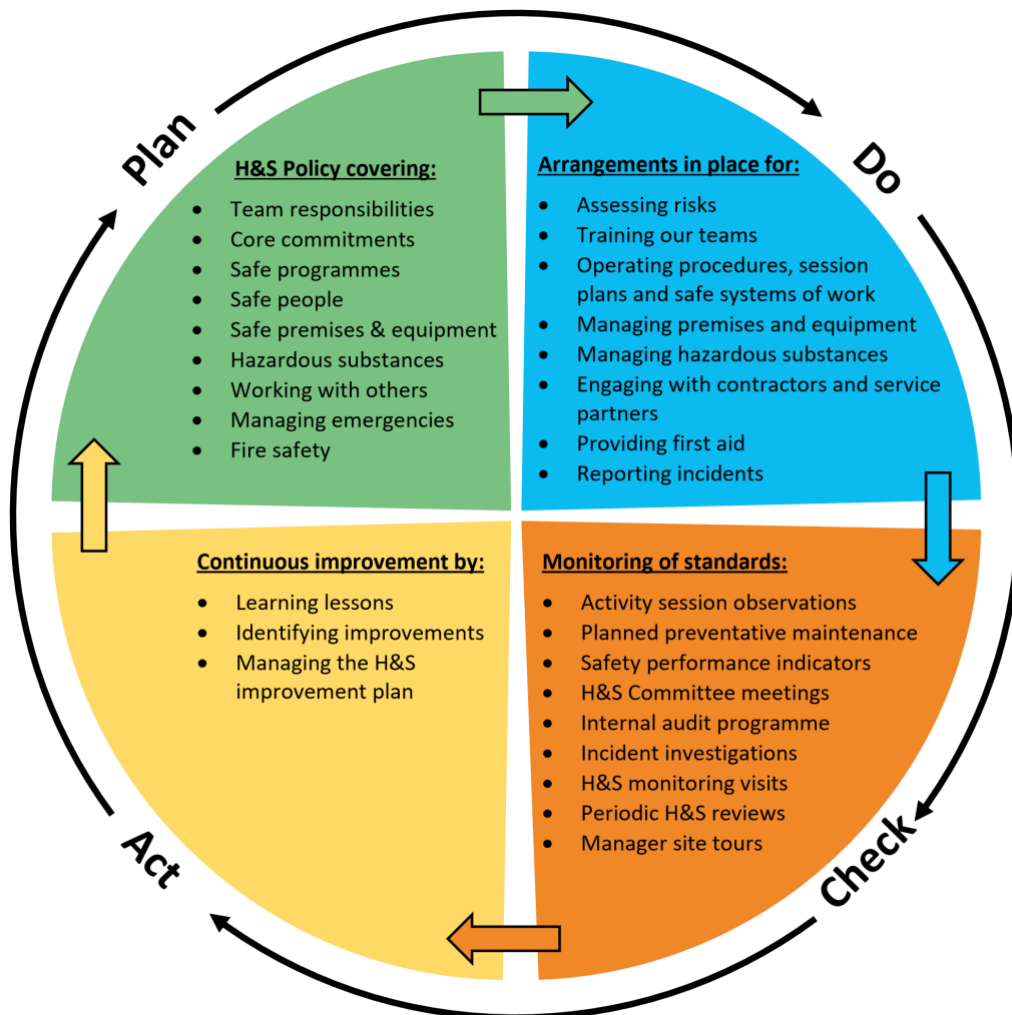
Health and Safety and best practices evolve over time. This policy and our management arrangements will change and we'll make sure it is reviewed and updated at least every year.

Richard Thomas  
Executive Director

# Health & Safety Management Arrangements

This policy applies to all brands which sit under Skern Lodge Ltd. This includes the Skern Adventure centres in Appledore and Abbotsham, as well as Skern Skills, a national provider of training. For the purposes of this policy, we call the business 'Skern', which covers all 3. Each part of the business has specifics to consider and have managers to manage on a day-to-day basis. They have an important role in ensuring the policy arrangements are met and reviewed. Every one of us, however, have a responsibility to ensure that we are all safe, and some, not all, of these responsibilities can be seen in the model below.

## Health & Safety Management Model



## Additional Management Policies

There are other areas of risk that we manage that are outside the scope of our Health and Safety Policy. We have separate standalone policies and management arrangements in place for **Food Safety** and **Safeguarding** and you should refer to these for more information on the measures in place to manage risk in these areas.

# Responsibilities

## Health & Safety Responsibilities Model

The general system for managing health and safety and the relationships between the different people and groups within 'Skern' is detailed below.

### General Responsibilities

#### *Chief Executive Officer*

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

#### *'Skern' H&S Committee*

The Health and Safety Committee exists to have oversight of health and safety trends across the business. Its function is to monitor health and safety standards within each business area and to identify health and safety issues, consider their impact and decide actions to resolve them. It sits quarterly.

#### *Executive Director & Director of Skern Skills*

- Provide management commitment to and leadership of health and safety within the businesses.
- Ensure the business unit has sufficient resources and arrangements in place to fulfil its legal and other obligations.
- Ensure Managers comply with the Health and Safety procedures and standards that relate to their role.
- Utilise external advice to ensure up to date information is cascaded. This may be Worknest or another suitable advisor.

#### *All Managers*

- Ensure the implementation of the company Health & Safety procedures and standards.

- 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 homeworkers are adequately supported.
- Ensure 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

### *Skern Executive Director and Director of Skern Skills*

- Prepare and issue operating procedures as required to support the implementation of the company's health and safety objectives.
- In collaboration with the Health and Safety committee, set and periodically review health and safety objectives and improvement actions for their part of the business.
- Oversee the completion of risk assessments and occupational risk management arrangements with Managers
- Schedule H&S Committee meetings.
- Complete Stress Risk Assessments in collaboration.

### *General Managers and On-site Managers*

- Own the H&S Improvement Plan for their site (permanent sites only)
- Fulfil the role of 'Responsible Person' for fire safety at their site.
- Manage emergencies in line with Emergency Incident Procedures.

- Overall management of a multiple-illness outbreak at their site.
- Submit statutory incident notifications (under RIDDOR, Ofsted or other requirements).
- Ensure Risk Assessments are completed for their site in line with Risk Assessment Procedures.
- Arrange the renewal of UK MOT test certificates for site vehicles that require them.
- Ensure fire drills are conducted for guests and team members at their site.
- Complete Fire Risk Assessments for each site
- Vet activity technical advisors and retain up-to-date evidence of their safety standards.

## *Heads of Departments*

- Conduct Incident Investigations.
- Undertake checks allocated to their role (Residential)
- 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 their own department.
- Support home workers with necessary VDU and checks for welfare and travel. (Education)
- 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. (Residential)
- Sign off permits to work for tasks that fall within their operational area.
- Ensure Training Matrices are in place and up to date for all roles

## *Chief Instructor/Activities Manager/Lead Trainers/Managers*

*(in addition to Head of Department responsibilities)*

- 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.
- Regularly review the activity defects log and refer issues that cannot be resolved to the Central Stores Manager.
- Compile venue safety information for off-site venues used by groups from their centre.
- Vet third party activity providers used by groups from their centre and retain up-to-date evidence of their safety standards.
- Ensure all staff are aware, and work within all standard operating procedures/emergency action plans (SOP/EAP) for delivery at third-party workplaces. (Education)

- Ensure session observations are taking place, being recorded and are targeted based on safety and quality indicators.
- Regularly review the activity defects log and refer issues that cannot be resolved to the Central Stores Manager. (Residential)
- Compile venue safety information for off-site venues used by groups from their centre.

### *Maintenance Manager*

- Undertake checks allocated to their role by the Premises and Equipment Checks Schedule.
- Review the maintenance defects log daily and refer issues that cannot be resolved to the Centre Manager.
- Undertake checks allocated to their role by the Premises and Equipment Checks Schedule.
- Approve additions to and maintain the Approved Contractors Register.
- Overall control of the Legionella Management Programme.
- Overall control of the Asbestos Management Programme.

### *Hotel Services Manager*

- Produce the property-related content of the Premises and Equipment Checks Schedule.
- Produce the activity-related content of the Premises and Equipment Checks Schedule as line manager to the Maintenance teams (Residential)
- Oversee all accommodation checks and general maintenance routines.
- Ensure safe food practices are intact at all times
- Be the contact for all EHO matters with the council, including any food or infection outbreaks.

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.

## **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 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.

## *Health and safety leadership*

Everyone who provides leadership at a department, site, functional or senior management level must provide visible and active leadership of health and safety standards. They must set an example in their actions and behaviour that shows they care about standards and the role others play in contributing to improvements.

Health and Safety leadership can be demonstrated by:

- Undertaking safety tours of our sites and workplaces
- Talking to team members about their experiences, achievements and frustrations
- Integrating health and safety topics into formal and informal meetings
- Integrating health and safety into other business decision making
- Giving feedback about changes directly to those who made the initial suggestion

## *Day-to-day engagement with teams*

Health and safety must be a continual point of focus for our teams, and there must be daily reference points to it built in to the systems we use to engage with our team members. This could be things like:

- A designated health and safety noticeboard
- Health and safety included within daily pre-work briefings
- Health and safety included within periodic team meetings
- Topical discussions such as recent incidents, audit findings, feedback from visitors, performance indicators, etc.
- 

## *Engaging with teams over changes*

Health and safety is about people; our team members. We must always involve them in decisions that affect their workplace health, safety or welfare. Anyone responsible for implementing change must ensure that they consult team members on their plans as early as possible.

Methods of consultation can include:

- Formal or informal meetings (e.g. with team members, contractors, guests, etc.).
- Method Statement Briefings; explaining to teams the proposed safe system of work and inviting feedback on it.
- 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 team members 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.

## *Raising concerns*

If someone has a concern about any aspect of their work tasks or work environment they must raise this with their manager straight away. If they do not feel able to approach their manager then they should talk to another manager at their site. Concerns can be raised face to face, in writing or in confidence to any senior manager who will take appropriate action.

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.

## 1.2 Risk Assessment

Our risk assessments form the basis of all our safety-related activity and team members must be familiar with and follow the risk controls that apply to their role, their site and the work tasks they do.

We conduct risk assessments in order to reduce the likelihood of employees, guests, students and visitors suffering accidents, incidents or cases of work-related ill-health. Separate procedures exist to ensure that in our risk assessments:

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

There will always be an element of risk in participating in outdoor and adventurous activity. 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 team members or guests far exceeds the potential benefits.

The following are covered by our assessments. Risks arising from:

- our learning and activity programmes
- Teaching in workplaces/industry
- our hospitality and support functions, such as catering, housekeeping, maintenance and offices
- our premises, including specific assessment of doors, glazing and trip hazards
- the locations we operate from, including those not under our control
- fire
- dangerous and hazardous substances, including legionella, asbestos, explosive and flammable substances

- manual handling
- stress

We also undertake assessments to support our provision relating to:

- first aid
- special educational needs and disabilities
- lone working

Due to the different operating contexts of the areas of the business, (permanent or temporary staff, third party controlled premises, permanent or temporary premises, different legal jurisdictions, etc.) the suite of risk assessments used within each area will vary to meet the needs of that brand.

Home workers/Field based workers should complete [Home working assessments](#) sent to Line Manager as part of onboarding/induction to ensure suitability of own workplace

## 1.3 Information and Training

### *Basic Health and Safety communication*

For everyone to understand what our Health and Safety expectations are the following basic health and safety information must be communicated, as required, to all team members, guests and other visitors:

- H&S Policy and Responsibilities:
  - H&S Policy statement
  - Statutory H&S Law Poster (UK sites only)
  - Codes of Conduct and Division of Responsibilities for visiting groups and individuals
- Site rules:
  - Fire procedures
  - First aid/accident assistance
  - Security arrangements
  - Out-of-bounds areas
  - How to get help
- Facilities Management related hazards:
  - E.g. fire, asbestos, access, etc.
  - Points of contact

Methods to cover this key information are during team member site inductions, guest Course Director /, Visitor Sign-in and in pre-arrival information supplied to guests, induction etc.

### *Health and safety training*

To achieve safe outcomes for all our team members we provide the initial induction, role-specific and ongoing development training that is needed to carry out work safely. Further details about the training required for each role are in the Training Matrix for each function/role/brand. Each Head of Department and their managers are responsible for ensuring the Training Matrix stays up to date.

Establishing additional health and safety training needs is done by task observation, risk assessment, incident reviews and individual team member appraisals/review meetings.

Team members are not expected to complete tasks that they have not been trained in. If anyone is unsure about the training they have received for any part of their role they must raise this with their manager straight away.

## 1.4 Continuous Improvement

We strive to be better at everything we do and health and safety is no exception. Anyone who has a suggestion on how something could be improved to make it safer should tell their manager about it straightaway.

### *H&S Committee*

The Health and Safety Committee meets quarterly and exists to have oversight of health and safety standards across the 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 Directors. The Hotel Services Manager is responsible for scheduling the H&S Committee's meetings.

### *H&S Reviews*

Health and safety is subject to periodic local review. For our Residential sites this is led by the General Manager, for Education this is completed by Heads of Development Training/Operational Delivery. . The review can be a formal planned meeting involving senior staff, heads of function and other interested or expert parties, or could take the form of a desktop review of safety indicators and/or submissions from others. Topics that must be included in the reviews are:

- 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

For both our Education provision (Skern Skills) and our residential sites, a review is conducted annually for each area, or if the need arises.

### *Performance indicators*

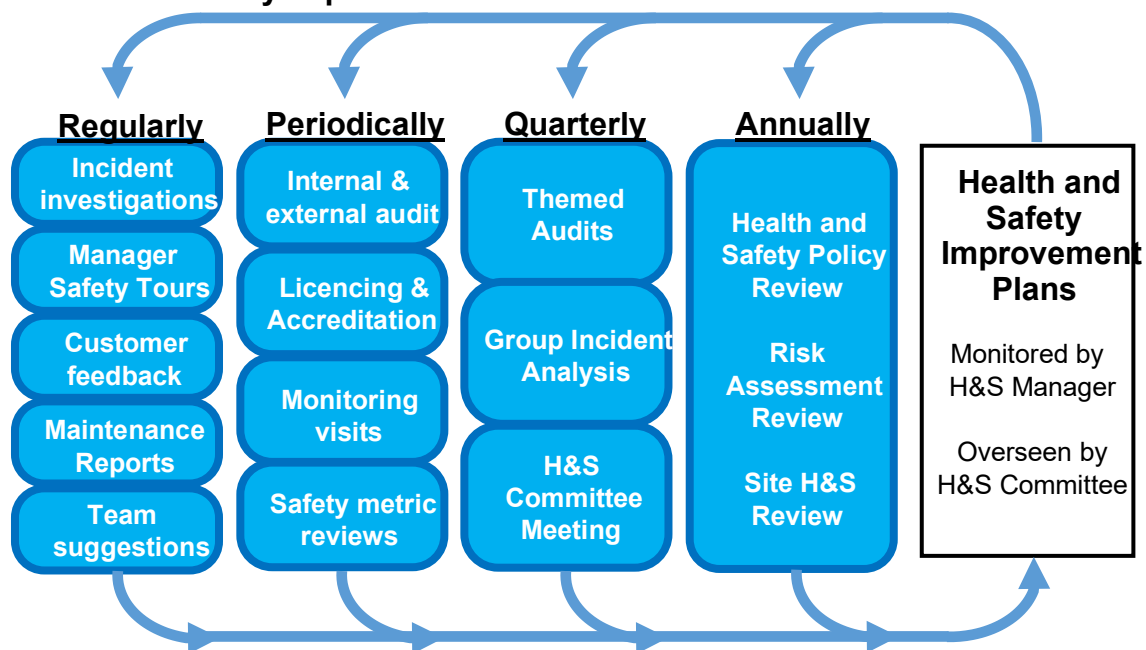
We have a range of performance indicators that have been developed to help us understand how well health and safety is being managed and where improvements

may be needed. These are a mix of leading/future performance indicators and lagging/past performance indicators.

## Monitoring

We operate a regular programme of health and safety monitoring visits /observations that take in all aspects of our health and safety management arrangements. Completing these helps us to understand what is going well and what may need some extra help. The criteria are aligned with procedures so everyone knows what is expected and the outcomes are shared with the centre team and operational managers.

### Health and Safety improvement model



Improvement actions can be identified by formal and informal monitoring exercises, regulator inspections, visitor feedback, team member suggestions, accident trends, risk assessment reviews, etc.

## 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. This information is held within the risk assessments and Operating Procedures or may be split between both. Anyone leading an activity must be familiar with the minimum safety requirements and comply with them at all times. Anyone believing there is a problem and that their

activity does not meet the minimum safety standards must stop immediately and make their concerns known to their 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. Further details of our approach to risk assessment are in section 1.2 and within our separate Risk Assessment Procedures.

## 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.

## 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.

## 2.4 Activity Session Observations

Anyone who delivers learning and activity programmes to our guests or students will be observed doing so from time to time to confirm that they can do so safely. The tasks team members are observed on will depend on how long ago they 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 a team members' ongoing development and they should engage constructively with any feedback that is given at the end of the observation. Chief Instructors and Managers 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 and Teaching Ratios

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

## 2.6 Off-site Procedures

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

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

Separate arrangements for Off Site Visits are in place which should be referred to for further information.

## 3. Protecting our teams

### 3.1 Team Welfare

Happy team members are safer and more effective than those who are not. We will ensure that we create work experiences that foster, develop and maintain high standards of team welfare by:

- Identifying the factors affecting team-member wellbeing
- Creating safe working environments
- Recognising the impact of stress
- Understanding the influence on work of team members' personal lives
- Acknowledging the link between poor performance and wellbeing
- Continually seeking to improve job satisfaction
- Creating opportunities for physical activity as a means to improve wellbeing
- Identifying and promptly addressing instances of bullying, harassment and conflict
- Promoting a good work life balance
- Building relationships within and between teams
- Signposting and facilitating third party support when required
- Having Mental Health Management trained managers and Mental Health First Aiders available in our workplaces
- Driving forward a Wellbeing Strategy that creates a supportive wellbeing culture

#### *Work environments*

Team members must have enough space to do their jobs comfortably and safely and have easy access to get to and from their workstations, whether this is a desk, shop counter, workbench or abseiling platform.

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 team member in an indoor workspace must have 11<sup>3</sup>m 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). Anyone who considers their

work area could be improved should take the initiative and talk to their manager about the changes they'd like to make.

A clean and tidy work environment is also a happy and safe one; everyone must do their bit to keep things tidy. Some work areas will be cleaned by the housekeeping team or a separate cleaning service, or in some cases team members will be expected to clean their work areas themselves.

Team members must take care to keep their work areas 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 work areas become dumping grounds.

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

There is no recognised maximum recommended working temperature, but the same principles of keeping team members 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 anyone feel unwell they must tell their manager straight away.

## 3.2 Stress

Stress is not an illness but it can make people ill. It affects different people in different ways. It can be caused by things in someone's personal life and things in their work life, mainly when pressures they can't control get too much for them. We have a responsibility to all our team members to make sure they are protected from stress in their work. We 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 Executive Director is responsible for having a stress Risk assessment. This can and should be individualised where the need arises.

These stress risk assessments are used to outline our commitments to proactive control of foreseeable stress factors in the workplace.

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

If any team member notices any of these things they may be signs that they are suffering from stress and it is important that they talk to someone. Stress is nothing to be ashamed of or embarrassed about and supervisors, Safeguarding and Wellbeing team members, HR Advisors or Family Doctors will all be happy to talk about how we can make things better. Don't suffer in silence.

All employees have access to our Employee Assistance Programme available through Perkbox. You can visit the Perks section of the Perkbox website or app and search for "Health Assured". Perkbox also has a Wellness Hub providing free resources on wellbeing and self-care as well as GP access.

### 3.3 Personal Protective Equipment

Most of the protective equipment used by team members 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 team members have no choice but to wear it. If anyone is issued with protective equipment which is personal to them and is theirs alone to wear then they are responsible for making sure they have it with them when in work, keeping it in good condition and reporting to their manager if it needs replacing.

If there are reasons anyone is unable to use the protective equipment provided they must tell their manager straight away. No-one must attempt a task that requires protective equipment unless they are wearing it correctly, or alternative measures have been agreed that will keep them safe.

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

### 3.4 Driving

#### *Safe Driver*

- Anyone driving a company vehicle must hold a current, valid license that covers that type of vehicle.
- For UK vehicles with up to and including 8 passenger seats drivers must have a minimum category B1 Licence.
- For UK vehicles with 9 or more passenger carrying seats drivers must be 21 or over and have a minimum of 1 year driving experience. Additional licencing

requirements may apply and drivers must not drive a UK vehicle with more than 9 passenger seats without first checking they are eligible.

- Drivers must complete a New Driver Induction with their Manager so they are familiar with the rules we have in place for driving company vehicles.
- For site-based vehicles, drivers must follow onsite procedures for Vehicle sign outs.
- **If anyone feels tired behind the wheel at any time they MUST take a rest break as soon as they can.** Drivers 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 a team member has already worked an eight-hour day they should not then be expected to undertake driving duties without a suitable break.
- For long journeys (over four hours) drivers should plan their own route, schedule and rest stops so they have ownership of their safety as the driver.
- Any driver identified as being in a 'high-mileage' role will be provided with additional training.

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 (Skern Lodge)	<p>Guests CAN be transported in company vehicles in the following circumstances:</p> <ul style="list-style-type: none"> <li>• Taking guests to off-site locations as part of their learning and activity programme</li> <li>• Taking guests to and from transport hubs (rail/bus/air)</li> <li>• Taking guests to doctors or hospitals</li> </ul>

Centre Teams	<p>Team members 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"> <li>• Travel to and from work where accommodation is provided in off-site houses.</li> <li>• Transfer between centres.</li> <li>• Attendance at company events at third party premises, e.g. In-schools, training courses, conferences.</li> <li>• Attendance at social or recreational events where these have been agreed in advance by the General Manager.</li> </ul> <p>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.</p>
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All company vehicles are covered by fully comprehensive insurance. A copy of the insurance details must be available on site and in the vehicle.

### 3.5 Display Screen Equipment

Anyone who uses a computer regularly at their own desk, whether this is at one of the residential sites or their own home office, must be aware of the risks to their health that this can create. Team members who are habitual Display Screen Equipment users must undertake the DSE training and risk assessment package available on the company's e-learning platform within 10 days of starting their role. If they move desks or there are significant changes to the equipment they use or the layout of their desk or work area then they should repeat the risk assessment. Team members should take regular short breaks from looking at their screen and leave their desk at least every hour. This could just be to go to the photocopier, use the bathroom or to get a drink. If a team member has any difficulties with achieving a comfortable desk working environment, then they must raise this with their manager straight away.

Team members who are habitual Display Screen Equipment users are eligible for free eye testing. If your optician identifies that you need glasses for specific DSE work, the company will contribute towards the cost of the glasses/lenses up to a set value. For further information, please see the Eye Test guidelines on the HSE website.

### 3.6 Manual Handling

It is almost certain that team members will have to lift and carry things at some point as part of their role, but this is unlikely to be a regular, frequent or strenuous activity. Anyone who has concerns about their safety when lifting and carrying must tell their manager straight away.

We will use the UK 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 manual handling risk assessments for their areas of responsibility.

## 3.7 Working at Height

There are many jobs that need doing that may require someone to work at height. Before doing any work that could result in a fall from one level to another team members must consider:

- Is the work properly planned and organised? What is the task and how is it going to be done?
- Are those involved competent and able to carry out the task? No-one should attempt anything that they are unsure of or are not fit for.
- Have the risks been properly assessed? Has anyone thought about what could go wrong and what will be done to prevent it?
- Is the correct equipment available and been checked to confirm that it is safe and ready to use?
- Is the work on or near a fragile surface, and has this been considered in the risk assessment?

The planning process must first try to minimise the chances of a fall and then minimise the consequences of a fall, and safety measures 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 general site and premises assessment. All ladders in use must be listed on a ladder inventory and their condition checked and recorded monthly.

## 3.8 Homeworkers

Any team member whose role requires them to work from home for regular or extended periods must check that their work environment is safe. This includes the chosen workstation, the area around the workstation and any furniture or equipment used or provided.

Working from home can be a challenge to those more used to the familiar surroundings of a busy office. Remembering to take breaks during the day, to vary tasks and build in movement and changes in position are all vital to maintain a healthy mind and body and maintain a sense of comfort and wellbeing. Managers of homeworkers must have arrangements in place, agreed with those they manage, to ensure homeworkers have sufficient 'check-in' opportunities. Meaningful personal contact with managers or coworkers are important to ensure that homeworkers do not feel isolated or detached from the purpose of their roles.

A Homeworking Assessment is available [here](#). This should be issued by and returned to line managers who have homeworkers on their teams to ensure that potential safety issues are identified and addressed.

## 3.9 Pregnant Workers

A risk assessment for new and expectant mothers should be completed with the expectant mother and their line manager once the company are aware of the pregnancy to highlight and aim to limit any potential risks in the workplace.

If employed in a position which has been identified as posing a risk to health or that of the unborn child, the employee will be notified immediately, and arrangements will be made to eliminate that risk.

For this reason, the expectant mother is required to notify their line manager as soon as they are aware that they may be pregnant. Where necessary, arrangements will then be made to alter working conditions or, if this is not possible, a suitable alternative job will be offered for the duration of the pregnancy.

If there is no alternative work, the company reserves the right to suspend on full pay until the expectant mother is no longer at risk. These alternative arrangements may continue for six months after the birth of the child if there is still considered to be a risk.

Employees, who have any concerns about their own health and safety at any time, should consult their line manager immediately.

## 3.10 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 can create 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.

## 3.11 Lone Workers

Many tasks will at times need to be completed when team members are on their own, they may 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 team members work in places where there are always other people around or easily contactable if there is a problem.

There will be some cases where team members have to do jobs in places or at times where help is less accessible and they are working on their own. The company has in place a Lone Working policy and Risk Assessment at each of our sites that identifies the tasks and places where Lone Working takes place and the controls in place to make this safe.

## 4. Maintaining our premises and equipment

### 4.1 Premises and Equipment – Basic Approach

#### *User checks and reactive reporting*

All team members should get into the habit of doing a quick check of any equipment they use or any area they work in before they begin a task. If anything is wrong that may cause an accident or injury they 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 these must be used to report problems as soon as possible. Premises defects and activity equipment defects generally have their own separate systems. Anyone reporting a defect must give enough information to identify the exact location and type of problem and if necessary an assessment of its urgency/prioritisation.

Chief Instructors 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 Centre Manager.

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 Maintenance 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

## 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 it is used.
- 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 not being used.
- Don't leave any equipment unattended.
- Be careful where items are plugged in; do not let power leads become trip hazards.
- Do not plug one extension lead into another.
- Electrical fires should ONLY be tackled using CO<sub>2</sub> 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 always 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

Anyone who becomes aware of a slip or trip issue caused by any of these things should act straightaway, either by dealing with the problem themselves or reporting it to their manager.

We have in place 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.

## 4.5 Motor Vehicles

Anyone who is concerned about the safety of any aspect of a vehicle's operation at any time must tell their manager about it straight away.

All centre and pool vehicles designed for UK 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 Risk Assessments for each of our sites that identify where risks are present and the control measures we have in place. The Maintenance Manager is responsible for completing these and reviewing them each year at our permanent 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.

## 4.6 Hot Works

Working within our maintenance teams may mean involvement 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.

## 4.7 Swimming Pools

We operate swimming pools or pools at both residential sites and have access to them at some of our third-party settings. Anyone involved in running or supervising a swimming pool activity must stay alert at all times – a swimming pool is a high-risk environment and team members need to make sure everyone is enjoying the pool sensibly and safely.

Where 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.

Anyone working within the pool environment who has concerns about the quality of the pool water or safety of the pool environment must report this to their manager straight away.

### *Supervised Activities*

Whenever swimming pools are in use for fully supervised activities (i.e. customers taking part in organised activities) the following safety measures will be in place:

- Documented Operating Procedures will detail the minimum requirements for safe operation of the pool, and will specify:
  - Minimum life-saving qualifications and ratios
  - Minimum ratios for supervision where this is needed in addition to lifeguards/life-savers
  - Maximum bather loads
- No supervised pool activity will take place without a team member being present who has water rescue training appropriate to the activity. This could be a kayak instructor for kayak coaching taking place in the pool, or a Pool Lifeguard for swimming activities.
- Swimming ability will be checked either through parental notification or a swim test at the beginning of the activity.
- 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.
- Swimming Pools will be secured against casual access. Other bodies of water clearly signed and briefed as out of bounds, unless accompanied by staff.

### *Provision at Third Party Venues*

At other sites we have use of a swimming pool as a service. At these sites the host venue is responsible for operating the pool according to its own documented standards and for providing the lifeguards. We confirm that there are suitable safety arrangements in place as part of our pre-use checks, and the standards listed under 'Supervised Activities' above will still apply.

## *Third Party Pool Hire*

Where we rent the pool to a third party, for example, a diving club or swimming school, that user is responsible for determining their own safety procedures, ratios, qualifications, etc. As part of their hire agreement, they are required to outline their intended use and safety standards. Skern reserves the right to refuse or discontinue a third-party pool hire agreement where we believe the actual or intended safety standards are insufficient.

## *Team Member Pool Use*

At our residential sites team members may use the pools for recreational or skill-development purposes in their own time, provided the facility is not needed for other users. Where this is permitted, the arrangements for permission, access, ground rules, exclusions, etc. will be documented and implemented locally.

# 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 or COSHH folders. 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 Maintenance Manager and Head of Catering/Housekeeping, and any additions to it must be approved by them.

Anyone using chemicals must 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

Some substances on our premises 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 residential sites*

Legionella bacteria can live inside the plumbing in a building. Legionnaires Disease can develop in someone who has breathed in water droplets containing the legionella bacteria.

All our 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 Maintenance Manager is responsible for the overall Legionella management programme and Maintenance teams are responsible for the implementation of control measures on their sites.

## 5.4 Asbestos

*(applies to permanent UK sites only)*

Some of our premises have asbestos present. We have management controls in place to prevent team members and others from 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 team members who may undertake maintenance operations that may disturb asbestos.

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

## 5.4 Noise

There is no part of our normal operation that will produce noise at a level which risks damage to team members' hearing. Exposure to higher levels of noise may result from use of powered tools such as circular saws, grinding disks or grounds-keeping equipment. In these cases team members must always check the risk assessment and operator's manual to see whether hearing protection is recommended for users. If it is it must be worn.

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

## 6. Working with others

We use other people and other places to help deliver fantastic experiences to our clients or to maintain the premises we work and operate from.

Systems for working safely with maintenance contractors, apprenticeship hosts 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 Skern 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, 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'. Including Prisons, Farms, Factories, conferences etc.
- 

### 6.1 Third Party Accommodation

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 Checks 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 completing the checks and retaining up-to-date evidence that the accommodation meets required standards.

## 6.2 Third Party Venues

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 team members control the entire visit and 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 documents 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, Centre Manager, Head of department or Operational Lead is responsible for compiling venue safety information.

For visits to employer workplaces (Education), Skern Skills must hold valid H&S and Safeguarding declarations from the employer beforehand, part of the initial compliance requirements required by Skern Skills.

For all employer work visits, study, trips, or delivery not in the work setting staff and managers are required to complete and adhere to the off-site procedure documents.

## 6.3 Activity Providers

Occasionally, we may use a third-party activity provider to deliver an activity experience on our behalf. To ensure these providers are safe, we will ensure that they have confirmed:

- They have liability insurance sufficient to cover the planned activities
- They hold the correct operator licenses, if needed
- Their 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 Manager who intends to book the service is responsible for vetting activity providers and retaining up-to-date evidence that the provider meets required 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](http://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 other training we will make sure the premises are suitable before opening. They will have a checklist of safety and other important criteria which we will be completed when using a new venue for the first time. Responsibility for ensuring our host venues meet our standards lies with the Manager who initially selects the site.

## 6.4 Apprentice Work Placements

Before placing an apprentice in a host employer's workplace, we will engage with the employer to ensure we understand the potential risks that the apprentice may face and satisfy ourselves that these are being adequately managed. We will complete an initial Organisational Needs Analysis, in consultation with the employer, which will identify the main workplace hazards and the basic level of risk. For workplaces assessed as being low risk the employer will provide a signed Declaration confirming the suitability of their workplace safety arrangements.

All apprentices we place in workplaces are made aware of how to escalate any safety concerns to Skern Skills as the provider. This can be done through contact with their Trainer directly or more formally through tripartite progress reviews. The evidence is recorded in the Learner Management System/Evidence Pack and actioned accordingly.

If we are not satisfied with safety standards, either at the initial placement stage or subsequently, we will agree an action plan for improvement with the employer or withdraw the apprentice from the workplace.

## 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 competence 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 or national equivalent, 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 Centre Manager is responsible for vetting technical advisors and retaining up-to-date evidence that the advisor meets required 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 onto 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 Centres Maintenance Manager are responsible for vetting property contractors engaged at a local level, maintaining and retaining up-to-date evidence that they meet required standards.

There is a template Contractor Health and Safety Questionnaire which, where appropriate, 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 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

Depending on the type of work being done and the processes involved, additional Permits to Work may be required for Hot Works, Work at Height, etc.

## 6.8 Regulators

*(applies to UK operations only)*

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 Adventure Mark.

## *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).

## *OFSTED registrations*

Ofsted also inspects the quality of apprenticeship training that is delivered by Skern Skills to ensure it is high-quality and meets the needs of employers and apprentices.

## 6.9 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 please ensure that all providers 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, training and driving hours and vehicle standards and maintenance
- Details of any relevant enforcement action taken against them
- There are breakdown recovery and other emergency contingencies in place

## 6.10 Other Transport Providers

We also occasionally 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 team members 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

*(applies to UK operations only)*

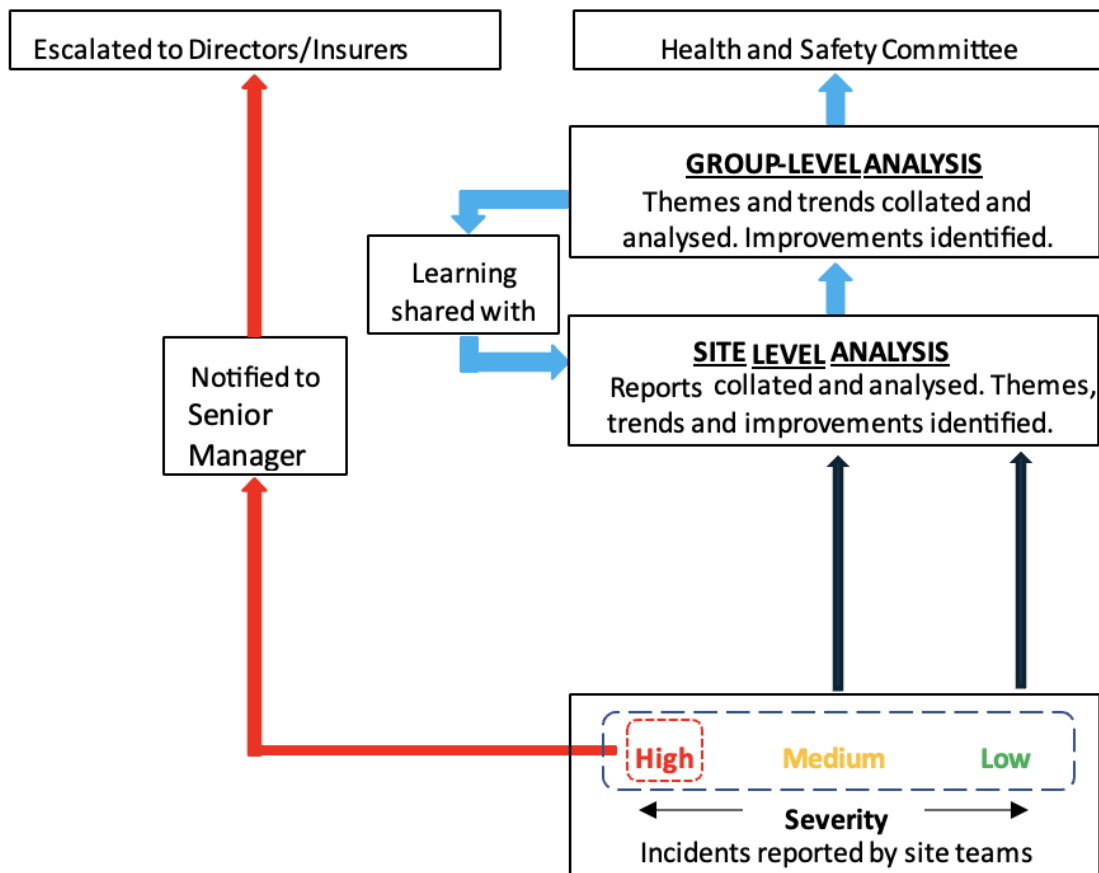
The UK government, acting through its regulators the HSE and Environmental Health Officers from the local council, need to know when serious incidents happen in workplaces throughout the country. This helps the H&S community understand what types of accidents happen most regularly, to target attention 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 AND the site is registered with Ofsted, there may also be a 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, Head of Department, Centre 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.

## 7.3 Incident Escalation and Analysis



## 7.4 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 Serious or Major incident, as defined within the incident reporting procedure.
- Any Near Miss that could reasonably have caused a Serious or Major incident.
- Any incident that results in a hospital visit or statutory notification
- Any other incident at the discretion of the manager

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

## 7.5 First Aid

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

We have in place First Aid risk assessments for each of our sites or businesses that detail the minimum requirements for first aid provision, including qualifications and equipment. The site manager is responsible for compiling the site specific first aid risk assessment.

### *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:

### *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.

### *First Aid Qualifications and Cover Periods*

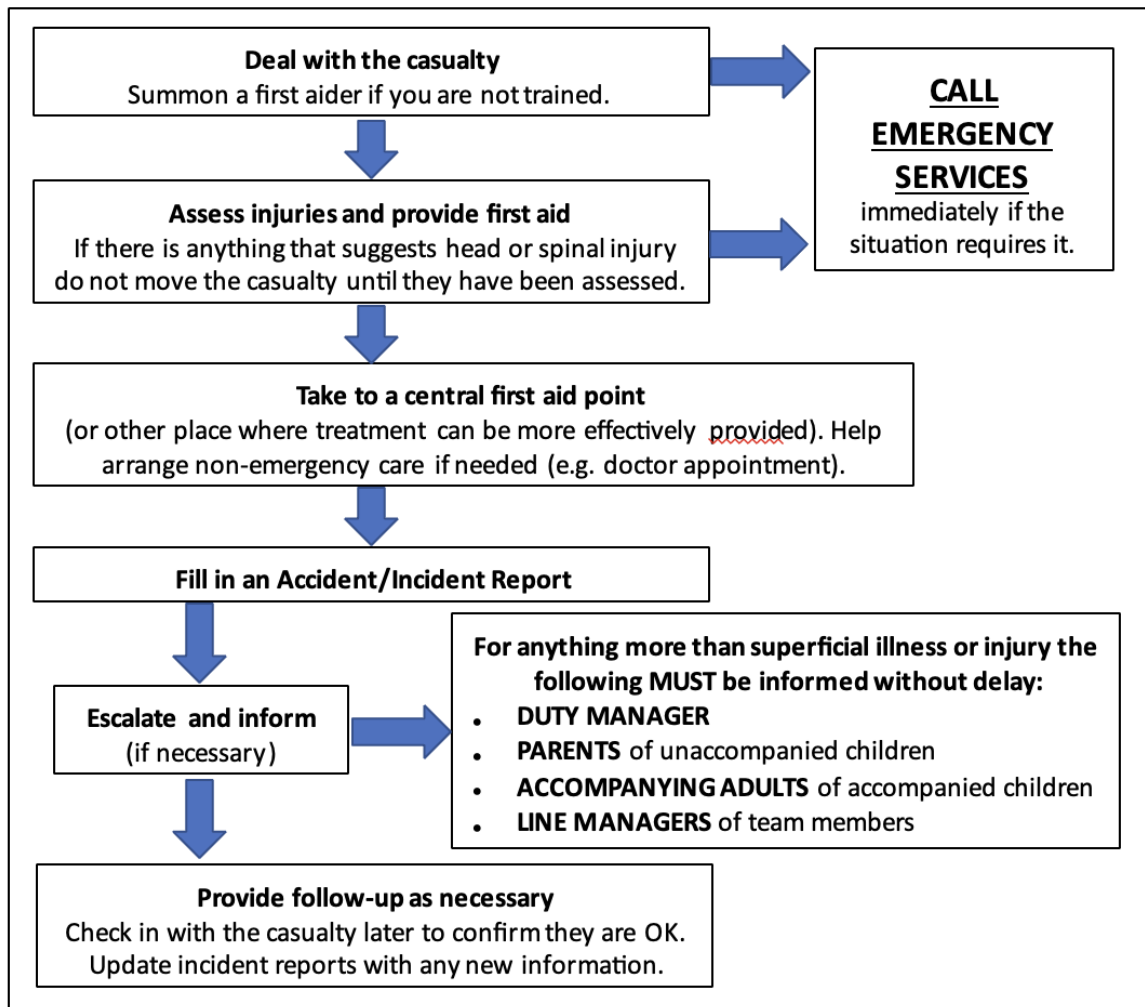
Notwithstanding the findings of each site's First Aid Risk Assessment, our commitment to first aid qualifications is shown below.

## 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 at permanent settings taking part in activities on site (Typically 0900 – 2100)	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.
	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.
Guests at permanent settings, no activities running (Typically 2100 – 0900)	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 Swimming	All swimming activities must be supervised by a lifeguard holding the RLSS Pool Lifeguard Qualification or equivalent, which includes content on first aid and relevant suspected spinal injury management.
Non-swimming pool-based activities	Pool based activities must be supervised by a team member who has certificated water rescue training appropriate to the activity, e.g. a kayak instructor for kayak coaching taking place in the pool.
Beach Swimming/ Sea-based water sports	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)

## Basic First Aid Procedure



## 7.6 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. Team members will NOT administer medication to young people who have their own adult leaders to do it. The only exception is if an emergency requires it, such as a serious asthma or anaphylaxis attack requiring prompt use of an inhaler or EpiPen.

## *For Children cared for by our Staff on unaccompanied Residentials.*

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 an unaccompanied 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 on a Medication Administration Form. 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 Management 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 person's name.
- Any medication that needs to be quickly available for use, such as an EpiPen or asthma inhaler, will be kept by the team member accompanying the group. Any such medication or device must be kept in an easily identifiable container, for example, a red bag.
- Where children receive planned or routine medication during their holiday, a record must be kept of each dose administered.
- Parents of children attending a 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 must be completed whenever children are given unplanned doses of medication.

## 7.7 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:**

- The casualty is unconscious or has a lack of full consciousness (for example, problems keeping eyes open).
- The casualty has difficulties with understanding, speaking, reading or writing; decreased sensation; loss of balance; general weakness; visual changes; abnormal reflexes; problems walking.

- There is 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.)
- The casualty has had a seizure, convulsion or fit since the injury not related to known epilepsy.
- The injury has been caused by a 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.)

**Call the non-emergency helpline for advice if:**

- There is any loss of consciousness as a result of the injury, from which the person has now recovered.
- The casualty suffers amnesia for events before or after the injury
- The casualty has a persistent headache since the injury.
- There have been any vomiting episodes since the injury.
- The casualty has had any previous brain surgery.
- The casualty has any history of bleeding or clotting disorders.
- The casualty is on current anticoagulant therapy.
- There is current drug or alcohol intoxication.
- There are any safeguarding concerns (for example, possible non-accidental injury or a vulnerable person is affected).
- The casualty shows 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.

Injured person	Responsible adult
Accompanied child	Teacher/Accompanying adult with group.
Unaccompanied child	Staff member 'in charge' of the person . 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

## 7.8 Multiple Illness Outbreaks

Hosting large numbers of 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-practised procedures for managing multiple illness outbreaks (MIOs). These are usually cases of sickness and diarrhoea.

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

If any team member is visiting or working at one of our sites when a MIO occurs then they must follow the directions given to them by the management teams and cooperate with the steps they take to contain the sickness.

Separate Management of a Multiple Illness Outbreak procedures are in place. The General Manager, Onsite Manager is responsible for the overall management of a multiple illness outbreak at their site.

## 7.9 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 Plans.

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

Any team member who is visiting or working at one of our sites when an emergency situation occurs must follow the directions given to them by the management teams and cooperate with the steps they take to control the situation. Team members must not talk to anyone else about what has happened, particularly anyone from the media. They must 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.

# 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: A line for responsibility

### *Assess and manage fire risks*

- Fire Risk Assessments at our residential sites are undertaken and reviewed annually by the Health and Safety Manager.

- At other sites, the primary duty to manage fire safety lies with the host venue or homeowner.

### *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, 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 team members 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 team members 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 Skern, 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.

## *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, some guests may ask to have 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 would usually take place on their first day on the site, and if they are staying overnight before they go to sleep for the first time.
- Team members who are provided with accommodation 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.