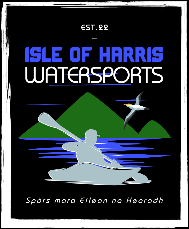
**ISLE OF HARRIS WATERSPORTS**

**HEALTH AND SAFETY**

**STANDARD OPERTAING PROCEDURES**

**Isle of Harris Watersports**

**Tarbert Marina**

**Isle of Harris**

**HS3 3DB**

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**Scottish Canoe Affiliation type and number:**

**Club Chair:** Kenny Macleod

**Development officer:** Donnie Macleod

**Mission Statement**

WE AT ISLE OF HARRIS WATERSPORTS AIM TO BE THE BEST WATERSPORTS EXPERIENCE ON THE ISLE OF HARRIS AND TO ENSURE EXCELLENT COSTOMER SATISFACTION AND VALUE FOR MONEY, THROUGHT THE DIVERSE WATERSPORTS EXPERIENCE AND FRIENDLY SERVICE.

**General health and safety policy statement**

Safety is our first priority for all involved in any activity at Isle of Harris Watersports and any member of the public who can be affected by the use on the marina. We aim to comply fully with the safety at work act 1979. We do this by following the best practise in managing the risks to be as low as reasonably practicable.

**Isle of Harris Watersports safety policy statement**

Customers should always be reminded by the instructors before a lesson that kayaking and all water based are always potentially hazardous. They must complete a booking form and read the terms and conditions. Participants have an obligation to act in a manner that will not endanger themselves, the general public or the instructors. Close attention should be paid to all safety warnings and instructions given by instructors at Isle Of Harris Watersports. It is important to remind participants that they must take primary responsibility for their own safety and of those around them. The instructor in session will provide overall care and responsibility for the participants at all times. If there is any doubt participants should seek the advice/guidance of the instructor on session immediately.

**Equal opportunity statement**

No instructor, prospective instructor, volunteer or participant shall receive any form of discriminatory treatment on the ground of their sex, sexual orientation, marital status, disability, race, nationality or ethnic origin, or to be disadvantaged on any grounds by conditioned or requirements that cannot be shown to be justifiable. Isle of Harris Watersports recognised the Equality Act 2010.

**Child, young persons and venerable adults policy statement**

In the context of this policy, anyone under the age of 16 is considered as a child. This document also covers venerable adults, such as people with learning disabilities, or who have difficulty communicating or who rely on others to provide personal care.

**Isle of Harris Watersports policy on child protection policy statement**

* The child’s welfare is paramount.
* All children and young people whatever their age, culture, disability, gender, language, racial origin, religious beliefs, sexual identity have the right for protection from abuse
* All suspicions, allegations or inappropriate behaviours will be taken seriously and responded to swiftly and appropriately.
* The Water sports development officer is safeguarding everyone qualified and any concerns should be brought the development officers attention as a matter of urgency.

**Customer service**

**Key Aims**

Our aim is simple, to ensure that all people who come into contact with Isle of Harris Watersports have a fantastic customer experience. Returning customers and a good reputation is everything to the continued growth and success of the business. It is essential to get good quality feedback from participants to ensure the constant improvement of the services we offer. As well as end of session feedback forms, please note any verbal feedback that can be used to improve our services. The standard of teaching or the attentiveness to any participant or enquiry should be at the same level on day one of the season and the last day of the season.

**Equipment care**

Caring for company equipment ensures clients get the best possible experience form their time with us. Simple rule – treat it as if it is your own. Please try to avoid dragging or scraping boards, kayaks, wetsuits or buoyance aids. This can’t always be possible to adhere too so ask for help when required. Instructors will at all times have the relevant safety equipment while on the water to ensure maximum safety, for example, first aid kit, tow line, food, hot drinks.

**Action plan in the event of a major incident**

The following incidents that could lead to a major casualty situation. This list in not exhaustive but the intention of this plan is to introduce systems that will help to manage a range of incidents both those listed and unforeseen.

* Injury while launching kayaks or paddle boards from the slipway.
* Collision between kayaks or paddleboards.
* Where participants get close to each other using paddles that could accidently strike another participant.
* Head injuries.
* Drowning.
* Slipping on a hard surface
* Hypothermia.
* Safety boat propeller injury.
* Participant medical emergency.
* Medical condition of the instructor , trainee or volunteer.

**All incidents and near misses will be recorded in our accident report form and will be brought to the attention of the Isle of Harris Watersports Development officer immediately.**

In the event of a major incident all participants will be gathered and taken to the closest point enabling the quick exit from the water barr an instructor until all participants have exited the water. The participant with injury will be assessed, a decision made very quickly as to the best course of action. This will be either an assisted evacuation to the closest exit point from the water and first aid will be administrated depending on the level of the incident. In the event of a major incident the rescue boat will be deployed along with the relevant emergency services being called at the point of incident, while on the water the coastguard should be called. Should the incident occur on land the emergency services should also be called at the point of a major incident. While calling the emergency services the 999 call handler should be made aware of the rural location and a reminder should be given at this point that there is a coastguard helicopter on the island. This reminder could be the best course of action as there is only a very small amount of ambulances on the island therefore the coastguard helicopter could be the fastest course of action in the event of a major incident. The lead instructor if fully responsible for informing the paramedics of the situation and disposition of any casualty or casualties. The instructor will provide a list of all those involved and assist the emergency services in accounting for all those involved. The Isle of Harris Watersports Development officer will inform family in the event of a major incident, including information on the incident and what the outcome of the incident is.