



SAFETY MANAGEMENT SYSTEM (SMS)

JCA

Let the adventure begin...

Created: July 2014
Last Amended: January 2017

FOREWORD

I am immensely proud of JCA and the range of activity experiences they offer and while we recognise the value to our customers is often linked to the adventurous nature of the activities they choose to participate in, we are not and cannot be complacent when it comes to our customer and employee safety.

This document forms a crucial part of our pro-active approach to managing the risks to our customer's and employee's safety within JCA. It supports the Travelopia Health and Safety policy in a practical, workable manner, while recognising that to remove all risk from our activity programme would be to remove the very essence of their attractiveness.

The key is in identifying and managing risks well and ensuring that we are consistent in doing so. This document lays down a structure to meet these requirements which I and the Management Board fully support

This document is intended to form the basis of a framework Safety Management System outlining how customer and employee health and safety issues are addressed in the delivery of the activity programme and general safety within JCA.

It is intended as a starting point, from which JCA will then add and build further detail and content so that the manual is and continues to be, a 'live' document, specific to the JCA business which will:

- Provide a clear statement of intent/policy
- Facilitate a useful level of 'visibility' of our approach
- Provide a procedural document for those within the business (Employees/Managers) to follow, and for those outside the business to show how the business approaches health and safety, which:
 - Sets policy
 - Demonstrates how the business is organized to manage health and safety
 - Shows what standards exist with regards to health and safety and how these standards are planned and set
 - Sets out how the business will monitor itself in the delivery of health and safety
 - Sets out how the business will audit and review the policy and the achievement of the business health and safety goals
- Provide a document which we can formally periodically reviewed
- Provide a document against which we can audit and measure our progress and development



Signature:

Bryn Robinson

Date:

Managing Director
Skibound, Travelbound & JCA

CONTENTS

FOREWORD	1
1.0 INTRODUCTION	5
1.1 JCA Activity Sites	6
1.2 Applicable to Individual Property	6
1.3 Abbreviations	6
2.0 POLICY	6
2.1 JCA Health & Safety Policy Statement	6
3.0 ORGANISATION	8
3.1 Roles and Responsibilities	8
3.2 Organisational Structure	10
3.3 Training and Assessment	11
3.4 Qualifications and Recruitment	11
3.5 Communication	11
3.6 Incident Management	12
3.7 Child Protection	12
3.8 Social Media	12
4.0 PLANNING, SETTING AND STANDARDS	13
4.1 Accidents and Incidents	13
4.2 Accommodation – Guests	13
4.3 Accommodation – Employee	14
4.4 Activity Equipment	14
4.5 Activity Management and Staffing	15
4.6 Activity Suppliers	15
4.7 Asbestos	15
4.8 British Activity Providers Association (BAHA/BAPA) and other Licensing Bodies	16
4.9 Building Work including Maintenance Activities	17
4.10 Catering and Food Hygiene	17
4.11 Cleaning and Housekeeping	18
4.12 Contracts with Suppliers	18
4.13 Contractors	19
4.14 Electrical Safety	19
4.15 Fire Safety	19
4.16 First Aid Provision	20
4.17 Gas	21
4.18 Hazardous Substances (COSHH)	21
4.18.1 Asbestos	21
4.18.2 Blue/Green Algae	21
4.19 Health	22
4.19.1 Sickness	22
4.20 Health & Safety Information	22

4.21	Hot Work	22
4.22	Inspection and Monitoring	23
4.23	Insurance	23
4.24	Learning Outside the Classroom (LoTC)	24
4.25	Lifting Operations and Lifting Equipment	24
4.26	Manual Handling	24
4.27	New and Expectant Mothers	25
4.28	New Starters	25
4.29	Personal Computers	25
4.30	Personal Protective Equipment	26
4.31	Risk Assessment	26
4.32	Temporary and Casual Workers	27
4.33	Trees	27
4.34	Security (Night)	28
4.35	Swimming Pool	28
4.36	Workplace Transport	29
4.36.1	Coach Operations	29
4.37	Water Management including Legionella	29
4.38	Work Equipment	30
4.39	Working at Height	30
4.40	Workplace Safety – Buildings	31
4.41	Workplace Safety – Grounds and External Areas	31
5.0	MEASURING AND REVIEWING PERFORMANCE	32
5.1	Pro-Active Monitoring	32
5.2	Reactive Monitoring	33
5.2.1	Incidents / Accidents	33
5.2.2	Risk Console	33
5.2.3	Major Incidents	33
5.2.4	'Minor' Incidents	34
5.3	Un-solicited Customer Feedback	34
6.0	AUDITING	35
6.1	Internal	35
6.2	External	35
	APPENDIX 1 – Risk Assessment Rationale	36
	APPENDIX 2 – Risk Assessment Template A - Activities	38
	APPENDIX 3 – Risk Assessment Template B – Non-Activities	40
	APPENDIX 4 – JCA Training Matrix	42

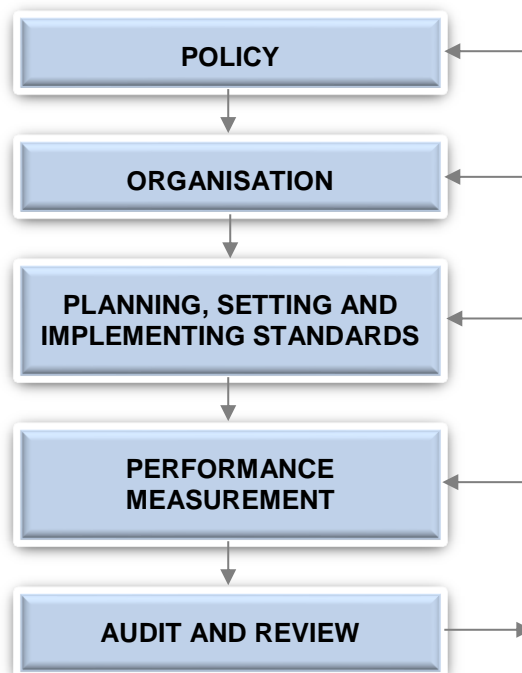
1.0 INTRODUCTION

JCA recognises that the primary purpose of policies and procedures aimed at effectively managing both customer and employee health and safety is the prevention of accidents and incidents and the protection of customers and employees from injury, harm or ill health.

However, JCA also recognises that effective management of customer and employee health and safety can bring additional benefits through contributing to business performance in a variety of important ways, including (in no particular order):

- Reducing the total cost of risk through preventing and minimising the occurrence of accidents, incidents and injuries and associated litigation, claims and compensation
- Reducing exposure to liability and the cost of litigation through facilitating the provision of evidence of pro-active health and safety management within the business
- Protection of brand value
- By ensuring a systematic approach to the identification of risks and the allocation of appropriate resources to control them
- By contributing to the development of a culture supportive of customer health and safety which is necessary to achieve adequate control over risks
- By minimising financial (and other) losses arising from avoidable unplanned events
- By recognising that accidents and incidents can result from failings in management control as well as those of individual employees

JCA recognises that successful health and safety management and achieving the above has several key elements, which are linked to both information flow and control:



Within the context of this document, 'policy' is intended to mean the 'general intentions, approach and objectives' of JCA and the criteria and principles upon which it bases its actions.

1.1 JCA Activity Sites

As of January 2017 the following are sites owned or leased by JCA:

- Condover Hall, Condover, Shrewsbury, SY5 7AU
- Croft Farm, Bredons Hardwick, Tewkesbury, GL20 7EE
- Mount Cook Activity Centre, Middleton-by-Wirksworth DE4 4LS
- Mill Rythe, 16 Havant Road, Hayling Island, PO11 0PB
- Rookesbury Park Wickham, Fareham, Hampshire, PO17 6HT

1.2 Applicable to Individual Property

In Section 4, where a particular procedure is applicable to one of the above properties a tick will be placed in the coloured box.

All	✓	Mount Cook	Condover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	---------------	------------	------------	-----------------

1.3 Abbreviations

AALS - Adventure Activities Licensing Service

BAPA - British Activity Providers Association

LoTC - Learning Outside the Classroom

2.0 POLICY

JCA is part of Travelopia and recognises that the health and safety set at PLC level has a direct bearing on the conduct of our business. The JCA policy statement recognises our own particular business circumstances, but is intended to reflect the sentiments of those issued by Travelopia.



JCA

Health & Safety Policy Statement

The Management team of JCA is committed to its legal and moral obligations to provide and maintain arrangements to ensure, as far as is reasonably practicable, the health and safety of all its customers, employees and others who may be affected by the operations and activities of JCA.

It is the aim of JCA is to:

- Effectively control risks and prevent harm to people
- Set a clear direction for the business to follow by its policy, supported by the most senior level within the business
- Ensure a planned and systematic approach to the management of health and safety
- Interpret and establish best health and safety practice
- Protect the assets, earnings and reputation of JCA
- Promote a positive health and safety culture

In order to achieve the above aims, JCA will ensure:

- Work, activity and site related risks faced by customers and employees are adequately assessed
- Effective arrangements are in place for planning, organising, controlling, monitoring and reviewing preventative and protective measures
- That competent persons are available to help in undertaking the measures needed to fulfil legal and other health and safety obligations
- That customers and employees are provided with information on the risks they may face and the preventative and protective measures that are there to control these risks

Signature:

Date: 24/1/17

A handwritten signature in black ink, appearing to read 'Brian Ruff', is written over the printed name of the Managing Director.

Managing Director

Skibound, Travel bound & JCA



3.0 ORGANISATION

JCA recognises that many roles within the business and within the PLC of which we are part, contribute to the delivery of a 'safe' product to and for our customers.

In order to secure the cooperation of all employees in effectively managing safety and to ensure each employee is aware of his or her specific role and responsibilities for safety management, demonstrating where their role 'fits' into delivering the 'JCA Experience' is essential.

The ability to deliver the 'JCA Experience' to the customer contains both customer and employee health and safety related elements and determining what these are and who is responsible for them is fundamental in getting the health and safety 'right'.

Product and Customer Experience	Department the 'JCA Experience' Touches	Examples of where the 'JCA Experience' Touches Safety
Activities	Operations	Identifying risks to staff and customers associated with both existing and new activities. Having appropriate control measures in place.
Buying the Product	Sales/Marketing	Information provided to customers: Health & Safety/Risk Assessment, affiliation to external bodies e.g. BAPA, AALA Contained on website, in brochures as well as verbal communications.
Running the activities	Operations	Safe Operating Procedures, Risk Assessments, Training
Accommodation	Housekeeping/Maintenance	Setting-up, cleaning, maintaining and servicing both accommodation and safety systems contained within the accommodation
Food and Beverages	Catering	Provision of safe food and beverages. HACCP system
Retail Opportunities	Retail	Safe environment for the selling of items and providing and managing a bar environment
Use of various buildings	Housekeeping/maintenance	Maintenance and servicing of properties including safety systems

For each of the elements described above, there are numerous roles, with varied responsibilities, that feed into safety management. Individuals or teams within JCA will be responsible for timely and accurate delivery of all component parts and senior managers within JCA will similarly be accountable for the same, including 'sign off' of any health and safety related aspects.

3.1 Roles and Responsibilities

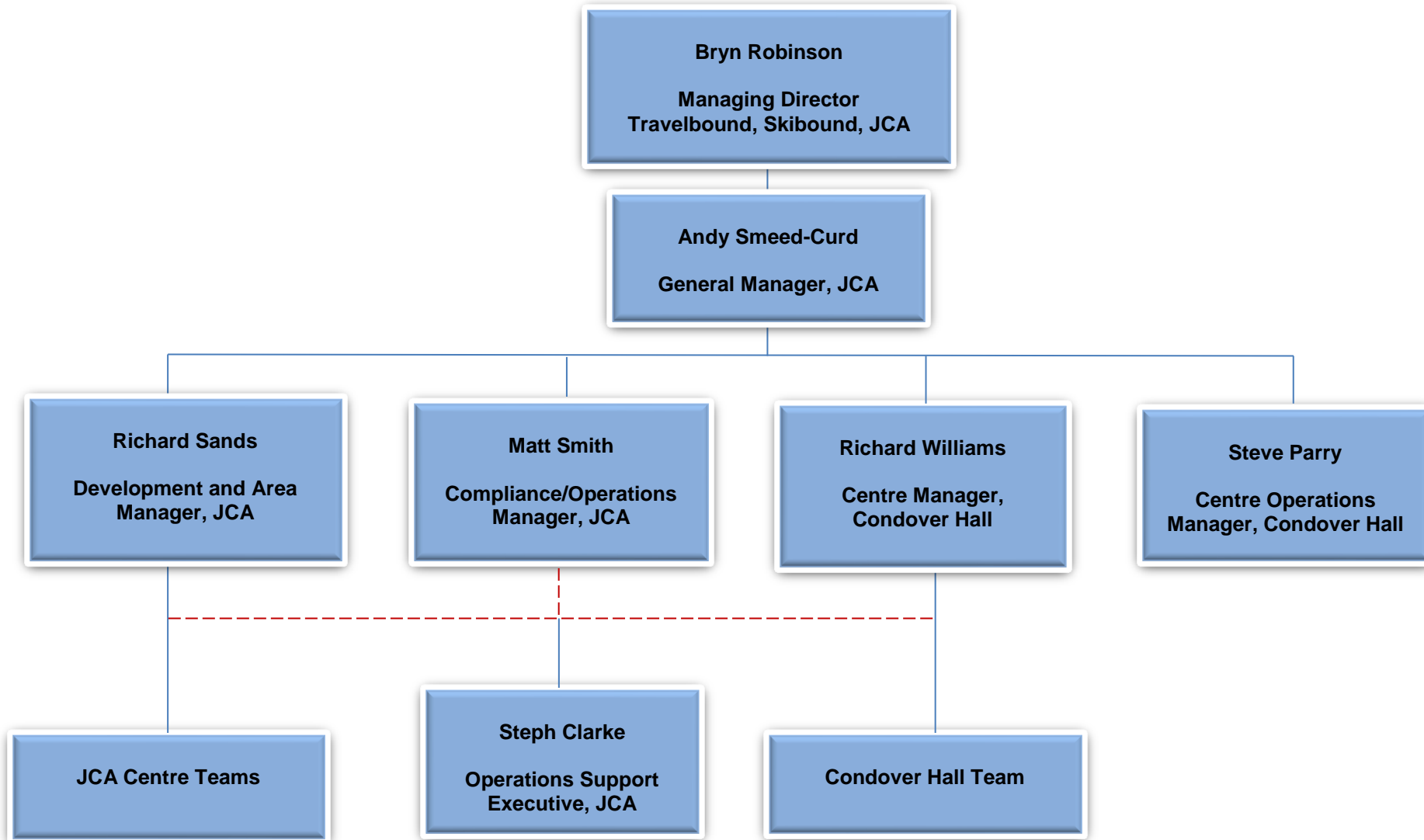
JCA recognises that many roles within the business and within the PLC of which we are part, contribute to the delivery of a 'safe' product to and for our customers.

A brief description of the safety related responsibilities for the JCA Central Operational roles is provided in the table below.

Role	Brief Overview of Responsibilities
Managing Director	Ensuring the business is aware of responsibilities, setting tone, direction and culture, oversees compliance. Facilitates audits and reviews. Authorises and signs off 'high risk' elements. Oversees work of quality and safety related personnel / teams.
Head of Finance	Authorises release of funds required. Oversees expenditure on health and safety related matters.
Finance Manager & Team	P&L And Capex expenditure on health and safety related matters.
Head of Sales	Ensures the Sales teams are aware of the health and safety policy and procedures and the sale of bookings and the development of the business is in accordance with these policies and procedures.
Sales Manager(s) and Sales Team	Responsible for the day to day delivery of the Safety Management System in relation to the product.
Marketing Manager and Team	Ensures accurate health and safety brochure content, marketing material and web content.
Commercial Manager and Team	Responsible for the delivery of reporting information to the business, and where necessary providing specific 'Travelink' reports for health and safety related work.
Operations Manager and Team	Manages the health and safety related work of the UK team and Holiday Village Menorca. Overall responsibility for supplier and contractor selection for 3 rd Party centres and monitoring, and completion of checklists in accordance with procedures. Ensuring Compliance with all health and safety policy and procedure and meeting needs of gatekeepers, activity governing bodies and government agencies. Responsible for activity risk assessments and activity standards and procedures.
General Manager	Ensuring the business is aware of responsibilities and ensures compliance. Delivers the on the ground operation at the 3 rd party centres and Condover Hall. Responsible for the daily safety management of group(s). Assesses health and safety standards and compliance for Condover Hall, 3rd party centres and suppliers. Ensures compliance with Child Protection Policy. Reports and feedback health and safety issues to MD.
UK Centres Team	Responsible for implementing the daily safety management of groups. Assesses health and safety standards at the 3rd party centres/Condover Hall and of suppliers. Ensures compliance with Child Protection Policy. Reports and feedback health and safety issues. Responsible for implementing safety standards relevant to each department such as: delivering activities, COSHH , manual handling, HACCAP etc.

3.2 Organisational Structure

Reporting lines and organisational structure of the above roles within JCA are shown in below):



3.3 Training and Assessment

JCA will ensure that all employees receive training appropriate to their role, so that individuals are both aware of and competent in, the various health and safety responsibilities that may be part of their role.

Training may be 'on the job' and supervised by line management or more formally delivered with regards to specific roles or tasks. Where appropriate, JCA will 'buy in' training resources from outside the company.

JCA will also make use of training resources available from Travelopia Health and Safety Department, as well as others within the Group.

Each employee has an individual training record which will be reviewed to ensure that managers carry out appropriate training, monitoring and one-to-one development.

Each employee will receive on-going assessment during their time with JCA.

Details of training needs are contained within the JCA Training Matrix.

SUPPORTING DOCUMENTATION

- JCA Training Matrix See Appendix 5

3.4 Qualifications and Recruitment

It is essential that our staff have qualifications that are appropriate to the tasks that they are undertaking, so they can be carried out in a safe manner.

Basic health and safety induction training is provided to all members of staff when they first begin working for JCA.

Additional training is provided as required, for example emergency first aid for instructors, food hygiene for catering staff, ladder safety for maintenance staff etc.

Instructors are trained both in-house and where appropriate by external organisations.

Where specialist qualifications are required for the activities being undertaken employees will be recruited with the qualifications or training will be provided to existing employees.

3.5 Communication

The JCA management team, including the Managing Director and General Manager, are individually and collectively responsible for co-ordinating and monitoring health and safety policy implementation and for the communication of such and will actively seek to ensure the implementation of health and safety related policy through the promotion of a pro-active health and safety culture.

The JCA Board meetings and other Senior Management meetings will have health and safety included as a regular agenda item.

All JCA employees will be encouraged to raise any concerns, queries or suggestions relating to health and safety and the Director and Senior Managers will actively seek to promote a positive 'blame free' environment in which these queries, concerns or suggestions can be brought up.

Information is cascaded down via regular meetings. Weekly management meetings are attended by all departmental managers and administrators; all instructors attend daily meetings and other employees attend departmental meetings as required.

3.6 Incident Management

JCA maintains a comprehensive Incident Management Plan (IMP) separate to their health and safety procedures document, in which all related accident, incident, emergency handling protocols, policies and procedures are detailed, including protocols for the appropriate management of communications relating to any incident, both internally and externally to the business.

SUPPORTING DOCUMENTATION

- JCA Incident Management Plan

3.7 Child Protection

JCA believes that it is always unacceptable for a child to experience abuse of any kind and recognises its responsibility to safeguard the welfare of children and staff, by a commitment to a practice that protects them.

We are committed to:

- Protecting the welfare of each child.
- Providing a safe environment for children to participate in all activities.
- Annually reviewing our policy and practice.
- Training all staff in good Working with Children practice as outlined in our Working with Children company guidelines.

We will ensure:

- Any suspicions and allegations of inappropriate behaviour will be taken seriously and responded to swiftly and appropriately.
- We employ appropriately checked staff and ensure they are trained to the highest standard.
- As defined in the Children Act 2004, anyone under the age of 18 years should be considered as a child.

SUPPORTING DOCUMENTATION

- JCA Child Protection Policy
- JCA Working with Children Guidelines

3.8 Social Media

The internet is a widely available resource and children of all ages have varying degrees of access. Employees should not exchange email addresses or engage in chat room discussions with children. Social networking sites like Snapchat, Instagram and Facebook etc. are becoming more and more popular. Employees are strongly encouraged to ignore or reject any friend request from a child who has travelled with us

SUPPORTING DOCUMENTATION

- Travelopia Group Social Media Policy

4.0 PLANNING, SETTING AND STANDARDS

JCA recognises that in order to have an effective health and safety management system we need to have in place a planned and systematic approach to implementing the health and safety policy and procedures

A number of core elements make up this safety management system, including policies relating to risk assessment, the activity programme, maintenance procedures, pro-active checking and monitoring, etc. Further details of the JCA approach to each of these are outlined on the following pages, with additional supporting documentation held separately where appropriate.

4.1 Accidents and Incidents

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

All accidents and incidents occurring on a JCA site must be reported to the Centre Manager or a senior member of staff. This includes accidents or incidents that happen to employees, guests, members of the public, contractors etc.

The accident or incident will be reported using the Accident/Incident Report Form. The Accident/Incident Report Form forms the JCA equivalent to an accident book or log.

Where the accident or incident meets the set criteria, detailed in the Accident and Incident Procedure, it will be loaded on to Risk Console, the Travelopia Group Incident Management System.

Where the accident or incident occurs in the United Kingdom and meets the set criteria detailed in the Accident and Incident Procedure, it will be reported to the local Enforcing Authority under the Reporting of Injuries, Disease and Dangerous Occurrences (RIDDOR) Regulations.

All serious accidents, incidents and near-misses will be investigated so that lessons can be learnt and recurrences avoided.

SUPPORTING DOCUMENTATION

- JCA - Accident and Incident Procedure
- JCA - Accident/Incident Report Form
- JCA - Weekly Accident Analysis Table
- Travelopia - Incident Levels

4.2 Accommodation – Guests

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

The type of accommodation offered by JCA varies depending on the location, but will be a mixture of dormitory style rooms and twin or single bedded rooms, some with en-suite others with shared facilities.

There will be a readily available means of escape; exit doors will not be locked and route(s) to safety will be kept free from obstructions.

There will be an effective means of raising the alarm to indicate to guests that they should evacuate the accommodation.

Wash basins, toilets, showers or bath facilities will be provided in accordance with the BAPA Code of Practice.

Where bunk beds are used, they will comply with BS EN 747-1: 2007: Furniture - Bunk Beds and High Beds for Domestic Use.

Provision is made for the storage of items of clothing, bags and outdoor clothing/footwear etc.

Upstairs windows will be fitted with safety catches to prevent the windows being opened wide enough for a person to fall.

Checks will be carried out to ensure that the accommodation is maintained to an appropriate standard prior to the arrival of any guests.

SUPPORTING DOCUMENTATION

- BAPA Code of Practice
- Site Specific Accommodation Risk Assessment

4.3 Accommodation – Employee

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

Accommodation provided for employees will be of a similar health and safety standard to that which is provided for our guests.

The Code of Conduct sets out appropriate behaviour for communal living, including items to ensure employee safety e.g. no candles or naked flames to be used in accommodation.

Employee accommodation is checked on a regular basis by the Housekeeping Manager or another Senior Manager. Failure to comply with the Code of Conduct is a disciplinary offence.

SUPPORTING DOCUMENTATION

- JCA Employee Code of Conduct
- Site Specific Accommodation Risk Assessment

4.4 Activity Equipment

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

All equipment provided by JCA for the activities that are undertaken at our sites will be to the appropriate standard; safe and fit for purpose. The equipment will be maintained and stored in accordance with the manufacturer’s guidelines.

Any potentially hazardous items including archery and fencing equipment will be kept in a secured storage area when not being used on a session under the guidance of a suitably qualified Instructor.

A bi-weekly check of all activity equipment is carried out by a senior Instructor to ensure that all equipment is in good repair. All of the safety checks carried out on Water sports and offground equipment are logged and recorded on Papertrail. Equipment Damage and Repair logs are maintained at each centre.

Visual checks are also undertaken on equipment before each session.

Instructors ensure that there is sufficient equipment available for the activity to be undertaken safely and that suitable sizes are available.

Suitable precautions will be taken to reduce the risk of unauthorised use of any of the facilities e.g. High Ropes, Abseil Tower etc. when not in use for a scheduled activity.

SUPPORTING DOCUMENTATION

- BAPA Code of Practice
- JCA Equipment Checking Logs
- JCA Activity Standards and Operating Procedures
- JCA Activity Risk Assessments

4.5 Activity Management and Staffing

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

JCA have written Operating Procedures for each activity programme that is offered to guests. These procedures provide guidance and set standards by which activities will be run.

The Operating Procedures have been prepared, taking guidance from national bodies appropriate to each activity. They reflect the different sites at which they are operated and also the level at which the activity is undertaken.

The Operating Procedures define the competencies, qualifications and/or experience that is required of our employees prior to them running the activity. See 3.3 Assessment and Training for further details

Each Operating Procedure will detail the number of staff required to run the activity safely.

SUPPORTING DOCUMENTATION

- BAPA Code of Practice
- JCA Activity Standards and Operating Procedures
- JCA Activity Risk Assessments

4.6 Activity Suppliers

All		Mount Cook	✓	Condover Hall		Croft Farm	✓	Mill Rythe		Rookesbury Park
-----	--	------------	---	---------------	--	------------	---	------------	--	-----------------

Where JCA contract with suppliers to provide activities, the supplier is first checked to ensure that the service is suitable and is run in a safe manner and that procedures are followed as required by any relevant governing body. JCA also check that the staff running the activity for the supplier are competent and that it complies with the requirements of BAPA and AALA

SUPPORTING DOCUMENTATION

- JCA Third Party Contract with Supplier

4.7 Asbestos

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

Asbestos was used extensively as a building material in the United Kingdom from the 1950s through to the late-1980s. Asbestos materials in good condition are safe unless the asbestos fibres become airborne, which happens when materials are damaged, usually by building works. Asbestos has been banned from use in the United Kingdom since 1999.

JCA requires, where applicable, that any property used has a current Asbestos Survey in place that identifies the location, type and condition of any asbestos present on site. If the property is within the United Kingdom and has been built subsequent to the ban then this will suffice, i.e. post 2000.

Where asbestos is present JCA requires there to be an Asbestos Register and Asbestos Management Plan in place that provides details on how the asbestos is going to be managed.

Where JCA is responsible for the management of a property they will implement the Asbestos Management Plan.

Where JCA lease the property they will ensure that, where appropriate, an asbestos survey has been carried out and the supplier has an asbestos management plan in place.

Appropriate employees will be specifically trained in asbestos awareness, so that it can be managed in a safe manner.

SUPPORTING DOCUMENTATION

- JCA Third Party Supplier - Compliance and Due-Diligence Checklist
- Site Specific Asbestos Register
- Site Specific Asbestos Management Plan

4.8 British Activity Providers Association (BAHA/BAPA) and other Licensing Bodies

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

The British Activity Providers Association (BAPA) is a trade association for the providers of activity holidays within the United Kingdom. Previously it was called the British Activity Holiday Association (BAHA)

BAPA have a code of practice that sets standards for the following:

- Accommodation
- Activity Equipment
- Activity Guidelines
- Customer Care
- Environmental Responsibility
- Fire Precautions
- First Aid
- Health and Safety
- Insurance
- Learning Support
- Recruitment, Staffing and Management
- Staff Induction / Training / Assessment
- Transport

JCA are a member of BAPA and have signed up to the Code of Practice. BAPA carry out regular inspections to ensure members are complying with their code of practice.

The standards that JCA set, meet the requirements of BAPA.

SUPPORTING DOCUMENTATION

▪ BAPA Code of Practice

4.9 Building Work including Maintenance Activities

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

Where JCA has the responsibility for the maintenance of the properties from which they operate any maintenance work will be carried out in a safe manner, so as not to endanger any guests or employees.

Any work will be undertaken by an in-house Maintenance Team or competent local contractors. Where specialist work is require, or the project is particularly large external contractors are brought in. (See 4.13 Contractors)

Larger projects or projects that may potentially impact on guests will be undertaken during the less busy periods, i.e. during the winter months where possible.

Where possible the area in which the work is being undertaken will be secured so that the likelihood of injury to a guest is minimal. The Maintenance Team are aware of the need to protect the health and safety of themselves, their colleagues and others on the site.

The use of harmful substances during maintenance work is kept to a minimum and they will be securely stored when not is use See 4.18 Harmful Substances.

Maintenance stores and rooms will be secured when not in use.

Where JCA does not have the responsibility for maintenance of the property they will alert the Supplier of any issues they notice. A senior member of JCA staff will discuss any maintenance work with the Supplier prior to work commencing to ensure that guests and employees are kept away from the work area.

SUPPORTING DOCUMENTATION

- JCA Contractors Permission To Work
- JCA Ladder Use Procedure
- JCA Ladder Guidance
- JCA Ladder Register/Inspection Checklist
- Site Specific Risk Assessment for Maintenance Activities
- Site Specific Risk Assessment for Working at height

4.10 Catering and Food Hygiene

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

All catering contractors providing food to JCA guests and employees must operate a Hazard Analysis Critical Control Point (HACCP) system.

The catering contractor will have a written Food Safety Management System in place, based on HACCP, together with appropriate risk assessments.

As a minimum all catering employees will have attended a basic food hygiene training course.

The Food Standards Agency, in partnership with local authorities, is rolling out the national Food Hygiene Rating Scheme in England. JCA expects all catering providers to achieve a Very Good (5) rating under this scheme.

Any cases of illness associated with the catering provision will be logged on Risk Console, so that they can be investigated and lessons learnt.

Where JCA manage the catering operation they or their catering partner will adhere to the above standards.

SUPPORTING DOCUMENTATION

- Third Party Supplier Food Hygiene Rating Certificate
- Site Specific Third Party Catering Suppliers Food Safety Management System (HACCP)
- Site Specific Third Party Catering Suppliers Risk Assessments

4.11 Cleaning and Housekeeping

All	✓	Mount Cook	Condoover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	----------------	------------	------------	-----------------

Sleeping accommodation and the other rooms and areas that are used for JCA guests and employees should be kept in a clean and tidy condition.

Floors and indoor traffic routes should be kept clean and free of items that are likely to cause people to slip, trip or fall. Waste is to be removed on a regular basis, to prevent build-up of large quantities that may become either a health or fire hazard.

If spillages occur they should be cleaned or cleared-up promptly, thus reducing the likelihood of a slip occurring.

Cleaning products should be clearly marked and stored in spill-proof containers. These products should not be left unattended while cleaning is taken place. When not in use they should be returned to a secure area.

Any products classified as hazardous which are used should be used in a way that complies with the Control of Substances Hazardous to Health Regulations **See** 4.X hazardous Substances

All cleaning and housekeeping employees should be trained in how to undertake their duties in a safe manner.

SUPPORTING DOCUMENTATION

- Site Specific Housekeeping Standard Operating Procedures
- Site Specific Room Standards Checklist
- Site Specific Job Sheet
- Site Specific Hazardous Substance Register

4.12 Contracts with Suppliers

All	✓	Mount Cook	Condoover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	----------------	------------	------------	-----------------

JCA recognises that the third party suppliers we choose to work with form a key part of our safety management system. As such, we will endeavour to ensure signed contracts are in place with each of them in accordance with the requirements set out by the Travelopia Legal Advisers.

SUPPORTING DOCUMENTATION

- JCA Third Party Contract with Supplier

4.13 Contractors

All	Mount Cook	Condover Hall	✓	Croft Farm	Mill Rythe	Rookesbury Park
-----	------------	---------------	---	------------	------------	-----------------

When employing contractors for any task, consideration is given to ensuring that they have sufficient skills and knowledge to undertake the job safely and without risk to health and safety.

As a basic requirement JCA will ask Contractors to provide:

- Copies of appropriate risk assessments and method statements for the tasks that are going to be carried out.
- Details of insurance cover in respect of damage to company's property and goods and injury to any company's employees or guests caused by the contractor's negligence.
- Be able to demonstrate a knowledge and understanding of the type of work involved.

Where appropriate JCA will alert contractors to the known hazards associated with the property and in return JCA expect contractors to highlight any hazards associated with the work they are undertaking, so that together we can manage the risk.

SUPPORTING DOCUMENTATION

- JCA Information to Visiting Contractors
- JCA Contractor Permission to Work Document

4.14 Electrical Safety

All	Mount Cook	Condover Hall	✓	Croft Farm	Mill Rythe	Rookesbury Park
-----	------------	---------------	---	------------	------------	-----------------

Only competent contractors are to be used to work on electrical systems and equipment.

The fixed electrical installations should be inspected and tested (not less than every 5 years) and portable electrical equipment is to be tested on a regular basis. The frequency of testing will be decided in consultation with the supplier of property, JCA and the contractor carrying out the testing.

Any faulty electrical equipment should be reported to the Centre Manager or other senior manager. The piece of equipment should be removed from use so that no one is injured.

Records should be kept of all inspections and tests that are undertaken, including any certificates issued by the electrical contractor.

SUPPORTING DOCUMENTATION

- JCA Electrical Safety Procedure
- Site Specific PAT Testing Documentation
- Site Specific Electrical Test Certification

4.15 Fire Safety

All	✓	Mount Cook	Condover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	---------------	------------	------------	-----------------

All practicable steps are to be taken to prevent or reduce the likelihood of a fire occurring within a JCA property. It is the duty of every employee to be diligent in preventing a fire occurring and ensure that they do not obstruct escape routes or exits.

The provision and maintenance of fire protection systems is the responsibility of the Responsible Person. Where JCA are responsible for the maintenance and upkeep of the property this is likely to be the Centre Manager; where the property is supplied by a third party this will be a member of their team.

Fire Protection Systems include:

- Fire Alarm and Sounders
- Fire Detection
- Fire Doors
- Fire Extinguishers & Suppression Systems
- Emergency Lighting
- Signage

All checks, tests and maintenance work will be recorded.

A current fire risk assessment must be in place and be reviewed on an annual basis, unless there is reason to think that it is no longer valid and the assessment will be reviewed immediately.

Managers are responsible for ensuring that all their employees know what to do in a fire emergency. Procedures to be followed in the event of a fire are given in the Fire Evacuation Plan. All employees are trained in the content of the plan, together with the actions that are required of them.

All guests will be provided with information on the fire evacuation procedure when they arrive at the property.

SUPPORTING DOCUMENTATION

- JCA Fire Procedure Guidelines
- Site Specific Fire Risk Assessment
- Site Specific Contractor Maintenance Reports
- Site Specific Fire Drill Log Sheets
- Site Specific In-House Fire Checklists

4.16 First Aid Provision

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

Our aim is to ensure that should someone fall ill or be injured at work first-aid assistance can be provided. We also provide basic first-aid to our customers e.g. cut fingers, removing splinters etc.

A “First-Aid Assessment of Need” has been undertaken to allow JCA to assess the number of trained first aiders that are required, the level of training and any first aid equipment that should be available.

All instructors are trained in Emergency First Aid at Work and carry a basic first-aid kit. A number of Senior Managers have undertaken the full First-Aid at Work training course.

SUPPORTING DOCUMENTATION

- JCA First Aid at Work Procedure
- JCA First Aid Assessment of Need Template
- Site Specific First Aid Assessment of Need

4.17 Gas

All	✓	Mount Cook	Condover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	---------------	------------	------------	-----------------

Any work carried out on gas appliances is carried out by persons who are on the Gas Safe Register. All gas equipment is maintained and tested on a regular basis.

In a gas emergency maintenance and senior staff are aware of the various gas shut-off points located around the site. Catering staff know how to shut off the kitchen gas supply. The list of shut-off points is also maintained.

The procedure for if a gas leak is suspected is to turn off the supply and immediately call the National Gas Emergency Service on 0800 111 999.

Where third party suppliers provide accommodation if individual instantaneous open flued gas appliance are sited within sleeping accommodation, it is JCA's policy not place groups into this accommodation.

4.18 Hazardous Substances (COSHH)

All	✓	Mount Cook	Condover Hall	Croft Farm	Mill Rythe	Rookesbury Park
-----	---	------------	---------------	------------	------------	-----------------

All reasonable steps are taken to ensure that employees and others are not exposed to substances that are hazardous to their health. Where this is not possible exposure will be controlled within statutory guidance.

All substances that are hazardous to health are added to the Hazardous Substance Register, so they can be assessed and where necessary control measures put in place. Material Safety Data Sheets are obtained from the supplier for all hazardous substance(s).

Where it is practical less harmful substances are used.

Personal protective equipment is provided to employees where the hazard cannot be controlled by other means.

All harmful substances are labelled and are stored within locked areas when not in use. Harmful substances are not left unattended when being used around the site.

4.18.1 Asbestos

See 4.7 Asbestos

4.18.2 Blue/Green Algae

Where local inland water is used for water sports and activities checks will be made to see if there have been instances of blue-green algae. Some blue-green algae blooms (cyanobacteria) can be toxic, and while the risk to health is thought to be low, if it is present it will be managed.

If the blue/green algae are present JCA will liaise with the owner to ensure the water is tested at various intervals and depending on the results the activities will be curtailed or adapted to reduce the risk of exposure to the water.

SUPPORTING DOCUMENTATION

- JCA - Harmful Substance Procedure
- JCA - Harmful Substance Register
- JCA - Harmful Substance Risk Assessment Template
- Site Specific Risk Assessments

4.19 Health

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

JCA endeavour to ensure that their employees and guests remain healthy. The nature of the activities and locations means that there is an increased risk of certain ailments and conditions.

In particular these include Weils Disease (Leptospirosis); Lyme disease, Sunburn/Sunstroke, Hypothermia, Hyperthermia etc.

All employees should be made aware of the precautions to be taken for themselves and those in their charge, as well as the symptoms, so early intervention is possible. *[To be formerly trained in from 2015]*

4.19.1 Sickness

Should an outbreak of sickness (diarrhoea and vomiting) occur the Prevention of Spread of Infection (POSI) Procedure will be followed

SUPPORTING DOCUMENTATION

- JCA Health Advice when Working Outdoors
- Travelopia Prevention of Spread of Infection (POSI) Procedures

4.20 Health & Safety Information

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

There is certain health and safety information that needs to be display about the workplace; some for legal reasons to comply with national legislation and some because it is good practice and the information may be needed in a hurry.

The following information is displayed or is readily available:

- A copy of both the Group Health & Safety Policy Statement and that of JCA (Display)
- A copy of the current Employers Liability Insurance Certificate (Display)
- Health & Safety Law "What you should know poster" (Display)
- Details of Key First-Aiders or the procedure to be followed to get medical assistance
- Details of the location of the Accident /Incident Report Forms
- Details of the Fire Emergency Plan (Evacuation Procedures) and Fire Wardens

4.21 Hot Work

All		Mount Cook		Condover Hall	✓	Croft Farm		Mill Rythe		Rookesbury Park
-----	--	------------	--	---------------	---	------------	--	------------	--	-----------------

Where JCA is responsible for the maintenance of the property and hot work needs to take place, a hot work permit process will be used. The Authorised Person will be the Centre Manager or their nominated person.

Where the contractor operates their own Hot Work Permit System and this is acceptable to the Centre Manager this will be used. Where the contractor does not have a system in place they will use the JCA Hot Work Permit Procedure.

Use of the hot work permit will form part of the Contractors Permission to Work process.

Where the maintenance of the property is the responsibility of a third party supplier JCA will expect them to use a hot work permit system where appropriate.

SUPPORTING DOCUMENTATION

- JCA Hot Work Permit Procedure
- JCA Hot Work Permit Template

4.22 Inspection and Monitoring

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

Ensuring that our business operates in a safe manner relies on checks, inspections and monitoring taking place. Throughout this document numerous checklists, procedures, policies and logs have been referred to, as a means of JCA ensuring that procedures are followed and that the product which is delivered to the customer is safe.

A key part of our inspection regime is ensuring that any suppliers we use are providing a safe service to us.

See Also Section 5 - Measuring and Reviewing Performance

SUPPORTING DOCUMENTATION

- JCA Third Party Supplier - Compliance and Due-Diligence Checklist
- JCA Workplace Health & Safety Risk Assessment and Checklist Template
- Site Specific Checklists

4.23 Insurance

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

JCA is covered under the Travelopia insurance policies. Employees are covered by Employer's Liability Insurance

JCA will ensure that guests are made fully aware of the importance of personal insurance cover and will ensure that guests are encouraged to ensure the cover they hold is appropriate to the trip and activities they may be undertaking.

SUPPORTING DOCUMENTATION

- Travelopia, Employers' Liability Insurance Policy
- Travelopia, Public Liability Insurance Policy

4.24 Learning Outside the Classroom (LoTC)

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

JCA has achieved the requirements of the Learning Outside the Classroom Quality Badge. The quality indicators that relate to safety include:

- Establishing and maintaining a written health and safety policy document.
- Facilitating and promoting a positive health and safety culture throughout our own, our clients and our supplier's organisations worldwide.
- Planning and setting standards which meet the needs of our clients and are measurable, achievable and realistic.
- Measuring and reviewing performance of our compliance with the terms of this standard and our own system including a formal annual verification by a suitably qualified external expert.

Further information can be obtained via the Learning Outside the Classroom Quality Badge Website. www.lotcqualitybadge.org.uk

SUPPORTING DOCUMENTATION

- LOTC certification
- BAPA Code of Practice

4.25 Lifting Operations and Lifting Equipment

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

Where a property used by JCA has any lifting equipment, e.g. passenger lifts, goods lifts, stair lifts etc. procedures will be followed to ensure that national legislation is complied with.

A contract will be in place for regular servicing and maintenance of the lifting equipment; as well as notification to the insurance company so that their inspections can take place.

SUPPORTING DOCUMENTATION

- JCA Lifting Operations and Lifting Equipment Procedure

4.26 Manual Handling

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

JCA provide basic training on lifting and carrying to all employees when they join the company, and as a minimum is delivered in the staff members 'generic induction'. Mechanical aids, such as trolleys are provided where necessary. Where possible, items that need lifting e.g. equipment for the activity are broken down into smaller, more manageable loads. If this is not possible then two people are required to lift items.

Manual handling risks are included in the activity specific risk assessments.

SUPPORTING DOCUMENTATION

- JCA Induction Training Presentation

4.27 New and Expectant Mothers

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

The health and safety implications of being a new or expectant mother are addressed by discussion between the new or expectant mother and their manager, assisted by the risk assessment process.

A risk assessment will be undertaken when the member of staff informs JCA of the pregnancy. The assessment will be reviewed during the pregnancy and when/should the member of staff return to work

Where possible alternative activities will be found for the member of staff should their current role not be appropriate for a new or expectant mother.

SUPPORTING DOCUMENTATION

- JCA New and Expectant Mothers Procedure
- JCA New and Expectant Mothers Risk Assessment and Checklist Template

4.28 New Starters

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

All new employees will be provided with induction training, which will include basic health and safety training. All training that is received will be logged on the individuals Training Record.

Additional training will be provided as required by the role the individual is undertaking. See JCA Training Matrix (Appendix 5)

See Also 3.3 Training and Assessment

SUPPORTING DOCUMENTATION

- JCA Staff Training Files
- JCA Training Schedule- Annually Revised

4.29 Personal Computers

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

It is acknowledged that there are health issues associated with the use of computers when used incorrectly. Therefore where an employee uses a computer for their work, an individual assessment of their work station should be undertaken.

In providing appropriate workstations i.e. desks, chairs, etc. we aim to prevent hazards arising in the first instance.

Where employees use a computer for their work, eye tests and contribution towards glasses* are provided

*where recommended by the person carrying out the eye test.

SUPPORTING DOCUMENTATION

- JCA Personal Computer Procedure
- JCA Personal Computer Checklist
- JCA Personal Computer Guidance Notes

4.30 Personal Protective Equipment

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

Personal Protective Equipment associated with the activities offered to guests is dealt with under **4.4 Activity Equipment**

PPE should only be used as a last resort when other means of protection have been rule out.

Disposable PPE e.g. nuisance face masks, gloves are readily available and should be worn by employees carrying out task that have been identified as requiring it.

The issue of individual PPE will be recorded, so that any training that is required can be provided, together with procedures around maintenance and replacement.

SUPPORTING DOCUMENTATION

- JCA Personal Protective Equipment Procedure
- JCA Personal Protective Equipment Register

4.31 Risk Assessment

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

It is JCA's policy that where there is a significant risk associated with an activity or task it will be subject to a formal risk assessment. Furthermore, any activities or tasks deemed to be high risk or deemed to contain a high risk element require sign off by the General Manager.

In order that consistency is ensured between the various employees who will be completing risk assessments, and so that senior managers can have 'visibility' at any time of the risk profile of activities and tasks undertaken across the site, JCA has adopted and follows the following risk assessment principles:

1. The risk assessment rationale (**See** Appendix 1) will be used by all employees completing risk assessments.
2. A pro-forma risk assessment template will be used by all employees completing risk assessments.
 - Template A will be used for Activity Risk Assessments.
 - Template B will be used for Non-Activity Risk Assessment
3. Template A has no scoring associated with it. Template B will reflect the scoring rationale (**See** Appendix 1) agreed by the General Manager

4. Each risk assessor will be required to identify hazards and then detail the control measures in place and the resulting risk level to determine actual risk level associated with each hazard at a point in time.
5. Activities or tasks that result in a cumulative risk assessment score such that they are deemed to be 'high risk' will require General Manager sign off before activity or task can be undertaken.
6. Risk assessments will be reviewed at least annually or at any time when the risk level for any individual element is significantly raised.

SUPPORTING DOCUMENTATION

- JCA Risk Assessment Procedure
- JCA Risk Assessment Template A (Activity Related)
- JCA Risk Assessment Template B (Non-Activity Related)

4.32 Temporary and Casual Workers

All	Mount Cook	Condover Hall	✓	Croft Farm	Mill Rythe	Rookesbury Park
-----	------------	---------------	---	------------	------------	-----------------

Where temporary and/or casual workers are employed it will be the responsibility of their Manager/Supervisor to ensure that they are competent to undertake the job that they have been contracted to do.

All temporary or casual staff will be provided with information and training to enable them to work safely and will have adequate supervision. All temporary or casual workers need to know what action to take in the event of an emergency.

All training should be recorded.

SUPPORTING DOCUMENTATION

- JCA Training Record for Temporary and Casual Workers

4.33 Trees

All	Mount Cook	Condover Hall	✓	Croft Farm	Mill Rythe	Rookesbury Park
-----	------------	---------------	---	------------	------------	-----------------

Trees are an important part of the environment and should be retained where possible. While the likelihood of being struck by a falling tree or part of the tree is extremely low, it is a known risk and therefore needs to be managed. Where a tree's condition is poor and it is likely to fail, whether that is part of the tree i.e. a branch or the whole tree, it becomes a hazard.

JCA acknowledges its responsibility, to all its guests and other people who visit the properties, as well as to those who may be affected by our actions, to ensure so far as is reasonably practicable their health and safety.

Where trees are close to the areas where our guests are accommodated or carry out activities, i.e. they are within the 'target zone', then a survey/risk assessment will be carried out by a specialist arboriculturist contractor to ascertain their condition and action taken as a result of any findings.

The information gained from this assessment will be maintained and updated on a regular basis forming part of the Tree Risk Assessment.

Where the need for remedial work is identified, this work will be undertaken in a timely fashion, by competent persons.

An appropriate schedule for re inspection by competent persons has been set up and should be followed.

SUPPORTING DOCUMENTATION

- Site Specific Arboriculturalist Tree Survey and Report

4.34 Security (Night)

All	Mount Cook	Condover Hall	✓	Croft Farm	✓	Mill Rythe	Rookesbury Park
-----	------------	---------------	---	------------	---	------------	-----------------

Times: On Call 10.30pm – 7.30am

Is responsible for:

- Ensuring all areas are locked down at the appropriate times
- Enforcing night time curfews, noise levels and code of conduct, ensuring that customers and staff are settled.
- Turning off lights and reporting non-working lights and or any other minor maintenance issues
- Fire checks
- Aesthetics (tidy lounges etc.)
- Assisting, monitoring and directing staff on night duty in coordination with duty senior/manager
- Responding to first aid calls
- Dealing with late night staff/guests arrivals
- Dealing with fire alarms and other emergency situations
- Dealing with and resolving problems (staff, guest or facility related) with the intervention/assistance of the DM if relevant. (see above for occurrences to contact DM)
- Reporting any problems from the night that needs to be communicated the following morning to managers verbally and by completing night security log or communication sheet.

SUPPORTING DOCUMENTATION

- JCA Night Time Procedure
- JCA Duty Manager Checklist

4.35 Swimming Pool

All	Mount Cook	Condover Hall	✓	Croft Farm	Mill Rythe	✓	Rookesbury Park	✓
-----	------------	---------------	---	------------	------------	---	-----------------	---

Guests should only use the pool when a life guard is present, i.e. they have a scheduled time.

The life guard will ensure that all guests are out of the changing rooms, where connected to the pool and pool area before the pool is closed.

Employees who wish to use the pool when it is not being used for guests need to be a minimum of 3 people; a lifeguard does not need to be present. One member of staff will be nominated as 'responsible' for use of the pool. This may involve physically opening/closing the pool or being responsible for the use of the pool, if it is not physically locked.

The key or 'agreement to use the pool' will be obtained and returned to a senior member of staff on duty.

The pool is not to be used by staff or guest after 9.30pm at night.

The pool will maintained in accordance with best practice, being regularly tested, dosed and cleaned as appropriate.

Testing of the water etc. will be logged on the Pool Maintenance Record Sheet

Where JCA is not responsible for the maintenance of the pool the supplier/contract will maintain the pool in line with local/national guidelines.

SUPPORTING DOCUMENTATION

- JCA Swimming Pool Operation Procedures
- JCA Swimming Pool Maintenance Log Sheets

4.36 Workplace Transport

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

While employees at JCA properties may have access to several means of company workplace transport, i.e. minibuses, cars electric buggies, etc. the use is restricted to senior employees or those that have been specifically trained in the vehicles use and operation.

All vehicles are serviced and maintain in line with manufacturers recommendations and have appropriate inspection certificates, e.g. MOT, where applicable.

All company vehicles are cover by the Travelopia Motor Insurance Policy.

4.36.1 Coach Operations

Should JCA need to hire coach transportation for either employee or customer movement the following standard should be followed:

- Have a signed contract from the coach supplier confirming that the company conforms to all applicable national, local, trade or other laws, regulations or rules.
- All companies will be asked to complete a Sure2Care self-assessment. A re-evaluation will take place every 3 years.
- JCA policy is to only use vehicles that are less than 6 years old, unless agreed otherwise in writing.

SUPPORTING DOCUMENTATION

- JCA Vehicle maintenance checklists
- JCA Driving licences on file of company car drivers
- Travelopia Company Car Policy

4.37 Water Management including Legionella

All	✓	Mount Cook		Condoover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	----------------	--	------------	--	------------	--	-----------------

JCA recognises that there is a risk from legionella bacteria within all water sources, but in particular hot and cold water systems.

JCA will ensure that suitable arrangements are in place for the management of water systems within the activity centres they operate and those where they have responsibility.

The water management system should include:

- Water Risk Assessment
- Water temperature testing to ensure that the hot water temperature at certain outlets is at least 50°C and the cold water temperature is below 20°C.
- Shower heads are cleaned and disinfected on a three monthly cycle.
- Unoccupied rooms and rarely used outlets are flushed for at least 2 minutes prior to use.

Records of the temperature checks etc. will be kept. Action will be taken to rectify any issues if they do not meet the set criteria.

Where JCA is not responsible for managing the water system, the supplier/contractor will manage it in accordance with local/national guidelines.

SUPPORTING DOCUMENTATION

- Travelopia, Legionella 15 Point Plan
- Site Specific Water Risk Assessment
- JCA Water Management Logs

4.38 Work Equipment

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

At all activity centres there will be a wide range of work equipment that is used by our employees. We strive to ensure that the right tool is used for the right job and that it is fit for purpose.

Electrical tools and equipment are PAT tested on a regular basis. See 4.14 Electrical Safety and are maintained in a safety condition.

Training is provided to employees in the use of specific work equipment where appropriate and information is provided on the associated hazards.

Appropriate personal protective equipment is provided where necessary to ensure the safety of the user.

4.39 Working at Height

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

Working at height means any place where a person could fall a distance that is likely to cause injury. The main group of employees who are likely to work at height on a regular basis are the Maintenance Team. Common activities that involve working at height are changing light bulbs and decorating. Occasionally ladders will be used, but predominantly work is undertaken from step-ladders and consists of short duration work.

Those employees who are required to work at height have all been on a 'Ladder Safety' Course and ladders and step-ladders are regularly inspected.

A generic risk assessment has been undertaken for the day-to-day maintenance activities that involve use of a ladder.

If a task requires prolonged working at height a specific risk assessment will be undertaken or a contractor would be brought in to undertake the task. See Contractors 4.13

There is ad-hoc use of step-ladders by other employees e.g. putting up Christmas decorations.

Employees also work at height when running the climbing/abseiling activities and the high ropes course. These are dealt with in the Activity Operating Procedures and Risk Assessments.

SUPPORTING DOCUMENTATION

- JCA Working at Height Procedure
- JCA Ladder Use Procedure
- JCA Ladder Guidance
- JCA Ladder Register / Inspection Checklist

4.40 Workplace Safety – Buildings

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

All workplaces should provide a health and safe working environment for our employees and others. By the nature of the activity centres we operator, none of the workplaces are 'standard', but all should meet the minimum requirements.

Employees should report any defects to the Maintenance Team or Senior Manager via the system in place at the individual activity centre. The may be by a Maintenance Log Book or similar system.

Where there are areas within an activity centre where guests and employees can purchase food, drink and gifts, these will be reviewed to ensure minimum standard of health and safety are applied.

Each workplace should be formally reviewed in terms of health and safety on a regular basis.

SUPPORTING DOCUMENTATION

- JCA Workplace Health & Safety Risk Assessment & Checklist
- Site Specific Risk Assessment

4.41 Workplace Safety – Grounds and External Areas

All	✓	Mount Cook		Condover Hall		Croft Farm		Mill Rythe		Rookesbury Park
-----	---	------------	--	---------------	--	------------	--	------------	--	-----------------

By the nature of the properties operated by JCA the grounds and outside areas are of key importance. Minimum standards of safety should be maintained.

Employees should report any defects to the Maintenance Team or Senior Manager via the system in place at the individual activity centre.

The grounds and external areas will be formally reviewed in terms of health and safety on a regular basis

SUPPORTING DOCUMENTATION

- Site Specific Contract with Third Party Maintenance Contractor
- Site Specific Historical Landscape Plan
- Site Specific Arboriculturalist Tree Survey and Report

5.0 MEASURING AND REVIEWING PERFORMANCE

There are a number of methods used within JCA to monitor the achievement of the policies, procedures and standards we set for ourselves. Some of these are pro-active and some reactive.

Targets will be set annually with regards to completion or review of risk assessments etc. and assessment of achievement against these targets will be carried out by the General Manager. Target achievements will also form part of the annual audit and review (see next section).

5.1 Pro-Active Monitoring

The following elements of JCA Safety Management System will be actively monitored. Records will be maintained containing all relevant supporting documentation or containing references to where supporting documentation and / or evidence of compliance with JCA stated policy and procedures can be found.

5.1.1 Contracts with Suppliers

It is the intention of JCA to have signed contracts in place with each of our suppliers. Responsibility for this requirement, including monitoring and recording compliance with this policy and informing managers (or their equivalent) where signed contracts are not in place, and agreeing remedial actions, will sit with nominated individuals within JCA.

Contracts should be completed for any supplier JCA contracts to provide any aspect of a guests experience, ranging from the operation a third party site for a JCA centre, to provide specialist advice or training, provision specific activities not delivered by JCA to' out sourcing 'catering.

Any third party groups who use our owned centre will have a contact in place with JCA for the use our facilities or staff in part or full.

5.1.2 Customer Feedback

Feedback from customers will be pro-actively requested throughout a guests stay, and just before a trip ends with regards to any views / concerns they may have with respect to how their particular trip has been managed from a client health and safety viewpoint. Typically this involves the completion of a 'satisfaction questionnaire'.

Customers attend a welcome meeting where they are briefed regarding their stay and have the opportunity at this stage to ask any questions and raise issues

Customers will be provided with two customer satisfaction questionnaires one a 24 hour feedback questionnaire which is handed in on the first morning allowing the teams to be able to rectify any issues, the second a more detailed questionnaire completed and handed in at the end of the guests stay.

During our guests time with us we have other ways we can obtain feedback and that a guest can provide it or have their issues dealt with and this could range from a senior member of staff 'checking in' with the party leaders daily, running cheese and wine events, senior instructors talking to guests when they monitor activities, reception being accessible during peak hours and a 24 hour emergency number provided.

We also give our party leaders extra mile cards so they can comment on what staff members have gone over and beyond or they wish to recognise for their contributions to their stay.

5.1.3 Compliance and Due Diligence Checklist

Each leased property will be monitored, using a standard JCA checklist on an annual basis to ensure that appropriate policies and procedures are in place and are adhered to throughout the lease.

This checklist is also used to ensure our owned centre also complies with the requirements we expect as a business.

Where necessary we would require visibility or hard copies of documents in relation to the specific areas and procedures we are checking.

We will create an action plan for any third party centre which does not meet any of the requirements as detailed on the checklist.

The central Health and Safety team will conduct safety audits of the JCA centres at agreed intervals depending on the size of the centre, which could range from 1- 3 years, This audit would be in addition to the annual checklist procedure

5.2 **Reactive Monitoring**

There are principally two methods by which re-active monitoring processes are instigated. The first is following an incident or accident and the second is when un-solicited feedback from customers is received. This is usually subsequent to attendance of the activity centre and the customer having returned home/back to school and then decided to communicate concerns.

5.2.1 Incidents / Accidents

These will be reported on in the manner specified in the JCA Accident/Incident Procedure The business will always use its best endeavours to secure and maintain customers' or employees' health and safety in the event of an incident or accident.

5.2.2 Risk Console

All incidents relating to both customers and employees must be logged directly onto Risk Console in accordance with JCA policy. Risk Console is a web based incident management system which allows JCA to record all details relating to a specific incident. This allows the Customer Operations Centre to inform the wider Travelopia Group of companies and relevant Senior Managers, thereby allowing the business to focus on the incident leaving the communication of the incident to Customer Operations. Incidents are classified according to their severity and risk to the business, the classifications range from white through to red.

Risk Console allows the business to periodically review incidents and analyse for patterns, or trends and to ensure that incidents are being appropriately investigated and followed up. Reports from the system can be run to check trends and patterns, and also to ensure that each incident is followed up and closed properly. This also gives the opportunity to incorporate any required changes into new manuals, policies and procedures.

5.2.3 Major Incidents

In the event of a major incident, it may be necessary to immediately amend policy or procedures as a result of an event, pending further investigation. These situations are rare and will in any case require the active involvement of the JCA Senior Management team.

Following any serious incidents or accidents the business undertakes a review of the circumstances and handling of the incident, during which any amendments to health and safety policy or procedures made in the immediate aftermath of the incident, will be ratified or rescinded accordingly. Such decisions will be recorded and the outcome and implications communicated following the review, for implementation by the relevant teams within JCA.

5.2.4 'Minor' Incidents

Minor 'day to day' incidents will be reported on in the manner set out in the JCA Accident/Incident Procedure. While many incidents and accidents will not require any immediate policy or procedural changes, JCA recognises that analysing these events can lead to useful pointers in terms of trends or recurring problem spots which only become obvious over a period of time. They are therefore, subject to a logging and review process. Nominated individuals within JCA will be responsible for reviewing the log annually (as a minimum) and instigating appropriate escalation and communication of findings and proposed remedial actions to the Senior Management Team.

As each incident / accident report is received, if any actions are immediately required in relation to a specific supplier, service or component, then this will be instigated by the relevant nominated individual(s) who will be responsible for monitoring that a satisfactory outcome is achieved.

5.3 **Un-solicited Customer Feedback**

Customers will on occasion contact JCA subsequent to an event or course being completed and the customer having returned home and only then communicate health and safety concerns, typically, although not exclusively, as part of a complaint. Communications of this nature can be received by letter, via email or occasionally verbally.

Nominated individuals within JCA are responsible for identifying when a customer communication contains a health and safety related concern / issue and for ensuring the content and nature of the issue is passed to the appropriate person or persons within the business for consideration. Nominated individuals within JCA are then responsible for assessing the severity of the issue raised and the appropriate actions to be taken.

In all cases, nominated individuals within JCA will maintain a log of all unsolicited customer communications so that trends, patterns or 'black spots' can be identified. Nominated individuals within JCA are responsible for instigating appropriate and communication of findings and proposed remedial actions to the Senior Management Team.

In order to assist in the identification of health and safety related issues within customer communications, the following guidance / instruction will be used within JCA.

Any letter or email containing references to the following should be copied (or the relevant section(s) copied) and escalated appropriately within JCA. Those items highlighted in **red** should be immediately escalated.

Accommodation:

- **Locked or blocked fire escapes**
- Defective / non-functioning fire alarm
- Infestations (rats / mice / other rodents / cockroaches / other insects)
- Presence of gas water heaters

Activities:

- **Absence of, defective or poorly maintained protective or safety equipment**
- Absence of or lack of safety awareness by JCA employees
- **No briefings or safety related instructions**
- No consideration to group or individual abilities with regards to type or severity of activity

It is noted that this listing is not exhaustive and the nominated individuals within JCA with responsibilities in this area will need to use their discretion and common sense in all cases. If any doubt exists, issues should be escalated.

6.0 AUDITING

6.1 Internal

JCA Managing Director will ensure that health and safety features as a regular agenda item at Senior Management / Board meetings. Specific items for review at these meetings will be:

1. Incidents, accidents or near misses and any resulting actions
2. Customer feedback – any significant issues raised and outcome /actions
3. Progress against set health and safety targets

JCA Managing Director together with the General Manager will invite the Travelopia Head of Health and Safety to audit the JCA health and safety procedures on an annual basis at a time to be agreed. JCA Managing Director, together with the General Manager will agree the content, approach and scope of the audit and reporting format in advance.

JCA will also be subject to inspection by Travelopia internal departments including:

- Travelopia Audit Services
- Travelopia Health & Safety Compliance
- Travelopia Health & Safety Department

Recommendations made by the above department will be acted upon.

6.2 External

JCA is inspected by several outside bodies including:

- British Activity Providers Association – Annual Inspection and spot checks
- Adventure Activities Licensing Authority – Annual Inspection
- Fire & Rescue Service – Ad-hoc
- Shropshire Council – Food Hygiene; Workplace

Recommendations made by of the above organisations are taken on board and acted upon.

SUPPORTING DOCUMENTATION

- Reports, Certificates, Recommendations from various Inspecting Bodies

APPENDIX 1 – Risk Assessment Rationale

1. Risk Assessment typically involves identifying the hazards and then determining the risk by examining two elements:
 1. The **impact or severity** of any outcome if the hazard were to be realised
 2. The **likelihood** of the hazard being realised
2. To aid quantification, values can be assigned to the impact or severity and likelihood and then combined to give a numerical indication of the risk.

The following is a relatively simple model, but one which works reasonably well for JCA. Using the Risk Assessment Template:

Step 1 Identify the hazards that may be applicable.

Step 2 Consider who might be harmed and do they require different control measures to be implemented. For example, students may require different control measures from an adult.

Step 3 Describe what you are already doing i.e. the control measures you already have in place that affect either the likelihood and/or severity of the hazards being realised.

Step 4 Assign a value to the **likelihood** of the hazard being realised considering the control measures that are in place, based on the following principles:

- **Low** = Unlikely to occur/small chance of occurring, likely to occur only in the longer-term
- **Medium** = Most easily determined as ‘neither high nor low’
- **High** = Likely to occur, could happen now; no real reason to believe that risk couldn’t be realised in the short-term

Step 5 Assign a value to the **severity/impact** of the hazard being realised considering the control measures that are in place, based on the following principles:

- **Low** = Minor injury, minor inconvenience, minor time delay, low cost implications
- **Medium** = Medium severity impact – most easily determined as ‘neither high nor low’
- **High** = Fatality, serious injury or major damage, potentially catastrophic effect/accident, very significant time delay, very high cost implication

Step 6 Take the value allocated for ‘likelihood’ and the value allocated for ‘severity/impact’ and see where they meet. (Figure 1) The resulting number is then the risk rating for the controlled hazard and determines a category of ‘Low’, ‘Medium’ or ‘High’ risk (Figure 2)

Figure 1

		Impact /Severity		
		Low	Medium	High
Likelihood	Low	1	2	3
	Medium	2	4	6
	High	3	6	9

Figure 2

Score	Risk Rating
1 or 2	Low
3 or 4	Medium
6 or 9	High

Step 7 It is at this stage that you then need to consider whether the risk is too high to accept and therefore whether the activity should be stopped; whether additional actions to control the risk are required or whether current controls are adequate and no further action is needed. These decisions can be regarded as the risk 'TRAP' decisions, which are shown as below:

Terminate - Stop the activity where it is considered too risky and not part of core activities

Reduce - Reduce either impact or likelihood or both

Accept - Current controls are adequate / acceptable

Pass-on - Outsource, Contract or Insure

3. Risk Assessment Review

Risk Assessments will be reviewed on an annual basis, unless there is reason to review it more frequently e.g. an incident occurs, new equipment is introduced or, a change in how the task is undertaken occurs etc.

The monitoring procedures that are in place at JCA need to be taken into consideration, as to other factor when reviewing the assessment. The Risk Assessment Review Template should be used as a guide to ensure relevant issues are taken into account.

Any issues arising from the review should be added to the Risk Assessment and any further action that has been completed should be added to the 'What are you already doing' column, if appropriate.

APPENDIX 2 – Risk Assessment Template A - Activities

TITLE ACTIVITY RISK ASSESSMENT

Date:

Name of person(s) carrying out risk assessment: **Position:**

Site:

Background Information

Definition:

Technical Advice:

Supervision Ratios:

Qualifications/Training:

Generic

No	What are the hazards?	Who might be harmed and how?	What are you already doing? (Control Measures)

No	What are the hazards?	Who might be harmed and how?	What are you already doing? (Control Measures)

Site Specific

No	What are the hazards?	Who might be harmed and how?	What are you already doing? (Control Measures)

Action Plan

No	Further Action Required	Action by Whom	Action by When	Completed By	Completed Date

Signature of person(s) carrying out risk assessment:

Date for next review:

APPENDIX 3 – Risk Assessment Template B – Non-Activities

Title:

Date: _____ **Date of Previous Assessment:** _____

Name of person(s) carrying out risk assessment:

Background Information:

Risk Rating = Likelihood x Impact/Severity with the current control measures in place

		Impact /Severity		
		Low	Medium	High
Likelihood	Low	1	2	3
	Medium	2	4	6
	High	3	6	9

Score	Risk
1 or 2	Low
3 or 4	Medium
6 or 9	High

What are the hazards?	Who might be harmed and how?	What are you already doing?	Risk Rating	What further Action is necessary?	Action by Whom & by When?	Done
		▪		▪		
		▪		▪		
		▪		▪		
		▪		▪		

What are the hazards?	Who might be harmed and how?	What are you already doing?	Risk Rating	What further Action is necessary?	Action by Whom & by When?	Done
		▪		▪		
		▪		▪		
		▪		▪		
		▪		▪		
		▪		▪		
		▪		▪		

Signature of Person(s) carrying out Risk Assessment:

Date for Next review:

APPENDIX 4 – JCA Training Matrix

Training Matrix - JCA

JAN-17

Position/Training	Company Induction	Fire Procedures	In-house COSHH and Manual Handling	In-house Child Protection	EFAW	FAAW	Paediatric FA	Fencing Leader Qualification	NVQ L2 Act Leadership	GB Archery	Scaffold Inspection Course	Orienteering L1	NPLQ Lifeguard	UK CC level 1	Basic Food Hygiene	Risk Assessment - 1 day CIEH certified	2 day In-House H&S team - H&S	Ladder awareness training	External child protection half day	Pool Plant manager	Asbestos awareness
Apprentice Activity Instructor	X	X	X	X	X			X	X												
Returning Activity Instructor	X	X	X	X	X			X													
Overseas Crèche Team	X	X	X	X		X	X			X									X		
Overseas Activity Instructor	X	X	X	X		X	X			X			X						X		
Water Sports Instructor	X	X	X	X	X									X							
Senior Instructor	X	X	X	X	X					X	X	X					X		X		
Senior Water Sports Instructor	X	X	X	X	X									X					X		
Overseas Activity Co-ordinator	X	X	X	X		X	X			X			X						X		
Overseas Activity Centre Manager	X	X	X	X		X	X			X			X			X	X		X		
Activity Co-ordinator	X	X	X	X		X													X		
Activity Centre Manager	X	X	X	X		X										X	X		X		
Area Manager	X	X	X	X		X										X	X				
Condoover Hall specific																					
Catering Assistant	X	X	X												X						
Housekeeper	X	X	X																		
Maintenance	X	X	X															X		X	X
Retail Assistant	X	X	X																		
Reception/Admin	X	X	X																		
Department Managers	X	X	X													X	X				

KEY

Activity Staff

All Staff

Support staff/managers options

Catering staff

