



RISK ASSESSMENT

1. THE NEED FOR RISK ASSESSMENT

This document is designed to protect Cullercoats Bike & Kayak staff, contractors and customers engaged in the day to day activities of Cullercoats Bike & Kayak, specifically rentals, tours and repairs. This document can be reviewed by staff, contractors and customers at any time and should be updated every six months.

DATE OF ASSESSMENT	ASSESSMENT UNDERTAKEN BY	RE-ASSESSMENT DUE BY:
31/10/2017	Simon Laing, Director, Cullercoats Bike & Kayak	31/10/2018

Definition of Terms

Staff is a member of Cullercoats Bike & Kayak staff or a contractor paid to provide services on behalf of Cullercoats Bike & Kayak

Manager is the Health & Safety Manager of Cullercoats Bike & Kayak: Simon Laing, simon@cullercoatsbikekayak.co.uk, Tel 0191 251 9412

Customer is the person accessing good or services provided by Cullercoats Bike & Kayak

Technical Advisor is the independent senior coach that provides safety management advice and training to Cullercoats Bike & Kayak.

RISK MATRIX		Potential consequence of harm		
		1 – Minor Injury (e.g. hazard can cause illness, injury or equipment damage but the results would not be expected to be serious)	2 – Significant Injury (e.g. hazard can result in serious injury and/or illness, over 3 day absence)	3 – Major Injury (e.g. hazard capable of causing death or serious and life threatening injuries)
Likelihood of harm	1 – Unlikely (injury rare, though possible)	1 – Low	2 – Low	3 – Medium
	2 – Possible (injury could occur occasionally)	2 – Low	4 – Medium	6 – High
	3 – Probable (injury likely to occur, can be expected)	3 – Medium	6 – High	9 – Extreme

POTENTIAL HAZARD/	WHO IS AT RISK?	RISK RATING (Before)	CONTROL MEASURES	RISK RATING (After Controls)	CONTROL MEASURES
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RISK AREA		Controls)			TAKEN?
1. HEALTH & SAFETY					
1.1 General Safety	Staff, Customers, Manager	MEDIUM	<p>Manager and all staff should attend regular first aid training and meetings where first aid training & procedure is reviewed as necessary</p> <p>Staff to be aware of the location of the nearest first aid kit at all times.</p> <p>Staff to give full detailed health and safety briefing to all customers (as outlined in the Normal Operating Procedure) participating in rentals or guided tours.</p> <p>All accidents or incidents should be recorded in the Accident or Incident logs.</p>	LOW	
1.2 Medical conditions/ special needs	Staff, Customers, Manager	HIGH	All customers to be asked to declare conditions that might affect their ability to participate prior to the activity.	LOW	
1.3 Trip & Slip Hazards	Staff, Customers, Manager	HIGH	<p>Managers and staff should inspect the premises and operating areas frequently (at least hourly) to ensure all equipment is stored properly, that items are not left on the floor and that all trip hazards are cleared away quickly.</p> <p>Wet floor signs must be displayed when the floor is wet.</p> <p>Leashes and other trailing equipment should be stowed or detached when carrying equipment on land.</p> <p>A clear entry/exit must be maintained to the building at all times.</p>	LOW	
1.4 Security	Staff, Customers, Managers	MEDIUM	<p>All customer belongings to be locked inside customer lockers or secure key cabinet when customer not on the premises.</p> <p>Staff to ensure all equipment is locked up when stored outside or off the premises.</p> <p>Staff to ensure all personal information is filed and stored in a locked cabinet.</p> <p>Staff to ensure all cash and credit card receipts are deposited in the POS terminal at the time of sale.</p>	LOW	
2. FIRE (or other cause for evacuation)					

2.1 General	Staff, Customers, Manager	HIGH	<p>Fire exits to be clearly marked and kept clear at all times.</p> <p>All staff to be trained on evacuation procedures and assembly points at first induction.</p> <p>Smoke and CO detectors and alarms to be provided on all floors of the building, tested monthly and replaced every 7 years.</p> <p>CO₂ fire extinguisher to be available at all working locations. Foam extinguishers and fire blankets to be provided in The Snug Café.</p>	LOW	
3. SAFEGUARDING STAFF AND CUSTOMERS (Applicable if customers are under 18)					
3.1 General	Staff, Customers, Manager	HIGH	<p>All staff to be aware of the child protection statement shown in the Normal Operating Procedures document.</p> <p>Training to be provided to all staff and contractors on Safeguarding Children, via the community sport partnership or another approved provider.</p> <p>Disclosure and Barring Service checks carried out on all staff working with non-parentally supervised children.</p> <p>All staff instructed to avoid unsupervised access to children and vulnerable adults on a one-to-one basis e.g. by avoiding situations where they have to be alone with those people, or ensuring two staff present.</p>	LOW	
4. TRAVEL & TRANSPORT					
4.1 General	Pupils	MEDIUM	<p>Customers should only be transported in vehicles provided by a reputable taxi firm with appropriate facilities for carrying bicycles, kayaks and other equipment. Customers must never travel in Cullercoats Bike & Kayak company vans.</p> <p>Under 18 customers on organised transport should be supervised by responsible adults to maintain discipline at all times.</p> <p>Drop off and collection points need to be designated bus stops, loading bays, car parks or off-highway laybys. If this is not possible, the location should be risk assessed before the activity.</p>	LOW	
5. GROUP SIZE					
5.1 Size	Customers	HIGH	Appropriate staff to customer ratios should be observed during any guided activity as	LOW	

			<p>shown in the appropriate NOP document. Typically this will not exceed 1:8 for any cycling or aquatic activity, unless authorised by the Manager. Reducing ratios based on the customers ability is at the discretion of the staff person leading the activity.</p> <p>Groups should be briefed on cohesion (sticking together) and what to do if they become separated.</p> <p>Hand signals and whistle signals should be briefed and used throughout session to maintain cohesion.</p>		
6. STAFF CONDUCT					
6.1. Emergency Procedures	Customers	HIGH	<p>Staff should be tested regularly on emergency procedures to check they are proficient and know how to access the necessary equipment.</p> <p>A first aid trained member of staff should be on duty at all times.</p> <p>When paddlers are in the water, a staff member with safety at sea, lifeguarding or other equivalent emergency response training should be on duty at all times.</p> <p>An HSE approved first aid kit and drinking water should be provided at all operating locations.</p>	LOW	
6.2 Supervision	Staff	MEDIUM	<p>Staff should have a dedicated line manager with whom they can raise concerns about customer or staff wellbeing, safety or any other matter or a personal or professional nature</p>	LOW	
6.3 Alcohol and Illegal Substances	Staff, Customers	HIGH	<p>Staff must be aware that the terms of their employment/contract forbids the use of alcohol and mind-altering substances at work. Evidence of their use prior to attending work is also forbidden.</p> <p>Any staff member, contractor or customer deemed to be under the influence of alcohol or mind-altering substances will be banned from participating in any activities.</p> <p>Staff whose performance is impaired by prior consumption of alcohol or mind-altering substances (eg. With a hang over) will be banned from participating in any activities.</p>	LOW	
7. EQUIPMENT					
7.1 Bicycles	Staff, Customers, Manager	HIGH	<p>All bicycles to be assembled or fully inspected/serviced on the premises prior to their joining the rental fleet.</p> <p>Bikes to be M-checked at time of every rental. M-checking skills to be trained out at</p>	LOW	

			<p>staff induction.</p> <p>All procedures set out for check out and maintenance in the NOP document followed at all times</p> <p>Clear processes for fault reporting defined in the NOP</p>		
7.2 Kayaks	Staff, Customers, Manager	HIGH	<p>All kayaks to be checked for cracks, leaks or damage prior to joining the rental fleet</p> <p>Records of kayak fleet and faults to be maintained to ensure kayaks are serviced at appropriate intervals</p> <p>Kayaks to be visually checked at time of every rental for seaworthiness, ensuring bungs and hatches in-situ and a good fit.</p> <p>Clear processes for fault reporting defined in the NOP</p>	LOW	
7.3 Stand Up Paddleboards and Surf Boards	Staff, Customers, Manager	HIGH	<p>Boards to be inspected on use for cracks or severe dings which might affect seaworthiness. iSUPs checked for any hull or valve leakage.</p> <p>Fins securely fitted and in good condition.</p> <p>Records of faults to be maintained to ensure boards are serviced at appropriate intervals</p> <p>Leashes attached and in good condition, Velcro clean.</p> <p>Clear processes for fault reporting defined in the NOP.</p>	LOW	
7.4 Safety Equipment	Staff, Customers, Manager	HIGH	<p>Bicycle helmets to be replaced at least every three years</p> <p>Kayak helmets to be replaced at least every three years</p> <p>Buoyancy aids to be checked every two years to ensure 50nm buoyancy is maintained</p> <p>Throw-lines to be unpacked, inspected and repacked after each use.</p> <p>Knives to be cleaned and hinges oiled to ensure easy opening after every use. Knives to be stored in a lockable cabinet at all times.</p>	LOW	

			<p>All safety equipment to be inspected for visible damage after every rental and discarded or repaired when damage occurs.</p> <p>Flares to be stored in a lockable metal cabinet and examined for damage before and after each use. Dispose of via a specialist after date of expiry.</p>		
7.5 Electrical Equipment	Manager	MEDIUM	All electrical equipment to be PAT tested 12 months after purchase then every subsequent 12 months.	LOW	
7.6 Inventory	Manager	MEDIUM	<p>Full inventory to be maintained showing the in-service date, faults, serial numbers and service interval for all craft and safety equipment.</p> <p>Equipment leaving service logged in case required for future identification purposes.</p>	LOW	
8. WEATHER & ENVIRONMENTAL CONDITIONS					
8.1 Weather	Staff, Customers, Manager	HIGH	<p>Weather to be reviewed at least hourly and range of services offered adapted to suit the conditions.</p> <p>Dangerous change of weather: when possible customers will be called back in. Customers will be briefed in advance about watching for changes in weather and how to respond.</p> <p>Sun screen to be made available for sale at all times and recommended to customers, customers to be reminded to patch test in case of allergies.</p> <p>Customers advised to cover skin in high winds.</p> <p>Cold fresh water available to all customers, free of charge.</p>	LOW	
8.2 Sea State	Staff, Customers, Manager	HIGH	<p>Sea state to be reviewed hourly and range of services offered adapted to suit the conditions.</p> <p>Dangerous increase in sea state: when possible customers will be called back in. Customers will be briefed in advance about watching for changes in sea state and how to respond.</p>	LOW	
8.3 Tide	Staff, Customers, Manager	HIGH	<p>Customers to be advised of tidal movements prior to any rental or tour.</p> <p>When tides may lead to unacceptable risks (eg. grounding, high swells pushing with the tide) then normal activities will be suspended until conditions return to normal.</p>	LOW	

			Customers to be briefed about the low and high tide hazards along the coast and how to avoid these.		
8.4 Shipping	Staff, Customers, Manager	HIGH	<p>Customers to be made aware that entry to Port of Tyne or Port of Blyth is prohibited unless a guide is accompanying them.</p> <p>Guides to carry VHF radios and ID themselves with harbour masters on channel 12 when operating in the port.</p> <p>Shipping lanes to be crossed with a tight group, at 90 degrees to the direction of traffic, with minimal dwell time when lane is clear in both directions.</p> <p>Extra care should be taken around the locks at the entrance to marinas to ensure there is no oncoming traffic before entering.</p>	LOW	
9. INJURY AND RISKS TO LIFE					
9.1 Drowning	Staff, Customers, Manager	HIGH	<p>Customers swimming ability and water competence to be questioned ahead of any guided sessions. Non-swimmers warned about increased risk of participation.</p> <p>Buoyancy aids of an appropriate size to be issued, fitted and checked prior to any on-water session.</p>	LOW	
9.2 Head Injury	Staff, Customers, Manager	HIGH	<p>All staff and guides to wear helmets when customers wearing them..</p> <p>Helmets to be issued to customers in the following circumstances</p> <ul style="list-style-type: none"> - Cyclists – Offered to all, but not compulsory to over-18s - Kayakers – Depending on conditions and areas of operation (see NOP) - SUP boarders & Surfers – On customer’s request - Coasteering: Compulsory <p>The benefits of wearing a helmet to be explained to all prior to session commencement</p> <p>Helmets to be sized, fitted and checked correctly by staff or guides.</p> <p>Guided sessions – customers to be kept away from known hazards (eg. large man-made structures, rocks in rough seas).</p>	LOW	

9.3 Bodily Injury	Staff, Customers, Manager	HIGH	<p>Customers to be issued with protective clothing where needed. Eg. Gloves, boots, high vis.</p> <p>Staff to be issued with protective clothing as identified by manager. Guides to supply their own protective clothing.</p> <p>Coasteering staff and customers must wear thick soled footwear. Wetsuit boots are not appropriate for the activity and should not be offered.</p>	LOW	
9.4 Hypothermia	Staff, Customers, Manager	HIGH	<p>For on-water activities, wetsuits/boots should be made available. A decision will be taken at the start of the day as to whether these are compulsory or discretionary, on the basis of the day's weather conditions.</p> <p>Wetsuits should be sized and checked by a staff member before customers enter water.</p> <p>Guides to monitor customers for signs of hypothermia and take first-aid action if symptoms shown.</p> <p>For cycling activities – customers to be advised about wearing appropriate clothing for cycling, carrying layers and preparing for adverse weather.</p> <p>Manager to supply staff with appropriate 'CBK' weather-proof clothing for use on land. Guides to supply own clothing.</p> <p>Coasteering/Surf – Group shelter to be carried and used should customers start to feel cold to prevent deterioration.</p>	LOW	
9.5 Hyperthermia	Staff, Customers, Manager	MEDIUM	<p>Customers to be briefed on what to do if they get hot (eg. swim, remove a layer, drink water, get into the water if safe to do so).</p> <p>Guides to monitor customers for signs of hyperthermia and provide first-aid if needed.</p>	LOW	
9.6 Sun Burn & Sun Stroke	Staff, Customers, Manager	HIGH	<p>Customers/Staff/Guides to be advised to use sun protection on activity prep materials.</p> <p>Appropriate shade/shelter to be made available to staff during normal working hours, except when working off-site, when guides/staff must take responsibility for finding shade/shelter as needed.</p> <p>CBK to make sun screen available for sale in-store.</p>	LOW	

9.7 Dehydration	Staff, Customers, Manager	HIGH	Customers/Staff/Guides to be advised to take drinking water on all activities. Guides to carry drinking water on guided activities. Water bottles and tap water to be made available in-store.	LOW	
9.8 Medical emergency (eg. heart attack)	Staff, Customers, Manager	MEDIUM	Customers asked to declare they are normally fit and healthy and to declare known, relevant medical conditions to the guides/staff. Staff/guides to make managers aware of known medical conditions and any adaptations/considerations that need to be made. All staff/guides to be first-aid trained and carry a means of contacting the emergency services. Staff/guides to know how to access customers medication and ensure customer carries it.	LOW	
9.9 Customer or Staff on water and lost or non-contactable	Staff, Customers	HIGH	Records kept of activity start time, expected end time and intended direction of travel. Staff and customers asked to carry a mobile phone (or VHF radio if trained) if exiting the natural harbour at Cullercoats. If end time is exceeded by 20 minutes, call the guide or customer and carry out a cliff top search. If customer cannot be seen/found, inform emergency services within 30 minutes of expected return time. State last known location, direction of travel, time last seen.	MEDIUM	
9.10 Staff Incapacitation	Customers	HIGH	Customers to be briefed on what to do in the event of guide incapacitation when on tour with a single guide. Guide to ensure means of communication and first aid kit are accessible. Guides must ensure they are healthy and fit to be at work at all times. If a guide has ANY doubts about their own health or fitness they must stand down and defer to another guide.	MEDIUM	

10. COASTEERING SPECIFIC

10.1 General	Staff, Customers, Manager	HIGH	<p>Staff will hold the RLSS Beach lifeguard award and site specific training from the nominated Technical Advisor. Staff should have undertaken a minimum of 5 site reccies and undertake site specific training with the centre's technical advisor. Additional site-specific coasteering and throw line training will be provided during induction.</p> <p>Prior to each session, the staff should nominate a 'Leader' and 'Assistant Leader(s)'</p> <p>Maximum customer to staff ratio is 12:2. This can be reduced if the lead staff member decides conditions warrant extra staff.</p> <p>No less than 2 trained staff per group regardless of size.</p>	LOW	
10.2 Falling from rocks	Staff, Customers, Manager	HIGH	<p>The staff will ensure that all customers taking part in the activity have the correct protective clothing, including footwear.</p> <p>The customers will only be taken along a pre-reccied route.</p> <p>Customers will receive a clear briefing from the staff.</p>	LOW	
10.3 Rock fall	Staff, Customers, Manager	HIGH	<p>Customers will wear suitable head protection and avoid rock fall prone areas.</p> <p>Staff to comprehensively re-survey all sites at the start of each season for any changes to the rocky landscape and note any changes that take place during the season and inform other guides.</p>	LOW	
10.4 Jumping into water	Staff, Customers, Manager	HIGH	<p>All staff will be trained in local conditions and safe jumping sites. Staff will always perform jumps before customers. Customers will be taught the correct safe body position to minimise impact with bottom.</p> <p>All customers will be issued with exposure protection equipment.</p> <p>Customers will be briefed to inform the instructor should they start to feel cold.</p> <p>Escape routes to cut short sessions will be identified.</p>	LOW	
10.5 Entrapment under water	Staff, Customers, Manager	HIGH	<p>All routes have been checked for entrapment hazards and staff have been briefed on the appropriate protection required.</p> <p>Customers will be briefed on potentially hazardous areas and avoidance techniques.</p> <p>Staff will be trained in rescue techniques and will carry throw lines.</p>	LOW	

10.6 Repeated submersion in the waves	Staff, Customers, Manager	HIGH	<p>Careful planning will take place prior to departing the centre.</p> <p>All staff will have the appropriate level of experience.</p> <p>Activities will be terminated if the sea state is out of limits.</p> <p>Escape routes have been identified if the sea picks up during a session.</p> <p>In the event a customer is repeatedly submersed the staff will co-ordinate an assisted rescue using their personal rescue equipment.</p> <p>Only one customer at a time will perform jumps.</p> <p>All customers will wear buoyancy aids.</p> <p>Customers will be briefed thoroughly before entering the water by the staff. Only customers who can swim 25m and over the age of 8 will be allowed to undertake this activity.</p>	LOW	
10.7 In the event of a freak wave	Staff, Customers, Manager	HIGH	<p>Staff will be trained to recognise out of limits conditions. An assistant leader should act as spotter on high ground to help the other session leader and other staff plan moves.</p> <p>In the event that customers are swept into the water the session leader will co-ordinate assisted and unassisted rescues.</p> <p>All customers will wear PFD, helmets and exposure protection.</p>	LOW	
10.8 Customer entering the water and being swept away	Staff, Customers, Manager	HIGH	<p>In the event a customer is being swept away the session leader will use the throw line to affect a shore rescue. The assistant leader will remain on dry land to supervise the remaining customers and call for help if required. The assistant leader keeps eyes on the customer at sea.</p>	LOW	
10.9 Sudden immersion (dry drowning)	Staff, Customers, Manager	HIGH	<p>The session leader will affect an immediate rescue of the customer and if possible return them to dry land. The assistant leader will summon additional assistance via 999 using the mobile phone or call a mayday on the radio. Emergency escape routes have been identified throughout each route.</p> <p>The session leader will commence immediate treatment of the customer.</p>	LOW	

10.10 Group cut off by the tide	Staff, Customers, Manager	HIGH	<p>The route taken will be an established route that considers the state of the tide, no deviations to this route will be allowed unless an emergency situation dictates. If a cut off situation does occur, the session leader will summon Coastguard assistance using the mobile phone.</p> <p>All staff must seek authorisation from the manager before varying sessions times or routes.</p> <p>Session leaders must book out and in with the store staff. If a session lasts in excess of 3 hours, the session leader will inform the store staff. The store staff will contact the Coastguard if the group's location cannot be determined with 30 minutes.</p>	LOW	
10.11 Dashed against the rocks	Staff, Customers, Manager	HIGH	<p>The staff will give a thorough pre-activity briefing that covers this eventuality.</p> <p>The activity will only be authorised if the sea state is within limits as defined in the NOP.</p> <p>The staff will be trained to deal with this scenario.</p> <p>The staff will carry a throw line to assist a customer should this situation occur.</p> <p>Customers will be instructed not to enter the water until told to do so by the staff.</p> <p>The staff will always enter the water before customers to assess local conditions.</p>	LOW	
10.12 Customer exhaustion	Staff, Customers, Manager	HIGH	<p>The staff will brief the customers on the action to take before they become exhausted.</p> <p>The staff will be trained to monitor the customer's wellbeing throughout the activity and confirm this at appropriate moments throughout the day.</p> <p>The staff will be fully aware of all escape routes.</p>	LOW	
10.13 Hand line failure	Staff, Customers, Manager	HIGH	<p>Throw lines will be visually inspected by the staff prior to and after each activity. Throw lines will be stored in accordance with manufacturer recommendations. Any damaged equipment will be removed from service in accordance with the CBK equipment safety policy.</p>	LOW	

10.15 Customer injured or ill	Staff, Customers, Manager	HIGH	All customers are medically and physically assessed for suitability by completion of the Risk Acknowledgement & Waiver form. If a customer is injured or falls ill, the session leader will co-ordinate the rescue. The assistant leader will summon additional assistance if required.	LOW	
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11. VENUE SPECIFIC: Exhibition Park

11.1 Bird Attack (Exhibition Park)	Staff, Customers, Manager	MEDIUM	Customers to be made aware of nesting birds and asked to stay away from nest sites Customers told to retreat from an aggressive bird and head back to the launch point	LOW	
11.2 Algal Bloom (Exhibition Park)	Staff, Customers, Manager	MEDIUM	If lake surface is more than 1/3 covered in algae, sessions will be suspended until the bloom subsides	LOW	

12. VENUE SPECIFIC: Cullercoats Bay

12.1 Anti-social behaviour	Staff, Customers, Manager	MEDIUM	Staff and customers to avoid near-shore areas where there are concerns about exposure to anti-social behaviour. These include (but are not limited to) the piers and cave behind the south pier on hot days. Staff and customers should not engage with any verbal abuse. This should be reported via 101 as soon as practical to do so. Physical abuse (eg. Throwing missiles) should be reported via 999.	LOW	
12.2 Spring Tides	Staff, Customers, Manager	HIGH	Spring tides (+4.5m) may lead to even small swells (less than 2ft) overwhelming the man made sea defences in Cullercoats Bay, so revised session planning may be required. Staff should familiarise themselves with the bay in these conditions before taking groups on the water.	LOW	

13. VENUE SPECIFIC: Port of Tyne, Tyne Bridge to St Peter's Basin

13.1 Variations to PPE	Staff, Customers	LOW	<p>Customers are advised to wear lightweight clothing (in lieu of a wetsuit) due to a previous incident of overheating in a wetsuit. If customer opts to wear wetsuit, zip can be opened or suit worn to waist if they get hot.</p> <p>If a customer is submerged, they should be returned to the egress point as soon as possible.</p> <p>Staff (bank and boat based) should carry a throw bag as well as a tow line.</p>	LOW	
13.2 Water Borne Disease	Staff, Customers	HIGH	<p>Customers advised to shower after activity. If customer is not happy with this, advise they wash their hands and do not eat or drink until they have showered.</p> <p>Customers advised that they must not intentionally enter the water.</p> <p>Customers given a detailed swim brief, ensuring they know how to behave in the event of involuntary capsize, including how to remain face up in a buoyancy aid and to hold on to their kayak for additional buoyancy.</p>	LOW	
13.3 Collision with other river users	Staff, Customers	HIGH	<p>Kayaks should remain outside of the main channel at all times, unless crossing it. Kayaks should travel within 20m of the bank side, unless it is not safe to do so.</p> <p>If a larger vessel passes, tuck in to the bank side and allow them to pass. Prepare for the waves from the wake of the vessel by bracing or rafting boats.</p> <p>Port of Tyne guidance requests vessels pass each other portside to portside if you are in the main channel for any reason.</p>	LOW	
13.4 Improper or failure to communicate with other river users	Staff, Customers	MEDIUM	<p>Kayak guides should maintain a watch on VHF channel 12 throughout the tour, for communicating with the Harbour Master and other vessels. A mobile phone should also be carried for contacting the Harbour Master.</p> <p>Customers and staff must carry a whistle and be briefed on using the following signals if they need them: 1 blast: Look at me, 2 blasts: Stop (or I need to stop), 3: Emergency</p> <p>Customers and guides must agree hand signals for signalling to each other direction, come to me, whole group come to me (guide only) and signalling distress.</p> <p>Guides must carry a mobile phone at all times and ensure Tyne VTS has the number should they need to contact the guide. This is achieved by checking in with Tyne VTS at</p>	LOW	

			the start of the tour.		
13.5 Injuries during access/egress	Staff, Customers	HIGH	<p>All customers and staff to wear buoyancy aids and helmets on pontoons, ramps and other waterside structures.</p> <p>Staff to secure all gates to pontoons and doors to marina facilities after the tour, to prevent unauthorised access.</p> <p>Waterside pontoon to be inspected for any damage by staff before tour proceeds.</p> <p>Customers to enter/exit water one at a time, with assistance from staff to steady their craft. Entry to kayak via ladder only, seal launching is prohibited.</p>	LOW	
13.6 Interference with shipping channel	Staff, Customers	HIGH	<p>Staff to brief customers on how to cross the shipping channel: at 90° to normal direction of travel, checking both ways throughout, keeping pace with the rest of the group.</p> <p>Staff to initiate any crossing of the channel when it is safe to do so.</p>	LOW	
13.7 Falling into or between quay walls and structures	Staff, Customers	HIGH	<p>Contact with quayside walls and pilings to be avoided due to the presence of rusted metal, encrusting animals and other foreign objects.</p> <p>Kayaks are not permitted to travel underneath the quays even when navigation is possible, due to the possibility of snagging or becoming caught up in submerged structures.</p> <p>If a customer inadvertently ends up under the quay, staff should remain outside the quay structure and use reaching/throwing apparatus to assist customer with their exit if required.</p>	LOW	
13.8 Movement of Ouseburn Barrage	Staff, Customers	HIGH	<p>Kayakers should not travel up the Ouseburn without prior consultation with Newcastle City Council control room to ascertain the movements of the barrage.</p> <p>Kayakers must always portage any locks or barrages in operation.</p> <p>Staff must not attempt to climb the ladders or operate the barrage.</p>	LOW	

13.9 Flood conditions due to Spring/Neap Tidal Cycles	Staff, Customers	HIGH	<p>Varying the start/end time of the tour by more than 30 minutes is not permitted without consulting tide times. Tour times have been calculated to account for the tidal movements.</p> <p>In spring tides, the river will be moving faster and guides should account for this by keeping the group tighter at all times.</p>	LOW	
13.10 Effects of Millennium Bridge Movements	Staff, Customers	LOW	<p>The Gateshead Millenium Bridge scheduled tilt times can be found here: http://www.gateshead.gov.uk/Leisure%20and%20Culture/attractions/bridge/Gateshead-Millennium-Bridge-tilts.aspx. Staff should check these times before their tour.</p> <p>The bridge can tilt at any other time, without advance notice. A claxon will sound before the bridge tilts. A vessel movement should be expected if the bridge tilts as typically its to allow a vessel to pass.</p> <p>Items can fall from the bridge as it tilts, kayakers should not sit under the tilting bride deck in case this happens.</p>	LOW	
13.11 Currents and traffic around NE1 City Marina	Staff, Customers	HIGH	<p>The City Marina creates eddies and other disturbances to the flow of the river, so a 20m clearance should be maintained at all times unless access/egress is required.</p> <p>To prevent kayakers being pulled under the marina structure, any access or egress must be facilitated from the landward side by a staff member and strictly one at a time.</p> <p>Kayakers must not pass between the vessels moored at the marina, or between the marina and the vessels.</p>	LOW	
13.12 Currents and traffic around City of Newcastle Boat Club	Staff, Customers	HIGH	<p>A clearance of 20m must be maintained between kayakers and any pontoon structures and vessels owned or operated by the club.</p> <p>Kayakers must not pass between the vessels or between the vessels and their moorings.</p>	LOW	
13.13 Interference with HMS Calliope and 5th Battalion Royal Regiment of Fusiliers (Anzio House)	Staff, Customers	HIGH	<p>Kayakers must maintain a 20m clearance from any structures associated with HMS Calliope and Anzio House.</p> <p>HMS Calliope & Anzio house are MOD facilities and any unauthorised access may result in prosecution.</p>	LOW	

13.14 Separation of an individual from the group	Staff, Customers	HIGH	<p>To minimise the risk of group separation, staff should supervise from the rear of the group, communicating with the front verbally, by whistle or using hand signals.</p> <p>The group should be instructed that in the event anyone becomes separated they should return to base (St Peter's Marina) if possible, otherwise they must remain on their craft, staying close to the bank side, and await emergency assistance.</p> <p>In the event of a customer becoming separated from the group and no longer being visible to the staff, the Coastguard must be notified by the staff ASAP and assistance from the emergency services sought. A note of the customers last known whereabouts should be made. Staff should make safe remaining customers at the egress point and not return to the water.</p>	LOW	
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Notes

1. *Cullercoats Bike & Kayak has taken all practicable measure to ensure the health and safety of staff and customers. All activities are being carried out in accordance with the normal operating procedures. These can be viewed on request by calling 0191 251 9412. Consideration of the range of activities in which customers will engage has taken place and Cullercoats Bike & Kayak are confident that customers are not exposed to significant or unreasonable risk. Potential hazards/risk areas are listed above, together with measures taken to counter these.*
2. *Cullercoats Bike & Kayak has a procedure for the reporting and recording of accidents and incidents. Any recorded accident involving an under-18 or vulnerable adult will be reported to the parent/carer.*
3. *Cullercoats Bike & Kayak is insured against its legal liability as a result of bodily injury to persons and/or damage to material property arising out of the negligence of its staff, managers or directors. Customers may view these documents at any time.*
4. *General questions on Health and Safety at events should be addressed to Simon Laing, Director, CBK, 0191 251 9412*