

Safety and Risk Management Policy

Framework Outline

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SAFETY AND RISK MANAGEMENT POLICY

ActiveEarth Training Limited

Introduction

ActiveEarth/EasyDay utilises outdoor adventure activities to deepen our understanding of ourselves, and our relationships with others and the environment. Due to their nature, outdoor activities present an inherent risk of accident and of possible serious injury or death. Adventure is by definition an undertaking of unknown outcomes. An important concept which is used in the design of adventure activities is the difference between perceived risk and actual risk. A perceived risk is a type of activity that looks very dangerous to untrained eyes but, on closer examination, is in fact very safe. There is always a certain amount of risk in any activity, and that's what makes the activity exciting. However, ActiveEarth/EasyDay is a professional organisation that follows well-established safety guidelines and is thus able to create an exciting perceived risk activity with little actual risk to participants.

ActiveEarth/EasyDay views a comprehensive and effective Safety and Risk Management (SRM) policy as a fundamental responsibility of the organisation. Due to the varied nature of adventurous activities, ActiveEarth/EasyDay employs a flexible SRM policy. It is an integrated, transparent system, containing multiple individual risk assessments. The policy identifies the roles of individuals, states the required procedures at different steps of operations, and realises the need for continuous re-evaluation to maintain up-to-date systems. ActiveEarth/EasyDay is thus able to provide a safe and meaningful experience during its educational programs.

This document is designed to *outline*, in a clear and concise manner, the ActiveEarth/EasyDay SRM policy framework, thereby providing all necessary information required for a solid understanding of it. Included is an introduction to the overall SRM policy process, the specific role of Clients, the basic departmental structure of ActiveEarth/EasyDay and their responsibilities, and the appropriate general operating procedures that apply to all ActiveEarth/EasyDay staff.

It is your responsibility to familiarize yourself with the material in this document before arriving at an ActiveEarth/EasyDay project. It is imperative that you do so to ensure that you have an understanding of your responsibilities as Clients to maximize your benefit from the ActiveEarth/EasyDay program.

Overall Policy Process

The ActiveEarth/EasyDay SRM policy is an integrated framework of multiple individual risk assessments that promotes flexibility and reappraisal. The policy is therefore able to adapt to the varied requirements associated with outdoor adventure activities, hereby maximizing the safety of both Guides and Clients during educational programs. Risk assessment is a continuous process that must start before any operations commence. Each department of ActiveEarth/EasyDay undertakes risk assessment as a fundamental process. For your information, outlined below is the generic risk assessment process used by our staff from the carrying out of the initial risk assessments to the reviewing of the process post-implementation.

1. Risk Assessment

- Identify the potential hazards
- Decide how great a risk they pose
- Compare the likelihood of harm against the identified risk
- Decide what safety measures need to be put in place to reduce the risks to an acceptable level
- Detail how these safety measures are to be implemented

2. Procedures and Safety Measures

Operational staff must fulfill a number of safety measures:

- Inform all members of the operation of their roles within the SRM policy
- Provide guidelines of safe practice for Guides
- Develop actions for emergency situations
- Complete appropriate checklists

3. Implementation

Guides must perform their tasks within the guidelines of safe practice.

4. Formal Re-assessment of the Safety and Risk Management Process

After each program, ActiveEarth/EasyDay conducts:

- Re-appraisal of the SRM policy via organized re-view meetings
- Reviews of accidents and near miss situations
- Annual meetings of the SRM executives

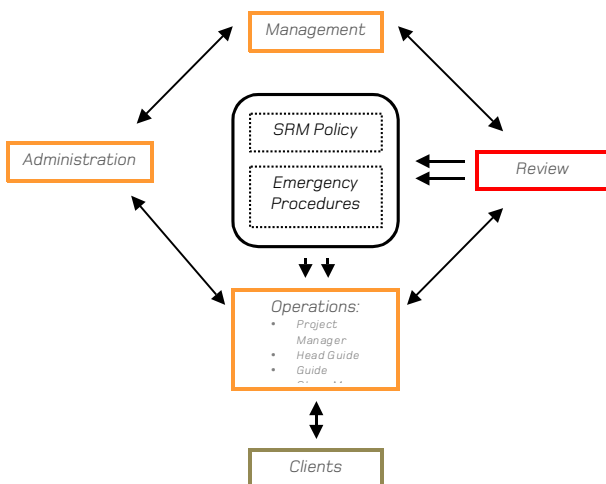


Figure 1: Diagram outlining the basic SRM system that allows for continued reappraisal and adaptation. The SRM policy and Emergency Procedures are under constant review from operational staff and thus also from Client feedback. Administration and Management departments work closely with Operations to review the policy and make appropriate changes. These changes are subsequently employed by Operations thereby creating a system that allows for safe and meaningful educational programs.

ActiveEarth/EasyDay Departmental Structure

SRM procedures are temporal, in place to provide the measures required to manage risks, minimize them to safe levels, and inform members of ActiveEarth/EasyDay before, during and after operations. Although they are task specific to individual roles within the organization, they are reviewed here to provide you with a transparent understanding of the ActiveEarth/EasyDay SRM policy. The policy procedures highlight the tasks necessary to manage risks, and outline the general pathways of interconnections within the organization to promote efficient transfer of information regarding the policy as a whole. Within ActiveEarth/EasyDay, the three defined departments, Management, Administration, and Operations have different roles with

respect to the SRM policy.

Management and Administration

The Management and Administration departments have a SRM executive that brings together members from different roles within the organization to review and implement the SRM policy. The central role of Administration is to promote and control the flow of information, with respect to the Safety and Risk Management policy, between the Operations department and the Management department of ActiveEarth/EasyDay (see Figure 1).

Operations

The role of the operational staff is the implementation of education programs for Clients. As a direct link between ActiveEarth/EasyDay and Clients, we realise that it is of utmost importance that the operational staff have a thorough understanding of the SRM policy. As such, ActiveEarth/EasyDay operational staff will be familiar with their responsibilities and requirements with respect to the SRM policy before they arrive at a project.

Operations Department Structure

The actual structure of the Operations department will vary slightly depending on the scale of each project. This may mean that the department's responsibilities are united within a smaller team of staff. In this situation the Operations department retains all its responsibilities, with respect to the SRM policy, and will ensure the fulfillment of them appropriately.

- Project Manager
- Head Guide
- Guides
- Store Manager

a) Project Manager Responsibilities

The Project Manager is responsible for making sure that the SRM policy is adhered to. He/she is present at the camp during the times when Clients and Guides are out on activities, therefore being able to manage any emergencies that may occur. They are ultimately responsible for Emergency Procedures and supervising the general safety of the educational program.

b) Head Guide Responsibilities

The ActiveEarth/EasyDay SRM policy identifies the

responsibilities of the Head Guide as additional to the Guide's responsibilities. All Head Guides are aware of the Guide's responsibilities as a basis for their own. The Head Guide is responsible for overseeing the Guides and ensures all Guides are operating with "Duty of Care". The Head Guide works closely with the Project Manager on issues such as Emergency Procedure, and therefore knows where all Guides are when out on activities.

c) Guide Responsibilities

The ActiveEarth/EasyDay SRM policy implies specific responsibilities and requirements of guides. As a direct link between ActiveEarth/EasyDay and clients, guides take their responsibilities very seriously. For your information, reviewed below are the general requirements of Guides.

- Guide are fully aware of the appropriate Accident and Emergency Procedure guidelines and carry with them phone numbers and locations of Project Manager, Head Guide, emergency services, mountain rescue

- Guides always carry an emergency first aid kit appropriate to the activity in question. Guides operate within their competence and in a manner appropriate to the Clients experience and ability

- Guides encourage a "challenge by choice" approach and support the Client's decision should they wish to opt in or out of any part of the program

- Guides ensure that the ActiveEarth/EasyDay SRM policy, where applicable, is being adhered to throughout

- Ensure that the equipment provided by ActiveEarth/EasyDay, and any personal equipment is suitable for the task

- Provide Clients with the information appropriate to the activity concerned, together with adequate instruction

- Provide Clients with appropriate information on access and environment issues together with an adequate Guideline

- Ensure that every effort is made to minimize impact on the environment

- Showing due regard to other users of the environment

Clients' Responsibilities

Clients are defined as fee-paying participants that employ the services of ActiveEarth/EasyDay. Prior to participation, ActiveEarth/EasyDay informs Clients of the general risks of outdoor activities and adventure. The Client's role, with respect to SRM policy, requires that they are honest about their confidence and competence in respect to the activities in question. While all ActiveEarth/EasyDay projects are planned and supervised in a way designed to minimize the risk of accident to both Client and Guide, there remains a potential risk. An open relationship between Guide and Client is needed to provide a realistic, practical and beneficial SRM policy. Therefore, Clients must be informed before they arrive at an ActiveEarth/EasyDay project that:

- Outdoor activities, by their nature, contain a degree of hazard and risk and despite the greatest care accidents may still occur.

- Involvement places them at risk of accident and potential injury, possibly serious or even fatal. Other than under exceptional circumstances, and unless otherwise informed, it is assumed that Clients having enrolled are aware of and accept the inherent risk associated with the activity they have chosen to partake in.

- Guides are responsible for the safety of their Clients during periods of daily activities. In order to manage the risk, all Clients are requested to draw the attention of the Guide(s) if they are unhappy or feel the activity is beyond their ability. No Client, irrespective of circumstance, is required to undertake any aspect of the course and may withdraw from the course at any time.

- Guides are employed on the basis of their experience and technical ability, and will possess the relevant qualities and have received the appropriate training required to deliver the program safely. During the activities provided, Guides will evaluate individual Clients' ability and in the event that the

Client's ability is unsuitable for the training taking place, the Client will be advised accordingly. Where possible an alternative activity more suited to their needs will be offered.

- In order to facilitate safe practice, all Clients are asked that in all circumstances the instructions provided by Guides should be followed.

- All Clients of ActiveEarth/EasyDay are expected to declare if they have, or have had in the past, a medical condition and if they are using any medication at present.

General Operating Procedures (Examples)

General Climbing Safety Procedures

This section refers to all activities that take place on graded ground at any time of year, and as such includes scrambling, via ferrata and rock climbing.

- All climbing/scrambling activity is to be under the close supervision and control of the Guide. However, it must be recognised that situations will occur where the Guide cannot be in complete control of all aspects of the climb/scramble taking place (i.e. the Guide cannot be at both ends of the rope at the same time).

- All Clients and Guides must wear climbing helmets when climbing, belaying on route, belaying at the foot of a crag or where there is a potential of stone fall and other hazards.

- The choice of climbs requires careful judgement. All climbs should suit the Clients' aims, aspirations, abilities and needs.

- No Client will belay another until the ability to hold a fall has been ascertained. The exception to this is where the Guide can adequately supervise the Client.

- The employment of recognised climbing calls will be taught and used.

General Canyoning Safety Procedures

- All canyoning activity is to be under the close supervision and general control of the Guide. How-

ever, it must be recognised that situations may occur where the Guide cannot be in complete control of all aspects of the activity. It is therefore of great importance that Clients follow all the Guide's instructions.

- Clients must wear all specialist clothing and equipment issued to them (e.g. wetsuits) by the Guide for their own comfort and safety during the activity.

- All Clients must wear certified helmets when instructed to do so by the Guide.

Accident and Emergency Procedures

On arrival at the program location, the individuals in charge on the Client's side (e.g. leaders, lecturers or teachers etc.) will meet with the Project Manager and Head Guide to discuss any issues with regard to the SRM policy. This also provides an opportunity for Clients to put forward any questions that they may have regarding the Accident and Emergency Procedures.

From time to time, despite the greatest care, accidents, incidents or ill health will affect the group and influence the judgement of Guides. The following principles will apply in such circumstances:

- In the event that a Client wishes to return to the camp, for whatever reason, the guide will assess the individual's ability to return without supervision given the prevailing conditions and situation.

- If the Client is making their own way back to safety, note is taken of the Clients' planned course of action, route etc. The Project Manager is informed that this is happening and arrangements put into place to check the safe arrival of the student involved.

- If the Guide has any doubts about the above, even though it may disrupt the rest of the group, the Client's safety is a priority. In such a case the guide and the entire group will escort the Client back to camp.

- In the event of any incident, unintentional separation, accident, or any major change in plans, the Head Guide and/or Project Manager will, where pos-

sible, be immediately contacted. As soon as practically possible the Guide involved will make a full and comprehensive report to the Head Guide.

- An 'Emergency and SRM Centre' will be set up at camp which acts as an emergency rendezvous.

- In the event of an emergency, the individuals in charge of the group on the Client's side (e.g. leaders, lecturers or teachers etc.) will be informed as soon as is reasonably possible, and will be kept up-to-date with regards to the emergency situation.