



Health and Safety Policy



Paddles Up Training Health and Safety Policy

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Statement of Intent

Paddles Up Training is a trademark and trading name of British Canoeing for the delivery of British Canoeing Awarding Body qualifications, training, and awards both in the UK and Internationally. We recognise our health and safety duties under the Health and Safety at Work etc. Act 1974, the management of Health & Safety at Work Regulations 1999 and accompanying legislations.

The Chief Executive Officer responsible for Health and Safety, Mr Ashley Metcalfe, recognises that he has a responsibility to ensure all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice.

All Employees, Contractors, Tutors, Assessors, Providers, Learners, and all those involved in courses/ training have a duty to ensure that they maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice of Paddles Up Training and the location/Country where the course takes place.

The purpose of this policy is to outline the roles and responsibilities of everyone working for Paddles Up Training to delivery Paddlesport training, assessment, or any related activity. Independent course providers must consider their own H&S arrangement when indirectly running programmes.



The Company, so far as is reasonably practicable, proposes to pay particular attention to: The provision and maintenance of a safe place of work, a safe system of work, safe appliances for work, and a safe and healthy working environment.

1. The provision of such information and instruction may be necessary to ensure the health and safety of employees and others, and the promotion of awareness and understanding of health and safety throughout the workforce.
2. The safety and absence of health risks in connection with the use, handling, storage and transport of all articles, substances, and equipment.
3. Making regular assessments of risks to employees.
4. Taking appropriate preventative/protective measures as identified by risk assessments.

In order that the Company can achieve those objectives, it is important that employees recognise their duty, whilst at work, to take reasonable care for the health and safety of themselves and of other persons. Employees should also cooperate fully with the Company or anyone else concerned, to ensure that their obligations are performed or complied with.

Paddles Up Training (PUT) will ensure adequate resources and both time and money are made available to the necessary people, to ensure that the items listed above are implemented and all employees are provided with the necessary instruction, information, training and supervision to enable them to carry out their work without risk to themselves or others.

An annual review of the Health and Safety Policy will also be undertaken to ensure it is relevant to the work being undertaken by the Company and all legislation quoted is up to date – where necessary, the policy will be developed and expanded.

Paddles Up Training is also committed to the continuous development and improvement of its Health and Safety Management System. The Company will



ensure that the health, safety and welfare of any employee or subcontractor is not compromised for financial or commercial gain.

All employees and contractors of the Company agree, as a term of their contract of employment, to comply with their individual duties under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999 and other legislation, and to generally cooperate with the Company so as to enable it to carry out its duties towards them. The attention of all employees is drawn to the attached safety rules and procedures, and employees should recognise that failure to comply with their health and safety duties and obligations can lead to dismissal from employment. In the case of serious breaches, dismissal may be instant without prior warning.

All Tutors, Assessors and Course Providers of the courses agree, as a term of their Provider Service Agreement, to comply with their individual duties under the Health and Safety at Work Act 1974, and the Management of Health and Safety Regulations 1999 and other legislation, and to generally cooperate with the Company so as to enable it to carry out its duties towards them. The attention of all employees is drawn to the attached safety rules and procedures, and employees should recognise that failure to comply with their health and safety duties and obligations can lead to dismissal from employment. In the case of serious breaches, dismissal may be instant without prior warning.

This policy has been prepared in furtherance of section 2(3) of the Health and Safety at Work Act 1974 and binds all staff. We request that our customers and visitors respect this policy, a copy of which can be obtained on demand.



Health and Safety Responsibilities

The Company

Our policy is to provide and maintain safe and healthy working conditions for all personnel employed by the Company.

In addition, we will seek to ensure that the work we carry out does not affect the health and safety of others, e.g. our clients, contractors, visitors and members of the public.

The Chief Executive of the Company recognises and accepts their responsibilities under the Health and Safety at Work Act 1974, for ensuring that all aspects of the health and safety policy are complied with.

It is the responsibility of the Responsible Officer to ensure that health and safety arrangements are implemented on a day to day basis. Learners, providers, volunteers and employees are free to contact the PUT Responsible Officer regarding any health and safety matter.

Employees

It is the responsibility of all employees to co-operate in the implementation of this health and safety policy within their areas of influence. All employees have a legal duty to ensure their own safety and the safety of others (for example a duty of care to themselves, their fellow workmates, clients and visitors) under the Health and Safety at Work Act 1974.

Employees must therefore:

- Take reasonable care for the health and safety of themselves, and others who may be affected by their acts or omissions at work.
- Know and keep to the rules and procedures relating to their work and report all difficulties or hazards liable to endanger them or other persons.

- Cooperate with the management team with regards to agreed health and safety arrangements and procedures.
- If involved in an accident resulting in, or which may have resulted in, injury, report the details to the PUT Responsible Officer as soon as possible.
- Arrange for any spillage of liquid to be dealt with immediately, having due regard to the nature of such spillage.
- Use equipment only when authorised and properly trained to do so
- Report any defects in equipment to the PUT Responsible Officer.
- Develop a personal concern, a duty of care for themselves and for others, particularly new starters, young people, visitors and contractors
- Avoid improvisation which entails unnecessary risks
- Warn new employees and others of known hazards

Health and Safety Policy Communication

Employees, contractors and visitors will be made aware of the Company Health & Safety Policy by the following means:

- This Policy being available on the Paddles Up Training website and Provider resource area.

When appropriate, instructions will be emailed – these instructions will alert all employees and others to new legislation and the procedures to follow to avoid risks.

General Safe Working Procedures

Housekeeping

Remember at all times that a tidy workplace is generally a safe workplace.

You should:

- Help keep the workplace clean and tidy
- See that walkways are kept clear of materials and rubbish that may trip you or others
- Stack materials in a tidy manner
- Help keep toilets, kitchens, etc., clean and tidy

Safety Tips

- Don't ignore risks, by assuming they are someone else's responsibility.
- Don't just think of your own safety – consider the wellbeing of others.
- Never assume accidents only happen to others.
- Short cuts can change safe situations into dangerous ones.
- Consider the consequences before taking the action.
- Just because you have done it before without incident, does not mean it is safe.
- Always point out potential risks to others before they learn the hard way.
- Nothing is so important that we can't take the time to do it safely.

Venues

Company employees and others are required to take all reasonable precautions to ensure their own health and safety when visiting other locations. You are required (where relevant) to observe the safety procedures of the host organisation, and to avoid any hazardous situations.

If working at a managed venue, ensure you sign the visitors' book when you arrive and leave, as this is normally how Companies keep a record of visitors on site, for use in the event of an emergency.

Risk Assessments and Method Statements

Risk assessments and method statements, or RAMS as they are commonly referred to, are highly important documents which are created to help identify and control hazards in the work that we are carrying out.

Risk Assessments

Generally speaking, a risk assessment will identify hazards in the operations, tasks and processes that we are carrying out. It will then look at the possibility of this hazard being realised and the potential causes that might then occur – this is the risk.

Once the risk has been calculated, it will then look at ways at which the risk can be controlled. This will be done following the same method all the time, this method being called “the hierarchy of controls”.

This being;

- Elimination – this is definitely the most effective control, you are removing the risk totally e.g. “if the work doesn't have to be done from a ladder, don't do it on a ladder.”

- Substitution – the next most effective control is to substitute the risk for something far safer e.g. “if the work does need to be done at height, rather than using a ladder, you could use a mobile tower as this is safer.”
- Engineering Controls – the next most effective method does not eliminate the hazard but rather reduces the risk of the hazard occurring e.g. “if you need to work at height then you could look at building or installing a permanent working platform in that area rather than having to work from a ladder all the time.”
- Administrative Controls – this control helps change the way people work. This is usually done at management level e.g. “the work at height cannot be avoided so work at height training will be delivered to all operatives to ensure that they are given clear information and instruction on how to do it safely.”
- PPE – this is the least effective method of controlling the hazards and should always be a last resort. This is not to say that PPE cannot be very effective when used correctly e.g. “working off a mobile tower is not avoidable so we will use a harness and people working on the ground will wear hard hats”.

Method Statements

A method statement, sometimes called a “safe system of work”, is a document that details the way a work task or process is to be completed. The method statement will outline the hazards involved and include a step by step guide on how to do the job safely. The method statement must also detail which control measures have been introduced to ensure the safety of anyone who is affected by the task or process. The method statement will be written once as a result of a risk assessment being completed.

Risk Assessing training must be undertaken by all Course Providers, Contractors and Employees.

All work activity and course provision should be risk assessed and a formal risk assessment kept on file for 3 years.



Procedure for Reporting Accidents

All accidents involving employees or contractors must be reported to PUT Responsible Officer who will carry out an initial investigation on the appropriate form. This must be filled in for every accident, near miss or damage incident, in order that a proper investigation can take place. This is not to apportion blame, but to aid in identifying and preventing a recurrence.

Following an accident where the person is absent from work for seven consecutive days, the internal Company Accident Report Form must be completed in every detail and passed to Stallard Kane Associates Ltd.

All accidents involving Course Providers, Learners or those involved in courses/ training must be reported using the incident reporting form
<https://paddleuk.org.uk/online-incident-reporting/>

It is vital that you report all accidents, even if they are considered to be small or insignificant. In this way, the Company can look for trends appearing.

Safety Information and Training

The Company recognises the value of training as an essential and effective means of helping to create a safe working environment.

We will provide mandatory training, i.e. new employee inductions, Risk Assessing training, etc., role specific training as well as the holding of particular roles or qualifications are a requirement of the delivery of courses.

We will undertake periodic reviews of all training requirements, to ensure that you are provided with the necessary instruction, information and training to allow you to undertake your work safely and without risk to yourself and others who may be affected by your work activities.

In addition, safety information is provided in the form of this periodically updated Health & Safety Policy, which is available for all on the Paddles Up Training website.



Periodic refresher training will also be provided for employees, contractors, course providers etc., where necessary, these 'hot topics' will be provided when needed or following an accident or near miss incident.

Smoking

The Company operates a strict 'No Smoking' policy and smoking is prohibited throughout the delivery of course or working activities with no exceptions. This policy applies to all employees, contractors and others.

Employees, contractors and others are reminded that smoking in company vehicles/ vehicles used for work is illegal, as directed in the Smoke-Free (Premises and Enforcement) Regulations 2006. If you don't comply with the smoke-free law, you will be committing a criminal offence.

Breaks should be managed in accordance with venues procedures and current best practice.

Drugs and Alcohol

The Company's policy on alcohol and drugs recognises that it is a health hazard with implications for safety, by impairing the ability of an individual to make decisions and to work effectively. Alcohol or drug abuse by an employee, contractor, course provider or anyone involved with courses can adversely affect the safety and health of not only themselves, but the safety of all other personnel who work with them.

Employees must not consume alcohol or illegal non-prescription drugs at work or attend work whilst under the influence of them. If you are taking prescription or legal non-prescription medication that may affect your ability to undertake your work safely, you must inform PUT Responsible Officer, who will make alternative work arrangements until the course of medication is complete and you can resume your normal role.

Consumption of alcohol or illegal non-prescription drugs in breach of this policy may result in immediate dismissal or cancelling of Provider Service Agreement.

Fire Prevention

Employees should seek to ensure good standards of housekeeping at all times. A clean and tidy workplace is less likely to be a source of a fire. Any acts or omissions that you believe may constitute a fire risk should be reported immediately.

All employees, contractors and others should:

- Obey 'No Smoking' signs
- Know the location of fire exits, fire-fighting equipment and break glass points
- Keep fire-fighting equipment, fire exits and passageways clear and ready for immediate use
- Report all fire hazards
- Not put clothes on or near heating appliances

If you discover a fire:

- Immediately raise the alarm
- Only tackle the fire if it is necessary to aid your means of escape – do not take any unnecessary risks
- Proceed to the designated fire assembly point
- Report to a fire warden

If you hear the fire alarm:

- Leave the premises by the nearest available exit
- Proceed to the designated fire assembly point

- Ensure that there is clear access for the emergency services
- Report to a fire warden
- Do not re-enter the building until you have been told that it is safe to do so

Manual Handling

Manual handling includes any transporting or supporting of a load, including lifting; putting down; pushing; pulling or carrying by hand or bodily force.

Manual handling injuries can be avoided if lifting is carried out in the correct manner, i.e. with leg and arm muscles rather than back muscles. Employees should be mindful of their own capabilities and should not lift anything that they believe to be too heavy. Where provided, employees must make full and proper use of mechanical lifting equipment, e.g. forklift trucks, pallet trucks, etc.

Under the Manual Handling Operations Regulations 1992, the Company has to carry out assessments on activities that pose a risk due to manual handling. We have identified such activities and carried out subsequent assessments. As a result of these assessments we have implemented control measures to reduce the risk of injury, including the provision of lifting aids and training.

Remember the following:

1. Plan the lift. Think: where is the load to be placed; can handling aids be used? Do I need help with the load? Remove obstructions such as discarded wrapping materials. For a long lift, such as floor to shoulder height, consider resting the load mid-way on a table or bench in order to change grip.
2. Adopt a stable position. The feet should be apart, with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). You should be prepared to move your feet



during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

3. Get a good hold. Where possible, the load should be hugged as close to the body as possible. This may be better than gripping it tightly with hands only.



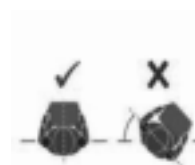
4. Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

5. Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.

6. Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



7. Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.



8. Keep your head up when handling. Look ahead, not down at the load, once it has been held securely.

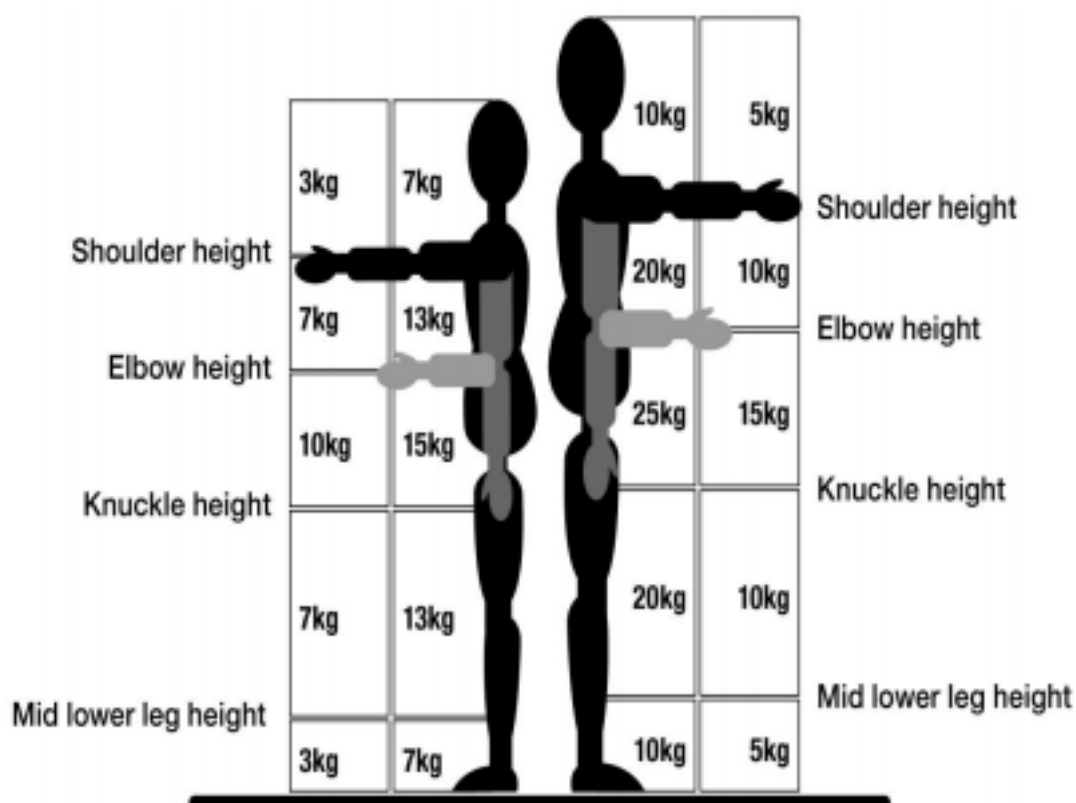
9. Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

10. Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.



11. Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

The table below shows the HSE lifting guidelines. Use your own judgement when assessing whether you can lift more or less than indicated in the table. It is important to recognise your personal limitations, as well as any restrictions imposed by the environment in which the lift is to take place.



Slips, Trips and Falls

Slips and trips are the most common cause of major injuries at work and can happen almost anywhere. 95% of major slips result in broken bones and they can also be the initial cause for a range of other types of accidents, such as a fall from height.

Slips and trips are responsible for, on average:

- Over a third of all reported specified injuries, including two fatalities per year

- 50% of all reported accidents to members of the public that happen in workplaces

Common hazards

Poor floor conditions, damaged or uneven surfaces and/or poor lighting levels in the area

Poor cleaning practices, e.g. floors left wet, spillages not cleaned up immediately or incorrect cleaning products used for the job

Obstacles, e.g. trailing cables, tree roots, equipment, rubbish bags and other waste left in work areas :

Wearing unsuitable footwear for the task being carried out

Poor ground conditions due to bad weather, such as standing water, ice and snow, wet and decaying leaves

Care must be taken in these environments and hazards controlled and communicated to all involved.

Display Screen Equipment

Some employees may experience fatigue, eye strain, upper limb problems and backache from overuse or improper use of DSE. These problems can also be experienced from poorly designed workstations or work environments. The causes may not always be obvious and can be due to a combination of factors. The following may help:

- Getting comfortable
- Forearms should be approximately horizontal, and your eyes should be in line with the top of the screen

- Make sure there is enough workspace to accommodate all documents or other equipment. A document holder may help avoid awkward neck and eye movements.
- Arrange the desk and screen to avoid glare, or bright reflections. This is often easiest if the screen is not directly facing windows or bright lights
- Adjust curtains or blinds to prevent intrusive light
- Make sure there is space under the desk to move your legs.
- Avoid excess pressure from the edge of seats on the backs of legs and knees. A footrest may be helpful, particularly for smaller users

Keyboards and keying in (typing)

- A space in front of the keyboard can help you rest your hands and wrists when not keying
- Try to keep wrists straight when keying
- Good keyboard technique is important – you can do this by keeping a soft touch on the keys and not overstretching the fingers

Using a mouse

- Position the mouse within easy reach, so it can be used with a straight wrist
- Sit upright and close to the desk to reduce working with the mouse arm stretched
- Move the keyboard out of the way if it is not being used
- Support the forearm on the desk, and don't grip the mouse too tightly
- Rest fingers lightly on the buttons and do not press them hard

Reading the screen

- Make sure individual characters on the screen are sharp, in focus and don't flicker or move. If they do, the DSE may need servicing or adjustment
- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room
- Make sure the screen surface is clean
- When setting up software, choose text that is large enough to read easily on screen when sitting in a normal comfortable working position
- Select colours that are easy on the eye (e.g. avoid red text on a blue background, or vice versa)

Stress

- Take regular breaks (at least five minutes every hour) away from your screen, ideally with exercise or movement
- Try not to have lunch at your desk
- Do some different types of work during the day
- Take control of the order in which you do tasks
- Limit pressure to meet deadlines – do what is realistic
- Try to limit sudden changes in workload
- Communicate effectively with people who affect your work
- If stress becomes a problem, consult PUT Responsible Officer
- If there is distracting noise, get it seen to

Electrical safety

All electrical equipment should be PAT tested in line with HSE guidance for workplace environments. For portable electrical equipment, check the cable, plug



and body of the equipment for any obvious signs of damage before use. Do not use damaged or faulty equipment.

Animal Policy

Paddles Up Training is responsible for assuring the health and safety of all employees, contractors, providers and those involved with our courses. In keeping with this objective, Paddles Up Training does not permit employees, contractors, course providers or those involved with our courses to bring their animals to work. Animals may pose a threat of infection and may cause allergic reactions in others. Others may feel threatened or be distracted by the presence of animals, particularly dogs.

If you require the help of a service animal (defined by 28 CFR 36.104 as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability")* You will be permitted to bring a service animal to the workplace, provided that the animal's presence does not create a danger to others and does not impose an undue hardship upon the Company.

*In the UK, there is no official register or certification process for assistance dogs, PUT uses this US Federal Definition as the basis for decision making when a request is submitted.

Mobile Phones

Mobile phones must not be used when driving or in charge of/ operating work equipment. Mobile phones are not infallible and shouldn't be relied upon as your only mechanism for finding your location or contacting help.

You might also consider:

Utilising your Smart tech Emergency Contact facility - that allows contact to be accessed without unlocking the phone.

If you are unable to use this feature, In Case of Emergency (ICE) is a way to enter emergency contacts in your mobile phone address book under the name "ICE". Alternatively, a person can list multiple emergency contacts as "ICE1", "ICE2" etc



This enables first responders, such as paramedics, firefighters, and police officers, as well as hospital personnel, to contact the next of kin of the owner of a mobile phone to obtain important medical or support information (the phone must be unlocked and working).

112 is the European emergency number, reachable from fixed and mobile phones, free of charge, everywhere in the EU.

The Emergency Number worldwide for Mobile is 112. If you find yourself out of the coverage area of your mobile network and there is an emergency, dial 112 and the mobile will search any existing network to establish the emergency number for you. The emergency services can also triangulate the signal to pinpoint your position to within a few feet.

It is also worth considering using What3words, it is a geocoding system that uses three words to identify a location on Earth with a precision of about 3 meters. The system divides the world into 3-meter squares and assigns each square a unique combination of three words.

Personal Protective Equipment (PPE)

PPE stands for Personal Protective Equipment – it is defined in the Personal Protective Equipment at Work Regulations as:

‘All equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work which protects them against one or more risks to their health and safety’.

Typical examples of PPE you may be required to wear/use within your workplace include:

- Personal Floatation Devices
- Helmets
- Ear plugs or ear defenders to protect against noise
- Paddle board leashes

Maintaining PPE

An effective system of maintenance of PPE is essential to make sure the equipment continues to provide the degree of protection for which it is designed. Therefore, the manufacturer’s maintenance schedule (including recommended replacement periods and shelf lives) must always be followed. Maintenance may include cleaning, examination, replacement, repair and testing.

Any PPE that is owned by Paddles Up Training will appear on their PPE register and must be inspected periodically (in line with manufacturer's guidelines) by a competent person.

First Aid

A first aid kit, or kits, of sufficient size to cater for the number of persons, should be provided and care taken to ensure everyone knows where they are located.

Information about who the first aiders are should also be shared.

Equipment carried in first aid kits should be sufficient to deal with typical accidents in the environment where the work is taking place and may need to be changed depending on the others involved in the work activity/ course.

First Aid kits should only contain such items as you are competent to use and administer.

Lone Working

Paddles Up Training recognises that employees, contractors and providers do work on their own and could be particularly vulnerable. It is therefore important that you conduct a risk assessment and put in place appropriate mechanisms to ensure the safety of you and everyone involved in the work.

When visiting courses, assessing, the lone worker is encouraged to keep both video and written evidence of observations of the candidates' performance against the assessment criteria. These may be required later if a decision is questioned/challenged or in the case of investigation.

Employees and contractors are required to complete the work notification 'check in' and 'work completion' forms electronically prior to and following work in keeping with the Paddles Up Training Standard Operating Procedures.



Policy Review Arrangements

We will review this policy on an ongoing basis as part of our continuous improvement activity and revise it as and when necessary in response to customer and learner feedback, changes in our policies and processes and actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0300 0119 500

Email: coaching@paddlesuptraining.com

Darryll Shaw

Paddles Up Training Responsible Officer

Further Reading

Incident reporting form: <https://paddleuk.org.uk/online-incident-reporting/>