

Adventurous Activities Operating Procedures

INTRODUCTION

This document is intended to represent part of Map Adventures response to its responsibilities under the:

- Health & Safety at Work Act 1974
- Adventure Activities Licensing Regulations 1996 and associated regulations.

This includes ensuring all reasonable safety precautions are in place for those engaging in outdoor activities under the supervision of Map Adventures.

In order to achieve this objective it is necessary to consider the issues of safety and risk management within an outdoor activity programme before describing in detail the operating procedures and criteria for safe practice when conducting a session in a particular activity.

These criteria have been kept to an essential minimum to allow trained and experienced persons to make their own judgements in particular situations and because it is impossible to cover every aspect of an unexpected situation.

STATEMENT OF SAFETY POLICY

1. Statement

It is the policy of the Map Adventures to ensure, so far as it is reasonably practicable, the health, safety and welfare at work of all its employees and participants whilst using the facilities of Map Adventures including when under instruction.

2. Map Adventures Obligation

Within this general policy Map Adventures will endeavour, as far as it is reasonably practicable:-

- a) To provide and maintain equipment and systems of work that are safe and free from risks to health. In particular to regularly inspect, test and record the condition of ropes. Abseil/climbing equipment and buoyancy aids.
- b) To provide such information, instructions training and supervision as is necessary to ensure the health and safety of its employees and students, through establishment of training plans, regular job reviews with instructors, staff meetings and assessment of instructor competence.
- c) To maintain each place of work and access to and egress from it in a condition that is safe and without risk to health commensurate with the undertaking of adventure activities. To maintain this through staff meetings and ongoing risk assessment.
- d) To provide such protective clothing and equipment as is necessary to ensure the health and safety at work of employees and clients. Through the maintenance of the equipment inventory and annual budget allowance to ensure that worn and damaged equipment is replaced.

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3. Technical Advice

Competent technical advice on safety and health matters will be provided where this is necessary and regular audits of safe working practice will be conducted, through staff training, staff meetings and the work of the relevant supervisors.

4. Risk Assessment

There is a danger of believing that absolute safety can be guaranteed. Whilst risk assessments and risk management can increase the safety margin in outdoor activities there is no sense in which a risk assessment can be regarded as complete.

This is true of an assessment of potential psychological danger as well as physical danger.

Risk assessment is an ongoing process and the undertaking and communicating of that assessment is the responsibility of each instructor. Strategies are in place for Map Adventures whereby the result of risk assessments can be disseminated in the instructional team and appropriate action taken. (Instructors meetings, risk books etc.).

For each activity an initial risk assessment has been made, the results recorded and incorporated in the relevant standard operating procedures. This risk assessment is intended to establish the criteria for safe practice. Ongoing risk assessments will use a proforma which lead the assessor to consider a risk identification, risk management strategy and a “what if?” component.

5. Equipment

All outdoor activity equipment will meet the national and international standards.

- Life Jackets: BS 3595 (CEN 100N or 150N) EC Standard
- Buoyancy aids: BCU/BACT Standard BA 83 (CEN 50N)
- Helmets - Watersports – of a design recommended by the BCU
 - Mountain activity – UIAGM Standards
 - Ropes/Climbing equipment – UIAGM

All of the equipment is checked for damage regularly, and the performance tested where relevant. The results of tests will be recorded in a log book.

Provision of equipment will be made to instructors in compliance with the Personal protective Equipment at Work Regulations 1992, and to students as a response to Map Adventure’s duty of care and duties to others under the Health and Safety at Work etc. Act 1974.

6. Training Development and Assessment of Staff

Training will take place thus:

- Initial job training
 - Due to changed circumstances
 - Refresher training
 - Monthly supervisions with Management (Focusing on Daily Logs and Ongoing Staff Needs)
- It will include the need for instructors to undertake and communicate ongoing risk assessments.

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Training reviews and training need analyses will place throughout the year and specifically during each employee's annual review and monthly supervision sessions.

Where they are available, the coaching/leadership qualifications of the national governing bodies (NGB's) will be the focus of training activity.

Where NGB qualifications are not available or appropriate, in House Training and Assessment will be implemented to verify an instructor's suitability to deliver particular activity sessions.

A personal and training matrix is kept of each instructor's qualifications to instruct a particular activity. These are readily available to enquirers.

7. Emergency Procedures

The Emergency Procedure for all activities is described below but can be summarised:-

- a) Administer first aid to casualty and if applicable ensure safety of the remainder of the group.
- b) Seek aid and evacuation where appropriate
- c) Report to Map Adventures Management if necessary.

For level 1 and 2 emergencies, Mentor/Party Leader will respond by:-
Attending to injured, ensuring Safety of rest of group. Documenting and recording on relevant forms in line with Map Adventures procedures. Informing line management.

For level 3 & 4 emergencies, Mentor/Party Leader will respond by:-
Attending to injured and if applicable ensuring safety of rest of group, contacting the relevant emergency services, line management and relevant Social Care services. Documenting and recording on relevant forms in line with Map Adventures procedures.

LEVEL 1 – MISFORTUNES – Lead Mentor responds. Report in Daily Log.

MINOR 'ACCIDENTS' REQUIRING SOME ATTENTION FROM PARTY LEADER. NO MEDICAL ATTENTION REQUIRED.

LEVEL 2 - MINOR EVENTS – Lead Mentor responds. Contact Line Management if required. Report in Daily Log.

INJURIES MINOR BUT REQUIRE MEDICAL ATTENTION ON RETURN.

LEVEL 3 - SERIOUS EVENTS - Lead Mentor Responds. Contact Emergency Services. Contact Line Management. RIDDOR. Complete Significant Event form

INJURIES or ACTIONS THAT ARE SIGNIFICANT BUT NOT LIFE-THREATENING. EMERGENCY SERVICES MUST BE CALLED (Absconding, Self-Harm, Criminal Damage etc)

LEVEL 4 -FATAL OR NEAR FATAL EVENTS Lead Mentor Responds. Contact Emergency Services. Contact Line Management. RIDDOR. Complete Significant Event Form

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THE RESPONSIBILITIES OF AN INSTRUCTOR/MENTOR

1. PREPARATION AND PLANNING

- a) Knowledge of the activity. Instructors should be familiar with the recommendations of the governing bodies and should join the training bodies of their sport where appropriate. Be familiar with the relevant text books and instructors manuals for each activity.
- b) Knowledge of the group – age, numbers, leaders, ability, health problems, experience, fitness, etc.
- c) Knowledge of weather forecast where applicable.
- d) Knowledge of locality – alternative venues.
- e) Plan equipment requirements of the group and ensure that everything is available.

2. COMMUNICATION

- a) Ensure that the group is properly briefed.
- b) Students understanding of briefings and instructions should be checked frequently.
- c) Ensure that potential dangers are explained before they are encountered.
- d) Ensure that line management is kept informed of any departure from the programme.

3. INSTRUCTION AND TEACHING

- a) Ensure the safety of the group. This is the priority.
- b) Be prepared to adjust the session content as appropriate to the needs of the participants.
- c) Ensure that the group is adequately prepared.
- d) Be aware of needs (e.g. warmth, morale, toilet, etc.)
- e) Most programmes aim for maximum interest and enjoyment. Use imagination and look for ways of introducing fun. Safety precautions must not be relaxed. Boredom breeds lack of attention to advice and to personal safety. Interest should therefore be maintained.
- f) Be enthusiastic, dynamic and flexible in your approach. Lead by example and by becoming involved with participants in each activity.

STANDARD OPERATING PROCEDURES (GENERAL)

1. The Standard Operating Procedures (General), together with the Standard Operating Procedures (Activity Specific), form part of Map Adventures safe practice at work statements.

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2. The instructor will be trained, assessed and deemed competent before leading an activity session.
3. Sessions should be concerned with the development of skills and outcomes, but must primarily be safe and enjoyable.
4. Responsibility of safety during an activity session lies with the mentor designated to conduct the activity.
5. Mentors have authority to alter the duration or location of any activity, within site specific parameters, if, in their judgement, it becomes necessary to do so.
6. Mentors are responsible for ensuring that equipment is not abused. Damage, breakage or loss must be noted and reported as soon as practicable both in the store log and to line management.

Equipment

- a) Mentors will be prepared for every reasonable eventuality.
 - b) Careful checks on the condition of equipment should be made at start of session and on return. Mentors are responsible for ensuring that equipment is cleaned, dried and stored away after use.
 - c) Advice and examples will be given on equipment use, care and transport, to develop in participants a respect of equipment.
 - d) Mentors should be able to offer advice on equipment and other aspects of the sport.
7. Mentors carry the responsibility for ensuring that nothing they or their participants do or say brings Map Adventures into disrepute. They are responsible for maintaining high professional and ethical standards.
 8. Mentors should accept responsibility for the continuing risk assessments and development of quality and good practice through feedback to management.
 9. Mentors are expected to be aware of growing concerns relating to health matters, (e.g. Weils Disease, Lyme's Disease & E-Coli) and should take appropriate steps to protect and advise participants.
 10. Instructors are expected to be fully conversant with and adhere strictly to Map Adventures guidelines in relation to child protection policy and guidelines.
 11. Before and during a particular activity session and notwithstanding previous risk assessments, the mentor will analyse the activity on a basis of safety.

STANDARD OPERATING PROCEDURES (ACTIVITY SPECIFIC) **KAYAKING/CANOEING**

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Risks

- DROWNING AND WATER INHALATION;
- CAPSIZE AND SUDDEN IMMERSION IN COLD WATER;
- HYPOTHERMIA
- HEAD INJURIES
- MINOR CUTS, SPRAINS AND BRUISES
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

- a) Instructors will hold the appropriate SCA/BCU Awards;
- b) Safety procedures will be included in the pre-activity briefing;
- c) The ratio of instructors to students is 1:4 if one instructor is present. Caution and sound judgement must be exercised in relation to ratios, dependent on weather, tide and any offshore wind.
- d) The instructor is responsible for determining that all participants can swim 25 metres in kayaking clothing. Non-swimmers may participate at the discretion of the lead instructor.
- e) All participants must wear buoyancy aids and footwear.
- f) Discipline of the group should be such that canoeists do not get spread out, away from the instructor.
- g) Helmets will be worn by all canoeists at the discretion of the lead instructor.
- h) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures. Under no circumstances can YP's have access to sharps.

INSTRUCTOR'S GUIDELINES

1. Instructor will check weather forecast and tidal information. In the event of an offshore wind, extreme caution and sound judgement must be exercised.
2. Instructors should be first in and last out of water.
3. Instructors should carry or have direct access to first aid kit, Knife, tow line, survival bag, spare clothing, hot drink and repair kit.
4. Boats must be checked for buoyancy. All equipment must be checked and all defects reported to line manager and logged in store log.
5. Leaders should have sufficient knowledge, sympathy and interest in the outdoor environment and social history to provide a stimulating and interesting paddle.

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HILL WALKING AND GENERAL LOW LEVEL WALKS

Risks

- BECOMING LOST;
- INJURY DUE TO UNFORESEEN CIRCUMSTANCES;
- EXHAUSTION AND HYPOTHERMIA
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

a) Walking leaders will hold the relevant qualification or equivalent – SMLTB (Summer Mountain Leader Award), BETA (Basic Expedition Training Award), or Area Specific training and assessment provided by an MIA or MIC holder.

b) Leader: Student ratio will not exceed 1:4 on rough hill group appropriate to the remit of ML. On general low level walks, (including navigation exercises), appropriate to the remit of the BETA, the ratio will not exceed 1:6 plus the use of another staff member

c) Safety procedures and risk disclosure will be included in the students briefing.

d) The Leader will be competent in the use of map and compass and be capable of navigating in bad weather conditions to the extent that he/she will never be seriously lost and/or exhaust his/her party in finding an objective.

e) A relevant route card will be available, and line management informed, detailing the planned session.

f) The walking leader will be competent in areas such as first aid, accident and emergency procedures, camp craft, clothing and equipment, knowledge of weather, to be able to cope with any incident or accident.

g) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures.

WALKING LEADER'S GUIDELINES

Walking leaders must follow procedures according to qualifications, training and Map Adventures guidelines with particular regard to:

1. Check that all students and supervisors are suitably clothed and equipped appropriate to the expedition and weather conditions.
2. Navigation exercises will be low level and have a supervisor in the field.
3. Leaders will have an appropriate and valid first aid certificate.
4. When planning a walk, leaders must be aware of access restrictions at certain times in the year and seek advice and permission as necessary.
5. Leaders should have sufficient knowledge, sympathy and interest in the outdoor environment and social history to provide a stimulating and interesting walk

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ROCK CLIMBING GENERAL GUIDELINES

- Sign out and check the rock climbing equipment.
- Be aware of personal safety whilst working close to the edge of the crag when preparing the climbs.
- Rock climbing sessions will be bottom roping involving two instructors, or one instructor and an appropriately experienced assistant.
- Check all in situ anchors before each session.
- Use 11 mm static ropes to link and extend anchors to just over the edge of the crag and use rope protectors on the edge as necessary.
- Use 11 mm dynamic half ropes (25m) for the climbing ropes.
- For the inexperienced students, minimum of 3 to a climb; 1 climbing, 1 belaying and 1 holding the dead rope below the belay place.
- For the experienced students, minimum of 2 to a climb; 1 climbing and 1 belaying.
- Climbers to be lowered down. No students should be at the top of the crag.
- Before climber starts climbing or before being lowered, the belay must be checked and initially supervised by the instructor.
- Climbers are lowered off when they touch the top of the crag – screwgate on the anchor to be no lower on climber than waistbelt at time of lowering.
- Each belay station will have hanging in place an HMS screwgate karabiner clipped into a fig.8 on a bight on the end of the rope (tied off) and an ATC belay device with HMS screwgate karabiner hanging in the belay rope. Not to be removed.
- Tidy away the spare end of the climbing rope so as it is not trampled on.
- Clip the HMS screwgates of both the climber and belayer into harness through the waist belt and leg loops.
- Brief the group on the organisation and supervision around the site.
- Fit the helmets and harnesses (and rock shoes) and check for security. Fit your own as a demonstration.
- Demonstrate the use of the belay device, climbing and lowering and explain how the system works.
- Tuck away 'loose bits' around the belayer's belay device.
- Use old bits of carpet to allow footwear to be cleaned and dried before setting off on the climb.
- Explain how rock climbing and abseiling fits into the wider picture of mountaineering and the extent of rock climbing as a recreational activity in the Peak and across the UK.
- Remember that the climbs will be more difficult in the wet. Add at least one grade.
- On leaving the climbing site, generally try to leave it in a better state than when you arrived. Pick up litter, check for clothing and equipment left behind. Check for damage to the rock climbing equipment as you dismantle the systems.

Sign in equipment to stores and log for use and record any damage. Wash, clean and dry off any dirty ropes and other equipment. Replace damaged equipment as necessary.

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ROCK SPORTS

Risks

- INJURY DUE TO FALL FROM THE CRAG;
- EQUIPMENT AND SYSTEMS FAILURE;
- MINOR INJURY DUE TO SCRAPES AND BUMPS ON ROCK DURING CLIMBING;
- HYPOTHERMIA;
- INJURY DUE TO UNFORESEEN CIRCUMSTANCES (E.G. SPRAINS ON ROUGH GROUND, STONEFALL);
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

a) Rock Sports instructors will hold a relevant qualification or equivalent – SPA (Single Pitch Award), MIA (Mountaineering Instructors Award) or Site Specific training and assessment provided by an MIA or MIC Holder.

b) Appropriate technical equipment will be used and logged for use.

c) There will be an appropriate supervision of students around the crag.

d) Helmets (UIAA Approved) must be worn by students, supervisors and instructors below the crag, approaching and during climbing.

e) Safety procedures and risk disclosure will be included in the students briefing.

f) The mentor will be competent in areas such as first aid, accident and emergency procedures, clothing and equipment, knowledge of weather, to be able to cope with any incident or accident.

g) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures.

ROCK SPORTS INSTRUCTOR'S GUIDELINES

Rock Sports instructors must follow procedures according to qualifications, training and Map Adventures guidelines with particular regard to:

1. Rock climbing will be either top roping or bottom roping sessions only.
2. Select the best wall according to participants' ability and previous experiences.
3. Check that all students and supervisors are suitably clothed and equipped.
4. All technical equipment must be logged in/out of stores, checked for damage before and after use and any defects reported. Return all equipment to the store after the session.
5. There must be a minimum of one supervisor at the top and one supervisor at the bottom of the crag during rock climbing sessions.
6. Mentors should have sufficient knowledge, sympathy and interest in the outdoor environment and social history to provide a stimulating and interesting session.

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ABSEILING

RISKS

- INJURY DUE TO FALL FROM THE CRAG;
- EQUIPMENT AND SYSTEMS FAILURE;
- MINOR INJURY DUE TO SCRAPES AND BUMS ON ROCK DURING ABSEIL;
- HYPOTHERMIA;
- INJURY DUE TO UNFORESEEN CIRCUMSTANCES (E.G. SPRAINS ON ROUGH GROUND, STONEFALL)
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

- a) Abseiling instructors will hold a relevant qualification or equivalent – SPA (Single Pitch Award), MIA (Mountaineering Instructors Award) or Site Specific training and assessment provided by an MIA or MIC holder.
- b) Appropriate technical equipment will be used and logged for use.
- c) There will be an appropriate supervision of students around the crag.
- d) Helmets (UIAA Approved) must be worn by students, supervisors and instructors below the crag, approaching and during the abseil.
- e) Safety procedures and risk disclosure will be included in the students briefing.
- f) The abseiling instructor will be competent in areas such as first aid, accident and emergency procedures, clothing and equipment, knowledge of weather, to be able to cope with any incident or accident.
- g) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures.

ABSEIL INSTRUCTOR'S GUIDELINES

Abseil instructors must follow procedures according to qualifications, training and Map Adventures guidelines with particular regard to:

1. Select the best site according to weather forecast and safe access.
2. Check that all students and supervisors are suitably clothed and equipped.
3. All technical equipment must be logged in/out of stores, checked for damage before and after use and any defects reported. Return all equipment to the store after the session.
4. There must be a minimum of one supervisor at the top and one supervisor at the bottom of the crag during abseil sessions.
5. Instructors will have an appropriate and valid first aid certificate.

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6. Instructors should have sufficient knowledge, sympathy and interest in the outdoor environment and social history to provide a stimulating and interesting session.

CLIMBING WALLS

RISKS

- INJURY DUE TO FALL FROM THE WALL;
- EQUIPMENT AND SYSTEMS FAILURE;
- MINOR INJURY DUE TO SCRAPES AND BUMS ON THE WALL DURING CLIMBING;
- INJURY DUE TO UNFORESEEN CIRCUMSTANCES (E.G. SPRAINS, OTHER USERS)
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

- a) Climbing instructors will hold a relevant qualification or equivalent – SPA (Single Pitch Award), MIA (Mountaineering Instructors Award), CWSA (Climbing Wall Supervisors Award) or Site Specific training and assessment provided by an MIA or MIC holder.
- b) Appropriate technical equipment will be used and logged for use.
- c) There will be an appropriate supervision of students around the wall.
- d) Helmets (UIAA Approved) must be worn by students, supervisors and instructors while on roped climbs. When bouldering it is to the discretion of the Lead Mentor to decide if helmets are worn.
- e) Safety procedures, including fire exits and risk disclosure will be included in the students briefing.
- f) The climbing instructor will be competent in areas such as first aid, accident and emergency procedures, clothing and equipment to be able to cope with any incident or accident.
- g) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures.

CLIMBING INSTRUCTOR'S GUIDELINES

Climbing instructors must follow procedures according to qualifications, training and Map Adventures guidelines with particular regard to:

1. Climbing will be either top roping or bottom roping sessions only.
2. Select the best wall according to participants' ability and previous experiences.
3. Check that all students and supervisors are suitably clothed and equipped.
4. All technical equipment must be logged in/out of stores, checked for damage before and after use and any defects reported. Return all equipment to the store after the session.
5. There must be a minimum of one instructor supervising each climb/group.

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RAFT BUILDING

Risks

- DROWNING AND WATER INHALATION;
- SUDDEN IMMERSION IN COLD WATER;
- HYPOTHERMIA
- HEAD INJURIES
- MINOR CUTS, SPRAINS AND BRUISES
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

- a) Instructors will have Site Specific Training and Assessment provided by a BCU Level 3 Coach or higher
- b) Safety procedures will be included in the pre-activity briefing;
- c) The ratio of instructors to students is 1:6 if one instructor is present. Caution and sound judgement must be exercised in relation to ratios, dependent on weather, tide and any offshore wind.
- d) The instructor is responsible for determining that all participants can swim 25 metres in clothing. Non-swimmers may participate at the discretion of the lead instructor.
- e) All participants must wear buoyancy aids and footwear.
- f) Discipline of the group should be such that the raft does not get away from the instructor.
- g) Helmets will be worn by all rafters while building the raft and while sailing.
- h) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures.

INSTRUCTOR'S GUIDELINES

1. Instructor will check weather forecast and tidal information. In the event of an offshore wind, extreme caution and sound judgement must be exercised.
2. Instructors should be first in and last out of the water.
3. Instructors should carry or have direct access to first aid kit, tow line, survival bag, spare clothing, hot drink and repair kit.
4. Rafts must be checked before sailing and must have a reasonable chance of not falling apart. All equipment must be checked and all defects reported to line manager and logged in store log.

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SAILING

Risks

- DROWNING AND WATER INHALATION;
- CAPSIZE AND SUDDEN IMMERSION IN COLD WATER;
- HYPOTHERMIA
- HEAD INJURIES
- MINOR CUTS, SPRAINS AND BRUISES
- YP BEHAVIOUR

Risk(s) RISK MANAGEMENT: ESSENTIAL CRITERIA

- a) Instructors will hold the appropriate RYA Awards;
- b) Safety procedures will be included in the pre-activity briefing;
- c) The ratio of instructors to students is 1:4 if one instructor is present. Caution and sound judgement must be exercised in relation to ratios, dependent on weather, tide and any offshore wind.
- d) The instructor is responsible for determining that all participants can swim 25 metres in sailing clothing. Non-swimmers may participate at the discretion of the lead instructor.
- e) All participants must wear buoyancy aids and footwear.
- f) Discipline of the group should be such that sailors are putting off instructors in the boat.
- g) Helmets will be worn by all sailor's at the discretion of the lead instructor.
- h) YP's must be continually assessed by all staff while on session. If, for any reason, staff determine that YP behaviour is affecting group safety, the session must stop/finish until the situation has been dealt with using Map Adventures policies and procedures. Under no circumstances can YP's have access to sharps.

INSTRUCTOR'S GUIDELINES

1. Instructor will check weather forecast and tidal information. In the event of an offshore wind, extreme caution and sound judgement must be exercised.
2. Instructors should be first in and last out of water.
3. Instructors should carry or have direct access to first aid kit, Knife, throw line, survival bag, spare clothing, hot drink and repair kit.
4. Boats must be checked for buoyancy. All equipment must be checked and all defects reported to line manager and logged in store log.
5. Leaders should have sufficient knowledge, sympathy and interest in the outdoor environment and social history to provide a stimulating and interesting paddle.