

Head 4 Heights Ltd

ZooRopia

Safety Policy

&

Safe Working Practices  
2009

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# **1. Introduction**

The purpose of this document is to ensure the safe operation and management of the Head 4 Heights Operation at Bristol Zoo. This list is not exhaustive and other activities may also be covered by this document.

This document is intended to clarify safe working practices for all activities taking place and the principles and ethos that surround them. These activities are covered by the following definition taken from EN: 15567: “constructed facility consisting of one or more activity systems, support systems and, if needed, belay and / or safety systems. A ropes course is distinct from playground equipment in that it has restricted access and requires supervision”.

This Safety Policy complies with working at height regulations 2005 (amended). To comply with these regulations we have followed the guidance of the Adventure Activity Industry Advisory Committees (AAIAC) UK Ropes Course Guide 2009.

**Review and Amendments:** This document has been written by Rod Baber of Head 4 Heights and RCD Ltd. Changes to this document may only be made by by the agreement of both parties.

**Standards:** When and where relevant the following standards will be adhered to by the policy and those operating under the policy.

- The Working at Height Regulations 2005 (amended 2007)
- European Standard EN: 15567 for Ropes Courses Parts 1 and 2
- The European Ropes Course Association Standards

# **2. Terminology**

**HEAD 4 HEIGHTS Core Team:** Describes permanently employed Head 4 Heights staff, directors and all senior instructors with relevant qualifications.

**HEAD 4 HEIGHTS:** For the purpose of this document, any reference made to Head 4 Heights is used as a general term and refers to the policy of Head 4 Heights.

**Ropes Course Developments (RCD):** Is the organisation that will design and build the High Ropes Course.

**Programme:** Any course run by Head 4 Heights.

**Head Instructor:** Individual assigned to manage and co-ordinate all aspects of operations and responsible to Rod Baber (inc. staff, delivery and logistics).

**Elements:** Particular RCD constructed task or activity. To include all High Level tasks (activities done at height with the use of dynamic ropes, safety systems and Personal Protective Equipment (PPE)).

## **3. Code of Conduct**

### **3.1 Challenge by Choice**

The ethos of Challenge by Choice is operated by HEAD 4 HEIGHTS at all times, irrespective of what activity is taking place. This is to ensure that no inappropriate pressure or persuasion is placed upon a group or any individuals during any part of any activity.

### **3.2 Responsibility**

HEAD 4 HEIGHTS Core Staff will ensure that all information and administration is organised and available prior to and during an event.

The appointed Senior Instructor is responsible for the overall event delivery, and managing and co-ordinating the employed staff and logistics.

The safe running of any session is the responsibility of ALL qualified persons during the session.

To this end it is expected that all clients and participants will conform to any rules and regulations set by HEAD 4 HEIGHTS.

### **3.3 HEAD 4 HEIGHTS Rights**

HEAD 4 HEIGHTS reserves the right to exclude any individual or client whose behaviour or actions are believed to be a danger to themselves, others or both. This includes any behaviour which undermines the role of HEAD 4 HEIGHTS staff and/or Challenge by Choice. In such an event a full explanation will be given both verbally and if necessary in writing.

### **3.4 The Environment**

HEAD 4 HEIGHTS staff and clients will all behave in an environmentally sensitive manner, observing proper codes of conduct with particular reference to litter, animals and potential fire risks.

It is important that HEAD 4 HEIGHTS staff ensure that the site has been properly cleaned after each event, equipment has been accounted for and stored correctly, and all measures have been made to continue to protect the environment.

## **4. Employment Policy**

Any company or associate that HEAD 4 HEIGHTS employ, or sub-contract to supply, or support the delivery of a programme must:

- Read and agree to abide by this document.
- Have been trained by a qualified person and assessed by an approved examiner such as Vertex.

Any person working independently with participants must have a current First Aid Certificate, and if working on ropes course elements, a HEAD 4 HEIGHTS Instructors Certificate or current Vertex Open Course Certificate. If a facilitator does not have the required HSE First Aid and Ropes Course Certificate, HEAD 4 HEIGHTS will provide an instructor to support the facilitator.

Ensure that HEAD 4 HEIGHTS Instructors certificate and HSE First Aid certificate are valid and inform HEAD 4 HEIGHTS immediately if they are not. To this end HEAD 4 HEIGHTS requires copies of all individuals' relevant qualifications/certificates. References from former employers may also be required.

Ensure all required Accident forms and/or RIDDOR forms or Near Miss reports are completed as soon as is practically possible (see appendices for examples)

Any observations relevant to the risk assessment procedure, or indeed any other working practice, should be reported to the Site Manager, or if not available, another member of the HEAD 4 HEIGHTS Core Team.

### **4.1 Training and assessment**

#### **4.1.1 Training:**

All Instructors training will be delivered by Rod Baber of H4H or by an appointed person by when he is not available. Appointed persons will be agreed in advance of training and their actions and training will be the responsibility of Rod Baber. Throughout the delivery of a training course by an appointed person, Steve Woods of Vertex will be available by telephone to answer any questions or queries. Below is a list of current appointed persons. Rod Baber, Steve Woods (Vertex) or a representative of the relevant equipment construction company RCD.

When an appointed person has delivered a training course a follow up visit will be made by Rod Baber or Steve Woods to ensure the quality of training has been delivered.

The duration of training will be relevant to the number of participants to be trained, activities to be trained on and the experience of participants.

The maximum ratio of 1 Trainer – 12 participants.

#### **4.1.2 Assessment:**

The final part of each training course will be an assessment of the participant's ability to perform the task and skills necessary to operate the activity at Bristol Zoo. Assessment will be carried out by Steve Woods of Vertex, a qualified Vertex Ropes Course Instructor in Aerialtech CBS training or by appointed person when he is not available. This will be recorded on an assessment document specific to Bristol Zoo and/or activity. At the end of the assessment each participant will be graded as follows:

**Pass:** This grade indicates the performance expected by a competent but newly qualified instructor. There should be no significant problems observed. Injury (physical or emotional), as a result of this person's actions is regarded as extremely unlikely.

**Fail:** This individual exhibits a performance where, in some areas, there is a significant performance issue. The participant may have needed several attempts to achieve a particular outcome, or relied inappropriately on learning from the performance of others. The anxiety level of the individual may be unacceptably high. In some instances however, the individual may simply not have sufficient awareness of their own need for improvement. The potential Instructor will require more experience and training on the ropes course. The Instructor is deemed not ready to deal with all situations that may occur during a ropes course programme

#### **4.2 Sequence of introduction of new associates**

All associates introduction, competence and qualifications are verified by:

- An introductory meeting at HEAD 4 HEIGHTS site to be conducted by Rod Baber.
- Appropriate certificates being observed and copied
- The new associate observing a programme
- The new associate working with HEAD 4 HEIGHTS Core Team while delivering a programme
- HEAD 4 HEIGHTS Core Team observing the associate while working with a group
- The associate supervising a group

#### **4.3 Records and Documentation**

For activities, all staff involved in instruction and/or supervision will hold the appropriate qualification. For almost all activities the relevant qualifications will be those awarded by HEAD 4 HEIGHTS onsite training and assessment programmes.

An integral part of any of the aforementioned qualifications is a valid H.S.E. approved First Aid Certificate. At all times during operation at least one instructor will have the required First Aid Certificate.

The HEAD 4 HEIGHTS office must have relevant copies of the following records (where applicable), for staff working on HEAD 4 HEIGHTS Programmes:

- HSE First Aid Certificate
- HEAD 4 HEIGHTS site specific Instructors Certificate
- Any specific element Certificates
- Self-employed declaration form
- Student declaration form (if appropriate) signed
- Safety policy read and signed
- A copy of this document
- A copy of Owners Liability Insurance
- Daily Inspection Log
- Monthly Inspection Log (if appropriate)
- Annual Inspection certificate and report
- Risk Assessment

#### **4.4 Safety and Child Protection Policy**

HEAD 4 HEIGHTS, as an organisation that works extensively with young people, recognises the need for a policy that not only provides a safe environment, which young people can enjoy, but also protects young people and staff working with young people. The following conditions are a mandatory part of employment when the company recruits.

- All new applicants will be interviewed and assessed working with groups and individuals.
- All applicants must provide at least two references, either from school or work related posts. References must clarify instructor's suitability of working with young people.
- All applicants must be prepared to be police checked.

***Staff will be expected to adhere to the following not only for their safety but also for that of the young person.***

- Staff must ensure that all under 16yrs old participants are accompanied to Bristol Zoo by parents or registered guardians over 18yrs. Respective parents or guardians must remain within the zoo grounds during young people's participation in activity.
- Staff will not use offensive, racist, or sexist behaviour whilst on duty.

- Staff, whilst checking equipment which a young person is wearing, will only check the equipment when other people are present.
- Staff will never be alone with a young person at any time out of the public eye.
- Staff will report any contact from a young person that he/she considers places that staff member at risk from complaint.
- Staff have a duty to pass on information to higher authority if they suspect abuse, either sexual or emotional, or neglect of the young person by any person; or if the young person has or is in the process of committing an offence.
- Other than the above, if the young person confides in staff, they will keep the conversation confidential. If 6 above applies, the young person MUST be warned that the disclosure will be passed on. The appropriate person to pass information to will be the Site Manager, who will take appropriate action, either contacting Social Services or the Probation Services.
- Any staff that suspects that other staff are not adhering to the policy must report the matter to the Site Manager.

#### **4.5 All staff should adopt the following methods of working:**

- Demonstrate, at all times integrity and respect for all.
- Display high standards of behaviour.
- Make sure all participants are aware of the necessary rules, organisation and safety relevant to the activity.
- Be aware of the emotional, physical and intellectual development of young people.
- Promote fair play and the positive aspects of sport and physical activity.
- Inform all participants, parents or guardians who to approach if they have a complaint or other concern relating to the organisation.
- Wear designated uniform as advised by Bristol Zoo.

#### **4.6 Roles and Responsibilities of Staff**

##### **Head Instructor**

The responsibilities of the Head Instructor include but are not limited to:

- Completing daily operation sheets, course inspections and PPE checks
- Completing PPE Inspections and forms
- Completing Monthly Course inspections and Forms
- The Organization and delivery of all Off Ground sessions
- Holding Off Ground Meetings
- Completing session observations of Instructors
- Report sales figures
- To contact Rod Baber immediately if unsure about anything or a matter requires clarification.

##### **Instructors**

The responsibilities of the Instructors include and are not limited to:

- Daily PPE and course checks
- To support Head Instructor upon request

- To refer to the Head Instructor immediately if unsure about anything or to clarify anything.

## **5. Emergency Procedures**

### **5.1 Sequence of Communication**

In the event of any emergency, accident, injury or incident, one of the persons listed below must be informed: (Full contact details at Section 12)

Rod Baber @ Head 4 Heights  
Ben Jarvis Head Instructor @ Head 4 Heights  
Chris Proud @ RCD

### **5.2 Recognition Of Risk Notice**

All participants will be asked to inform HEAD 4 HEIGHTS Core Team of any relevant medical conditions that may affect performance. (See Appendix)

### **5.3 First Aid Box**

The senior instructor onsite will always have easy access to First Aid box. Any materials or equipment used must be reported to a member of HEAD 4 HEIGHTS Core Team to ensure the item(s) are replaced. The Site Manager is responsible for the First Aid boxes. First Aid box will be checked as part of each monthly inspection.

### **5.4 Accident Procedure**

Ensure your individual safety.

Immediately ensure participants' safety.

Make an assessment of the situation and choose the appropriate course of action based upon First Aid training. Do not move the injured person until you are confident it is OK to do so.

#### **5.4.1 If the individual is mobile and wishes to continue**

- Assess medical condition
- Ensure that person is able to carry on. If in any doubt, follow guidelines below
- Ensure that the accident book is correctly completed (see appendix)
- Continue with the activity

#### **5.4.2 If casualty remains mobile but requires First Aid attention**

- Bring injured individual to First Aid Room for treatment; ensure remaining individuals are safe and supervised
- Treat casualty appropriately. If in any doubt regarding the injury or the treatment, seek professional medical attention

- Ensure that the accident book and/or RIDDOR forms are completed (see appendix)
- Continue with the activity.

#### **5.4.3 *If casualty remains mobile, but requires hospital treatment or consultation***

- Bring individual to the nearest first aid room and inform a member of HEAD 4 HEIGHTS Core Team immediately
- Examine participant
- Treat casualty with appropriate First Aid
- If required, call ambulance (if in any doubt – call ambulance)
- If an ambulance is not required, a colleague of the delegate or a taxi should transport the injured individual to the hospital
- Ensure that the accident book and/or RIDDOR forms are completed (see appendix).

**Note: No HEAD 4 HEIGHTS staff are permitted to transport the individual: however, they may be required to travel with that person if required.**

#### **5.4.4 *If the person is immobilised and is on the ground***

- If casualty is immobilised, ensure appropriate immediate First Aid is provided and ensure action to prevent deterioration and preserve the injured individual
- Call ambulance and/or inform a member of HEAD 4 HEIGHTS Core Team, if on site
- Examine medical form
- Treat casualty with appropriate First Aid
- Ensure that the accident book and/or RIDDOR forms are completed. (see appendix).

#### **5.4.5 *If the person is immobilised and is at height***

- If on Aerial Tech CBS system then rescue according to training.
- If on cow tails and dangling affect a rescue according to training. If immobilised at height and on a platform (towers for example) then it may be more appropriate to treat them in the first place in situ.
- Call ambulance and/or inform a member of HEAD 4 HEIGHTS Core Team, if on site.
- Examine Medical Form.
- Treat casualty with appropriate First Aid.
- Ensure that the accident book and/or RIDDOR forms are completed (see appendix).

### **5.5 *Accident Book (see appendix)***

A recording and entry must be made and fully completed for ALL accidents or injuries (however slight you may feel it is). The accident book is kept by the Site Manager. If Site Manager is not on site the Senior Instructor will contact HEAD 4 HEIGHTS core team to update accident book.

Any accident that happens during a HEAD 4 HEIGHTS programme, on or off the site, must be recorded with all possible detail in accordance to the requirements stated on the form.

Once this form is completed please pass on to the Site Manager for checking and assessment (he/she must decide whether it's sufficiently serious to be notified to our insurers) together with a copy of the injured party's completed medical form.

### **5.6 RIDDOR (see appendix)**

The incident will have to be reported under the RIDDOR Regulations if there is work-related accident resulting in death of, or serious injury to, an employee or a self-employed person working on site; or if a member of the public is killed or taken to hospital.

RIDDOR '95 means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on 1 April 1996. RIDDOR '95 requires the reporting of work-related accidents, diseases and dangerous occurrences. It applies to all work activities, but not to all incidents. You need to report: deaths, major injuries, and accidents resulting in 3 days off work, diseases and dangerous occurrences

The RIDDOR book is located at HEAD 4 HEIGHTS Offices in Singapore.

**All RIDDOR forms will be completed by the Site Manager from the Accident Book reports so it is imperative that these are accurate and complete.**

### **5.7 Near-Miss Book (see appendix)**

ANY incident taking place which could have led to a dangerous occurrence, accident or injury MUST be reported in the near miss book.

The near miss-book is kept by the Head Instructor

Incidents must be discussed with the Head Instructor so that the appropriate action can be taken to prevent the same or similar situation arising again.

## **6. Inspections**

Operational Policy for the AerialTech® CBS High Ropes Course at Bristol Zoo

### **6.1 Course Inspection**

#### **6.1.1 Daily (Before Use):**

Each day before use a qualified Instructor will inspect the ropes course for the following points. If in doubt about the safety of the structure the onsite most senior instructor will assess whether the course should open. If they decide the course is to be closed Rod Baber will be informed and appropriate action will be taken to repair course and inform the zoo.

- Ground area around the landing zone and entrance area needs to be clear of vegetation, litter and any objects that may cause harm to users such as broken glass or large rocks.
- Rake the wood chips in the landing zone of the Zip Wire and remove any objects that may cause harm or injury to the participants.
- Walk underneath the course and visually check for signs of vandalism or tampering with the components of the course. In particular look at the supporting guy wires at both ends of the Zip Wire and the safety system.
- Move around the whole ropes course using the participant's safety system including the Zip Wire and repeat a visual check of the course paying particular attention to the safety systems again looking for signs of vandalism.
- All PPE including AerialTech® Shuttles used that day are to be inspected in accordance with the manufactures instructions.
- All safety barriers, fencing and signs needed to operate the facility are to be in good condition and in place.
- This inspection will be recorded on the Head 4 Heights Bristol Zoo Operation form and in accordance with EN15567-2 operation requirements.

### **6.1.2 Monthly:**

Once a month the Head Instructor will carry out a full inspection of the course closely checking all primary and secondary concerns on each element. If any damage is noted Head 4 Heights head office needs to be contacted.

- The Head Instructor will be supported in this by one other trained instructor who will remain on the ground with the equipment and skill to perform a rescue if needed.
- This inspection will be recorded on the Head 4 Heights Bristol Zoo Monthly Inspection form and in accordance with EN15567-2 operation requirements.
- The Head Instructor must follow the safe working at height training provided by Vertex.

### **6.1.3 Annual:**

An annual inspection will be carried out by an Inspection body/company that is recognized by ERCA (European Ropes Course Association) and in accordance with EN15567-2 operation requirements.

## **7. Activity Procedures**

The site will be inspected daily prior to opening.

Appropriate equipment will be installed.

The Head Instructor has the right to change, alter or cancel the session in the interest of the safety or the well being of the participants.

Any changes made to a programme must fall within the parameters of the qualification held by the Instructors.

If any member of staff believes that an element is unsuitable for use due to a safety issue, then that person is to identify the element as 'out of use' and remove any relevant equipment from the equipment store and take it to the office. Any actions and/or observations should be reported to the Head Instructor and/or HEAD 4 HEIGHTS Core staff. That element may not be used again until the Head Instructor has cleared the element for safe use.

An element that is new or changed should not be used until the instructor has received the appropriate training and holds the appropriate qualification, which must be assessed by Vertex or the approved examiner.

The aims and objectives of the group must be clarified and understood prior to the programme commencing. The group numbers, medical forms and duration of the programme will be checked prior to the group's arrival.

### **7.1 Conducting the Activity Session**

Briefing & Safety instructions to be emphasised to the group will include:

- Challenge by Choice is always in operation.
- Demonstration on safe working functions of Aerial Tech CBS system.
- How to exit final element onto zip wire and warning about not descending the zip wire until the person in front is off the cable.
- Fire Procedure.
- Toilets and Refreshments.
- Elements must not be used without supervision.
- No eating or chewing gum during the activities. All participants are asked to remove chewing gum, all other non edible and edible items from their mouths and place in bin on site.

- Possible hazards of jewellery, watches and sharp objects in pockets. These should be removed to protect the item, and the person wearing it from injury. Any item that cannot be removed should, if possible, be covered with tape found in the medical kits. If necklaces or bracelets can not be removed the participant will not be allowed on ropes course.
- Climbing calls, or a similar form of clear communication, must be used to ensure instructors and participants are working together
- All participants over 16yrs will acknowledge they have read Recognition of Risk Notice.
- For all participants under 16yrs parents or guardians will acknowledge they have read Recognition of Risk Notice on behalf of young people.
- All participants will be shown how to put on remaining Personal Protective Equipment (PPE) and instructed to wear them as directed. Appropriate footwear must be worn.
- All participants will be told they are not permitted to smoke at any time while wearing PPE.
- All participants will be instructed were to go in the Activity and how to approach each activity.

An instructor will demonstrate how to move around the course This should include:

- One person per element.
- How the shuttle is best moved around the junctions.
- What happens if your weight comes on to the rope and how to get back onto the element.
- What instructors names are and how to gain their attention.
- When and how to descend the zip wire and remove the shuttle at the end of the course
- All participants will be told that they should not make any adjustment to their PPE once it is on but if they do then they must have it re-checked before further participation in any activity.
- All participants will then be asked, if they have any further questions before entering Active Zone.

Additionally:

- All Senior Instructors must wear Cows Tails while wearing harnesses.
- The Emergency Procedures must be followed.
- Correct rescue procedures must be followed in case of an emergency.
- Harnesses must be fitted in accordance with manufacturers' recommendations and individually inspected by a qualified instructor.

- The intention is to conduct a session, free from emotional and physical harm.
- Any special needs of groups and individuals will be respected.

## **7.2 *Belaying and rescues***

Belaying only to be carried out by qualified instructor

A belayer must have a second person holding the inactive rope at all times. If it is not possible to have a participant assume this role, then the instructor must assume that position and if necessary “tie off” according to training given.

NO group member may lower other participants on high activities at any time unsupervised. Only HEAD 4 HEIGHTS staff may lower participants, or must have control of the rope by holding and controlling the inactive rope.

Lowering of a participant should be considered the last resort and only done if no other option is available such as helping them to a platform or even back to the start of the course. If a lower does need to take place then the following needs to happen.

- Signal is given to notify all participants to stay on a platform
- The Instructor at the Zip Wire closes the zip with a karabiner over the wire.
- The other Instructor closes the start of the course and ensures all other participants are safe.
- One Instructor will take the rescue kit to the participant on the second wire and the other Instructor will walk on the ground to take control of the rope during the lower.

## **7.3 *Instructor: Participant Ratios and Course Operation***

- Minimum of 2 qualified members of staff on site at all times.
- One of these to be qualified in rescues and lowering of stuck or injured participants.
- During the session 1 Instructor will be at the start of the course measuring the participant’s lanyards, connecting them to the shuttles and supervising the first section of the course
- The second instructor will either be up on the zip wire pole controlling when participants descend the Zip and if needed attaching people onto a shorter lanyard.
- At times it may be necessary to have a third Instructor at the Zip landing Zone helping people off the wire and out of the area

## **7.4 *Conclusion of the Activity Session***

- All equipment must be accounted for and taken off site and placed in secure storage. This is to include all PPE and Aerial Tech shuttles
- Any loss or damage of equipment must be reported to the Site Manager.

- Entrance and Exit gates will be locked off and secured to help prevent any unauthorized access when unsupervised.
- If ladders are used then they must be removed from the site or locked up.
- All relevant paperwork /forms are completed

## **8. Personal Protective Equipment (PPE)**

### **8.1 Equipment needed to operate the course:**

#### **Participants**

Full body harness

AerialTech® Shuttles and connecting steel karabiner

Belay Master Karabiner

Dynamic Rope lanyard adjusted to the height of the participant

Daisy Chain slings for Zip Wire.

#### **Instructors**

Full body harness

AerialTech® Shuttles and connecting steel karabiner

Belay Master Karabiner

Cowstails

Dynamic Rope lanyard adjusted to the height of the participant

Large steel Screwgate karabiner

Short Extender with a steel karabiner in each end.

#### **10L Rescue Bag to include**

Dynamic rope twice the height of the highest shuttle cable plus 2m.

Belay master karabiner

120cm climbing sewn sling with a minimum breaking strain of 22kn.

Box knife for safe cutting of rope

Steel, pair shaped triple action karabiner.

4m Ladder (or maybe not)TBC

## **9. Employee Information**

### **9.1 Key information Requirements**

Name.....

Date of Birth.....

Tel Day.....

Mobile.....

E-mail.....

Fax.....

Any Relevant Medical Information

.....  
.....  
.....  
.....  
.....  
.....

Next of Kin.....

Relationship.....

Address

.....  
.....  
.....  
.....

Contact number.....

## ***Personal Qualifications***

List of relevant Qualifications	Expiry Date

*On completion please hand signed copies of qualification certificates to Site Manager together with completed copy of The Safety Policy and Safe Working Practices document.*

### 1.3 Employee Declaration

I,..... have read and understood the Safety Policy and Safe Working Practices of Head 4 Heights Adventures Ltd.

I Hereby agree to comply with all of the above conditions and safe working practices of Head 4 Heights Adventures Ltd whilst employed by the aforementioned Company.

Signed:

Date:

# ***Voluntary Opt Out Agreement***

This Agreement is made between:

Head 4 Heights Limited registered in England and Wales under company number 04733597 whose registered office is at Dennis and Turnbull, Swatton Barn, Badbury, Swindon, Wilts, SN4 OEU and

Name of Employee.....  
Address Of Employee.....

And hereby states as follows:

The Working Time Regulations 1998 provide that an employer is required to take all reasonable steps to ensure that workers do not work more than an average of 48 hours a week over a 17-week period. However, a worker may voluntarily agree to work more than the 48-hour average weekly limit.

The Company and the Employee hereby agree that the 48-hour average weekly limit shall not apply to the Employee. This Agreement will remain in force (for a period of one year/ indefinitely). The Employee or the Company may terminate this Agreement at any time by either giving not less than (three months') written notice to the other.

Signed:

.....  
For and on behalf of the Company

Signed:

.....  
(Name of employee)

Date:

.....

**Note:**

*Where a worker has agreed to work in excess of the 48-hour weekly working limit, the employer is required to keep a record of the workers who have opted-out.*

## **10. Restrictions and Control Measure Procedures**

### **Existing control measures**

- Maximum weight 120k
- Minimum Age 5yrs
- Minimum Heights 1.1m
- Should the senior instructor have concerns about the validity of a customers weight then they shall ask them directly. This questioning will be done in private away from earshot of other participants. Scales will be utilised if in doubt
- The only exception to point number 1 is if a customer directly asks an instructor what the weight limitations are in front of a group. If this occurs then the senior instructor will inform the group on weight restrictions.
- The senior instructor on site is fully responsible for reviewing and enforcing weight restriction limitations.
- If the child is deemed over weight by the senior instructor but has been informed by either parents, guardian or independently that they are under 120k they will be weighed on site.

# 11. Appendices

## 11.1 Near Miss Report

Date of Incident...../..... /.....

Time.....

Client/group..... Client contact name .....

Weather conditions.....  
.....

Reported by (instructor).....  
.....

Location of incident  
(activity/element).....

Person(s) involved (participant's names)  
.....

Description of incident  
.....  
.....  
.....  
.....  
.....

Notes on appropriate equipment/clothing  
.....  
.....  
.....  
.....  
.....

Action taken at time  
.....  
.....  
.....  
.....  
.....

Action taken as a result of this incident to avoid future occurrences

.....  
.....  
.....  
.....  
.....  
.....

Witnesses of incident .....

Name .....

Signature .....

Name .....

Signature .....

Senior Instructor signature .....

Client Manager signature .....

**11.2 Accident and RIDDOR form**

**Accident and RIDDOR form**

Any accident taking place on a programme on or off site must be recorded here in the greatest possible detail. Failure to do so may result in HEAD 4 HEIGHTS not having sufficient information to fight a potential claim, no matter how ridiculously trivial the accident may appear at the time.

(The incident will have to be reported under the RIDDOR Regulations if there is a work-related accident resulting in death of, or serious injury to, an employee or a self-employed person working on site; or if a member of the public is killed or taken to hospital. Further information on RIDDOR is inside this file.)

Once this form is completed please pass on to the Site Manager for checking and assessment (he has to decide whether it's sufficiently serious to be notified to our insurers) together with a copy of the injured party's completed medical form.

About the person who had the accident:

Full name:

.....

Age: .....

Sex: .....

Occupation:

.....

Full home address:

.....  
.....  
.....  
.....  
.....

Current address if different from above:

.....  
.....  
.....  
.....

Home Tel: .....

Work Tel: .....

Mobile: .....  
email address: .....

Clothing/footwear at the time of the accident:  
.....  
.....  
.....  
.....  
.....

About the accident:

Date:..... Time:.....

Location:.....

What happened:  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Weather conditions at the time:

.....  
.....  
.....  
.....

Conditions of apparatus/ground e.g. wet or dry, slippery?  
.....  
.....  
.....

What action was taken (emergency procedures, first aid measures, advice sought, removal to hospital, subsequent diagnosis and treatment)?  
.....  
.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....

Names and addresses of witnesses to accident (at least 4 persons if possible, mix of staff and student):

1	2
3	4
5	6

Any other details?

.....  
.....  
.....  
.....  
.....

Name & Address of writer:

.....  
.....  
.....  
.....  
.....

### **11.3 Recognition Of Risk Notice**

This notice will be placed in a number of key cleared position around the zoo at sales points and along the entrance zone to the course.

**Those participating in this activity do so on the understanding that they have read and understood this notice.**

The course must not be used by anyone who is:

- Over the weight of 120kg (18 Stone)
- Pregnant
- Under 5yrs
- Under 1.1m

Or has:

- A heart complaint
- A spinal injury or a weak spine
- Any medical condition they consider may be exacerbated by participating in these activities.

Please be aware that there are some inherent risks associated with all such adventurous activities. Head 4 Heights will not accept liability for any such injury. Furthermore, Head 4 Heights will not be held liable for damage to clothing or personal effects.

All those under the age of 16 must have the consent of their parents or guardians.

## **12. Contacts**

Rod Baber, Managing Director, Head 4 Heights Ltd

Keynes Country Park, Spratsgate Lane, Cirencester, Glos, GL7 6DF  
TI: 01285 770007 (Emergencies Only: 07947 317044)  
[info@head4heights.net](mailto:info@head4heights.net)

TBC, Head Instructor Bristol Zoo, Head 4 Heights Ltd  
Keynes Country Park, Spratsgate Lane, Cirencester, Glos, GL7 6DF  
TI: 01285 770007

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Ben Jarvis, General Manager Head 4 Heights Ltd  
TI: 07879 487929

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