

Mountain Adventure Camps

Code of Practice Mountain Adventure Camps

Introduction

Since 2011 we have been a provider of courses and holidays for both children and adults.

Our overseas residential summer camps and adventure holidays are based at our French center and are managed by Mountain Adventure Camps in its entirety. We are therefore able to completely tailor our services to the needs of our guests.

We are very proud of our excellent satisfaction ratings and safety record. These are due to the enthusiasm, diligence and care of our staff, working to the prescribed systems and procedures that we have developed and continue to refine.

This Code of Practice is a summary of our major systems and procedures. The details are intended to relate to the Department for Education (DofE) guide "Health and Safety of Pupils on Educational Visits 1998" and the appendices added in 2002. Our center has an operations manual which covers these issues in much greater depth and forms the basis for our staff training and center operations.

It is important for us to maintain such systems and procedures:

- To clearly establish standards with which, when executed correctly meet the Company's requirements
- To ensure consistency, whilst allowing for appropriate local variations
- To ensure that we meet the requirements of the law, good practice, customer expectations and brochure promises
- To demonstrate the above to interested parties, including LAs and schools

We hope that you will find all the details you require in this document, but we will be pleased to answer any further questions on request. Please ring 00 44 (0)845 644 0658 or email info@mtncamps.com if you have any queries.

Mountain Adventure Camps
May 2013

Code of Conduct

Guest's Role and Responsibilities

- General conduct should be considerate to other users. Excessive noise, abusive language or displays of intimacy are examples of inconsiderate behaviour
- Jewellery should be removed for activity sessions
- The center buildings, equipment, installations and vehicles should be treated with due care. Costs for damage will be charged to those responsible
- Guests under the age of 18 must not leave the center unless accompanied by a supervising member of staff
- Guests must not enter accommodation occupied by other groups or areas designated private or restricted
- Use of naked lights is forbidden
- Smoking is banned in all accommodation and public areas
- The possession and consumption of any alcoholic drinks (including beer, wine and cider) is not permitted at the center by guests under 18 years. Guests over 18 are only permitted with the prior agreement of the Summer Camp Director

Definition of Responsibilities for Supervision

For our residential camps, Mountain Adventure Camps is 'in loco parentis' and responsible for the group at all times. At least one staff member will be present at all times. Where activity sessions for one group take place at a variety of different locations, a staff member will be present at each venue.

Parental authority is delegated to Mountain Adventure Camps instructors during formal daytime activity sessions and they have the ultimate sanction to withdraw guests at any time from any activity sessions.

Evening Entertainment – Mountain Adventure Camps is responsible for organising the programme and will provide a member of staff to do this. For entertainments on-site, at least one staff member will be present during the session to maintain supervision of the group and act 'in loco parentis'. For entertainments off-site, at least two staff members will be present.

Mountain Adventure Camps is responsible for notifying parents of any doctor, dentist or hospital visit, or any other incident affecting a member, if appropriate.

Mountain Adventure Camps provide first aid at all centers.

Parents or guardians of children under the age of 18 that require prescription medication while at camp must provide Mountain Adventure Camps with the names of medications, any special storage requirements (e.g. refrigeration), all side effects, and specific dosage instructions. The medication will be kept in a locked storage cabinet or locked refrigerator. Medication will be dispensed as per the directions given by the child's parent or guardian. If a child's parent or guardian is also a guest i.e. family holiday, the child's parent will be responsible for the storing and application of said medicines.

Mountain Adventure Camps reserves the right to send any party member home for persistent or gross misconduct. In such cases the cost will be totally borne by the party concerned.

Mountain Adventure Camps is responsible for deciding whether a party member should be referred to a doctor or hospital, with the assistance of qualified first-aid staff.

Excursions

Where Mountain Adventure Camps' programs include excursions to visitor attractions, we will use our best endeavours to monitor the visits in line with the latest School Travel Forum recommendations. All visits will be categorised in accordance with the official STF guidelines and will be assessed accordingly.

The majority of visits are regularly open to visitors and it can be expected that there will be low risk and that all H&S regulations will be in place. This risk will be managed by monitoring all Mountain Adventure Camps reports and guest feedback.

Where visits are categorised as having potential risks, all reasonable steps will be taken to obtain evidence that all the necessary documentation is in place and that the venue's operators have implemented any appropriate control measures.

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Health & Safety at Mountain Adventure Camps

Safety is of paramount importance in all the arrangements we make and our published Health & Safety Policy underpins our whole operation. We understand that we have a responsibility for the health and safety of all our staff and guests and we take this responsibility extremely seriously. All staff are required to read, understand and implement the company policy.

Although our overseas center does not come under the jurisdiction of English Law, Mountain Adventure Camps has adopted similar standards in France where they are relevant to our operation. The center is inspected by the local French authorities and the British Activity Providers Association.

Risk Assessment

Under the Management of Health and Safety at Work Regulations 1999, employers have a legal duty to assess the risks to health and safety from any aspect of their operations. A risk assessment is nothing more than a careful examination of what, in our work, could cause people harm. The assessment then helps us to decide whether we are taking enough precautions or should do more to prevent harm.

There are 5 steps in the process:

- Look for the hazards i.e. anything that could cause harm
- Decide who might be harmed and how
- For each hazard, evaluate the chance (risk) of harm actually being done and decide whether existing precautions are adequate or more should be done
- Record the significant findings of your risk assessment e.g. the main risks and the measures taken to deal with them
- Review the assessment from time to time, or in the event of an incident, and revise if necessary.

We undertake risk assessments for fire hazards, other aspects of our centers and all activity sessions offered.

Center Systems

Where elements of the domestic provision, accommodation or activities are provided by a local supplier the responsibility for the day to day operation lies with the Mountain Adventure Camps Summer Camp Director, working to the Company's "safe systems of work" as follows.

For elements that are provided by local suppliers different regulations may apply (as detailed below).

- Catering: (Mountain Adventure Camps provision)

Risk Assessment procedure as standard.
house training and assessment in food safety and hygiene.
arrangements at our center are subject to external health and safety audits by an independent specialist organisation.

- Domestic & Support: (Mountain Adventure Camps provision)

Risk assessment as standard - COSHH training for all relevant staff.
Controlled product purchase system.
place.

- Maintenance and Development: (Mountain Adventure Camps provision)

Risk assessments as standard. Workplace Regulations. Work Equipment Regulations. Personal & Protective Equipment. Manual Handling. Control of Substances. Hazardous to Health

- Activities: (Mountain Adventure Camps provision)

Generic Risk Assessment. Generic Instructing Standards. Minimum Operating Standards (incorporating Generic Control Measures). Site Specific Risk Assessment. Site Specific Operating Procedures. Group Leader/Instructor (GLI) Introductory Training. Capability Assessment & Ongoing Monitoring. Additional Training where appropriate (e.g. manual handling)

- Accident / Incident Management: (All locations)

Fire Risk Assessments. Accident reporting system both internal and external. Accident analysis system for center and company wide use.
Center Log in place

- Pastoral Time: (All locations)

Risk Assessment as standard. Local Operating Procedures (where appropriate)

- Major Serious Incident Procedures: (All locations)

Detailed framework to implement in the event of an MSI. Designated teams and contacts. Procedures rehearsed. Procedures reviewed and updated annually

Where accommodation, catering & domestic provision or activities are provided by local suppliers:

Where Mountain Adventure Camps buys in the provision of activities the responsibility for each service and how it is managed will vary according to the supplier. The provision of these services will be overseen on a daily basis by Mountain Adventure Camps' own staff..

The accommodation contracted and the operation of this center will comply with local legislation in respect to fire and general safety and Mountain Adventure Camps will carry out an audit of the center in conjunction with BAPA rules and in addition will complete/obtain the following:

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- A General Accommodation Information sheet
 - Evidence of Public Liability Insurance
 - A copy of the Fire Certificate if available

For any third party activity suppliers Mountain Adventure Camps will carry out an audit of the activity operation in conjunction with BAPA rules and in addition will complete / obtain the following:

- Evidence of staff qualifications, training and monitoring
- A copy of local operating procedures
- Evidence of local and national operating licenses
- Evidence of Public Liability Insurance
- A full assessment of safety standards and equipment and a full Risk Assessment, in conjunction with BAPA rules

First Aid

Mountain Adventure Camps is committed to providing a healthy and safe working environment for all employees, clients and co- workers.

The Health and Safety (First-Aid) Regulations 1981 require Mountain Adventure Camps to provide adequate and appropriate equipment, facilities and personnel, to ensure employees receive immediate attention if they are injured or taken ill at work.

In order to achieve this, Mountain Adventure Camps will assess all workplaces and ensure adequate and appropriate provision of:

- Qualified First Aiders
- Suitable First-Aid equipment and facilities
- Management Systems to ensure adherence to this policy
- Information for all employees and visitors to our premises
- For further details of how we implement this policy please call us on 00 44 (0)845 644 0658 or email info@mtncamps.com

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Fire Precautions

A fire safety policy is in place and the premises are covered by a Risk Assessment and the approval of the relevant authority to ensure full compliance with local regulations.

Our center complies with requirements for Fire Precaution notices, extinguishers, alarm systems, log books and staff training.

Every guest will receive at least a walk-through fire drill on the first evening of his or her stay. A full fire drill can be arranged if requested.

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Accident and Emergency Procedures

We have written accident and emergency procedures and staff are practiced and competent in their operation.

We require all guests to provide us with an out-of-hours contact number to use in an emergency or for relaying important information. Parents should also be aware of the Mountain Adventure Camps out-of-hours contact number – 00 44 (0)845 644 0658..

In the event of an emergency, we will work to resolve the situation as satisfactorily as possible. We have staff on 24 hour call to provide information, support and action. Full contact details are supplied with your final information.

We also provide guidance on the procedure for hospitalisation of a guest on the continent.

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Child Protection Policy

Mountain Adventure Camps believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to a practice which protects them.

We recognise that:

- The welfare of the child/young person is paramount
- All children regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

The purpose of the policy:

- To provide protection for the children and young people who receive services, including the children of adult members or users
- To provide staff with guidance on procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm
- This policy applies to all staff, including senior managers and anyone working on behalf of Mountain Adventure Camps

We will endeavour to safeguard children and young people by:

- Valuing them, listening to and respecting them
- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff safely ensuring all necessary checks are made
- Sharing information about child protection and good practice with children, parents and staff
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Providing effective management for staff through supervision, support and training. We are also committed to reviewing our policy and good practice annually.

Health and Safety at Work Policy

General Statement of Policy

It is the policy of Mountain Adventure Camps to foster a positive health and safety culture throughout the Company because we believe that high standards of health and safety are a moral and commercial pre-requisite.

The Company is committed to:

- providing adequate control of the health and safety risks arising from our work activities by means of suitable and sufficient Risk Assessments
- maintaining safe and healthy working conditions, and adequate welfare facilities
- providing and maintaining safe plant and equipment, including all Personal Protective Equipment where needed
- ensuring safe handling and use of substances that may be harmful
- ensuring all employees are competent to do their tasks, and to giving them adequate training, instruction and supervision
- working to prevent accidents and cases of work related ill health
- consulting with our employees on matters affecting their health and safety
- reviewing and revising this policy annually

The Company's stated aims and objectives are:

- To ensure all H&S documentation is up to date
- To carry out workplace safety surveys
- To update all Risk Assessments

Implementation, maintenance and review

The Operations Director accepts overall responsibility for all Health and Safety within the Company and is responsible for all policy implementation.

The Operations Director will appoint competent persons to assist them with the implementation of health and safety policies and arrangements.

Independent, inspection-based external verification of health and safety standards

Our center is registered with the relevant local authority as either a 'Center de Vacances'.

Our center is also subject to inspection by the British Activity Providers Association (BAPA) on a bi-annual basis. The BAPA Code of Practice lays down standards for accommodation and insurance as well as best operational practice.

Our premises are inspected every three years by the Local Authority Safety Committee.

All electrical, gas and fire alarm installations are inspected annually, in compliance with the local law, by a government recognised agency.

Fire extinguishers and fire fighting equipment are inspected and serviced annually by recognised local specialist companies.

Our kitchens are regularly inspected by local health and hygiene inspectors.

Mountain Adventure Camps

Fire Risk Assessment

Mountain Adventure Camps Fire Risk Assessment
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Duty Holder Name:	Rachel Davis	Date of Assessment:	15 th June 2013
Job Title:	Summer Camp Director	Date of review:	14 th June 2014
Assessed by:	Matthew Barker	Job Title:	Operations Director

1. PREMISES

FRA Ref No.	General	Comments and Action Required
1.1	Address of premises	Chalet Emerald, 9 Route du Plan du Saz, La Tania, la Perriere, 73120
1.2	Use of premises	Accommodation
1.3	General description of premises – structural material etc, size, number of floors	Concrete and wood structure, spread over 3 floors. Consisting of 9 bedrooms & ensuites, 1 lounge area, 1 dining room, 1 kitchen, 1 store room, 1 boot room, 1 office, 1 boiler room, 1 washroom, 3 balconies, 8 covered car ports

1.4	Total number of people who may be on the premises including guests and staff	18
1.5	Does this include any staff or guests with disabilities?	No

2. MANAGEMENT & PLANNING

FRA Ref No.	Description	Yes/No	Comments and Action Required
2.1	Do you have an up to date Fire Policy?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	None
2.2	Are fire safety drills/practices carried out regularly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Fire drills carried out on a weekly basis
2.3	Has an assembly point been identified and informed to staff?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	As you exit the chalet, 75m to the right (away from drag ski lift), opposite recycling area
2.4	Have you established and documented your procedures in the event of a fire?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
2.5	Do you have sufficient Fire Marshals, and are they properly trained (and such training recorded)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	3 Fire marshals, 1 trained

2.6	Are fire safety drills/practices reviewed for successes and failures, and subsequent action taken?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Notes made and if applicable action taken after each drill
2.7	Are fire safety risk assessments and resultant fire safety action plans reviewed regularly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Reviewed annually
2.8	Has provision been made for contacting the emergency service both during and out of working hours?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Emergency service contact details stored in all work mobile phones

3. GENERAL FIRE SAFETY

FRA Ref No.	Description	Yes/No	Comments and Action Required
3.1	Do you have a 'signing in 'book/guest register?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	No guests allowed on premises unless accompanied by Operations or Summer Camp Director.
3.2	Are guests informed as to the procedures on discovering a fire or hearing the fire alarm?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Clients are advised on arrival, information also displayed in bedrooms
3.3	Are all fire routes and exits in the premises known to staff and guests?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Clients are advised on arrival, information also displayed in bedrooms

3.4	Are the assembly point(s) in the event of fire known to all staff and visitors?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Clients are advised on arrival, information also displayed in bedrooms
3.5	Do you have flammable substances on the premises?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Chemical inventory and individual COSHH data safety sheets kept
3.6	Are they stored correctly, can the quantity be reduced?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Substances stored correctly
3.7	Is waste material stored away from sources of ignition?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
3.8	Do you check 'smoking areas' after use?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	No assigned smoking areas. Not allowed to smoke on premises
3.9	Have electrical tools and systems been checked? If so, when?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	Not all systems checked, as not applicable in France
3.10	Do guest rooms have fire doors? If so are they automatic/manual?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	

3.11	Do all guest rooms have smoke detectors, are they tested? If so, when?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	Smoke detectors located outside of bedrooms and throughout building, not in every guest room
3.12	Can areas, particularly high risk ones be compartmentalised?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	One risk area is kitchen, this cannot be compartmentalised. Boiler room and store rooms can
3.13	Do you have a procedure for evacuation of less able bodied guests?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	A high level of active participation is required by guests, so less able bodied guests would not apply
3.14	Are all staff especially new employees informed of the company's Fire Safety Policy and Procedures?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Included in staff induction program
3.15	Are all staff aware of the location of the fire extinguishers [and other fire fighting equipment]?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Included in staff induction program

4. HEATING APPLIANCES

FRA Ref No.	Description	Yes/No	Comments and Action Required
4.1	Are all heating appliances safe (e.g. Securely fixed in position, suitably guarded and with an adequate clear space free from storage of any kind)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	Heating appliances not used
4.2	Has the equipment been serviced in accordance with recommendations and by qualified engineers?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	Heating appliances not used
4.3	Does your kitchen have smoke detectors/alarms?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<p style="text-align: center; color: #e67e22; font-size: 2em; opacity: 0.5;">Mountain Adventure Camps</p>
4.4	What fire fighting equipment do you have in the kitchen – extinguishers (what type), fire blanket?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<p>Fire blanket, 1 x 2ltr A, B & F and 1 x 6ltr A & B</p> <p>A - Wood, paper, textiles and other carbonaceous materials B - Flammable liquids, petrol's and spirits F - Cooking oil and fat</p>

5.MACHINERY AND TOOLS

FRA Ref No.	Description	Yes/No	Comments and Action Required
5.1	Has all your electrical equipment been serviced according to recommendations by qualified engineers? If so, when?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	N/A under French Regulations
5.2	Have you checked all electrical leads for damage?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Visual check carried out Annually
5.3	Are the fuses the correct rating?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Visual check carried out Annually

6. MEANS OF ESCAPE / EVACUATION

FRA Ref No.	Description	Yes/No	Comments and Action Required
6.1	Are fire exits clearly marked? Are they kept free from stored materials? Are they unlocked during working hours?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	

6.2	Is there adequate signage throughout?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.3	Do exits lead to a place of safety – not an enclosed yard etc?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.4	Is there emergency lighting. Has it been tested?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	No emergency lighting in building
6.5	Are carpets to stairs and corridors in good condition – are there trip hazards en route?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	No trip hazards
6.6	Are there self closing fire doors, do they close, are they wedged open?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	No self closing fire doors
6.7	Are they accessible for less able bodied people?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
6.8	Have appropriate provisions been made for the safety of persons with disabilities i.e. assistance, refuges etc?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	

6.9	Are there clearly defined written fire action and evacuation procedures, including provision for a roll call?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.10	Are suitable 'Fire Action' notices prominently displayed around the premises	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.11	Have appropriate staff been instructed to summon the Fire Service and where necessary other emergency services?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
6.12	Are sufficient fire wardens available to provide for all working hours (including lunch and tea breaks) taking into account holidays and sickness?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	

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7. FIRE SAFETY SYSTEMS

FRA Ref No.	Description	Yes/No	Comments and Action Required
7.1	Is there an alarm, can it be heard throughout the premises/ Is it a bell, horn, verbal etc?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Verbal
7.2	Do you have a fire alarm, smoke detectors, are they tested?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Tested weekly

7.3	Is the alarm serviced? Who by? Last service date?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
7.4	Is the alarm monitored? Who by?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
7.5	Are there adequate fire extinguishers? What type? Are they accessible?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<p style="text-align: center;">Fire blanket and 1 x 2ltr A, B & F in kitchen 1 x 6ltr A & B on each floor</p> <p style="text-align: center;">A - Wood, paper, textiles and other carbonaceous materials B - Flammable liquids, petrol's and spirits F - Cooking oil and fat</p>
7.6	Are they regularly serviced? Who by? Last service date?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	<p>Serviced Annually</p> <p>Kauder Security Industrial, B.P. 93, Sallanches, Cedex, FRANCE Tel : 04.50.93.98.68</p> <p>October 2012</p>
7.7	Have staff been shown how to use extinguishers, when?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Induction
7.8	Can you hear an alarm from other parts of the building?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	

Sample Property Risk Assessment

Mountain Adventure Camps Risk Assessment Form	RA Ref No: ACCOMM2013
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Assessor	Job Title	Assessment Date	Review Dates / Initials	
Hannah Christie	Outdoor Activities Consultant	27 th June	5 ^h July	HC

Assessment Location:	On location, Chalet Emerald, 9 Route du Plan du Saz, La Tania, France 73120
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Persons at risk	Frequency	Further Details	Comments
MTN Camps Staff	Daily		Residential accommodation during trip. Maximum of 14 guests and 4 staff in accommodation.
Guests	Daily		
3 rd Party Guide	N/A		
Gen. Public / Others	N/A		

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
1	Child protection	All participants	2	5	10	Exclusive use of accommodation. Over 60% of staff accommodation on same floor as participants and remainder within same building. External doors and windows secure against intrusion. Participants can easily contact staff throughout night.	Plan supervision before visit and brief all. Staff vigilance throughout

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
						<p>Participants are checked into rooms at 'lights out'.</p> <p>Discuss itinerary and arrangements.</p> <p>Briefing to all on what to do if separated from group.</p> <p>Head counts by leaders particularly at arrival/departure points and when separating and reforming groups.</p> <p>Visitors only allowed by prior arrangement and to be accompanied at all times by member of staff.</p> <p>Safeguarding policies adhered to.</p>	
2	Domestic hazards.	All participants	2	5	10	<p>Visual inspection of balconies, stairways, electrical fittings, hazards in grounds or immediate surroundings.</p> <p>On arrival, staff to report any faulty items found to Operations Director.</p> <p>Slippery when wet signs displayed on wooden decking and balconies when wet.</p>	
3	Hygiene	All participants	2	3	6	<p>Environmental health endorsement or similar.</p> <p>Visual inspection of washing facilities, lighting, heating, ventilation, catering.</p>	Staff vigilance throughout

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
						Food Hygiene certificate held.	
4	Night time tendencies.	All participants	2	5	10	Over 60% of staff accommodation on same floor as participants and remainder within same building. Information gained from parents about illnesses, sleepwalking, etc. Suitable supervision arranged to meet needs.	Staff vigilance throughout
5	Special needs.	All participants	2	3	6	Accommodation meets any special needs of anyone in the group.	
6	Slips & trips	All participants	2	5	10	No running permitted in building. No changes to floor level and sufficient light.	Staff vigilance throughout
7	Furniture & fixtures	All participants	2	5	10	Fixtures fitted securely. Furniture in good repair. Portable equipment (flip chart) stable.	Staff vigilance throughout
8	Fire	All participants	1	5	5	Fire fighting equipment in place. Fire evacuation procedures visible. All participants aware of evacuation drill.	Staff vigilance throughout

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
9	Ventilation & heating	All participants	1	5	5	<p>Natural ventilation available.</p> <p>Room temperature can be maintained.</p> <p>Curtains in place to protect from glare and heat.</p>	Staff vigilance throughout

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Sample Activity Risk Assessment

Mountain Adventure Camps Risk Assessment Form

RA Ref No: MTB2013

Assessor	Job Title	Assessment Date	Review Dates / Initials	
Hannah Christie	Outdoor Activities Consultant	22 nd June 2013	1 st July 2013	HC

Assessment Location:	On-route – Rue du Forum, Courchevel 1850, France, 73120
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Persons at risk	Frequency	Further Details	Comments
MTN Camps Staff	2.5hrs	At least 1 member of staff assisting per group of 6	2.5hr mountain bike ride through forest on marked bike or vehicle tracks guided by La fédération française de cyclisme qualified guide.
Guests	2.5hrs		
3 rd Party Guide	2.5hrs	At least 1 member of staff assists per group of 6	
Gen. Public / Others	N/A		

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
1	Exposure to extreme weather – cold, wet, heat and sun	All participants	2	2	4	Daily weather forecast obtained. On-day conditions assessed and plans adjusted as necessary. All participants have suitable footwear, clothing and equipment to match expected conditions.	Kit checked before departure. Staff vigilance throughout the session.
2	Falls	All participants	4	5	20	Group leader experienced of cycling in terrain and of leading groups. Route researched and pre-cycled by	Group Leader competence approved by La fédération française de cyclisme.

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
						<p>all staff – significant hazards (steep drops, water hazards etc) avoided or carefully assessed.</p> <p>Weather forecast obtained and conditions monitored; Ongoing assessment of conditions and adjustment of plans by group leader.</p> <p>Helmets, long trousers and long sleeved tops worn.</p>	<p>Group leader completes specific risk assessment for each route as necessary.</p> <p>Ongoing assessment by group leader at start and during activity.</p> <p>Staff vigilance throughout the session.</p>
3	Getting lost	All participants	1	5	5	<p>Group leader has sufficient navigational skills.</p> <p>Group size as low as possible (good practice is under 8 per supervisor) and well supervised.</p> <p>Regular head counts.</p> <p>Briefing of guests and staff.</p> <p>Communications (mobile phones with contact telephone numbers pre-saved) arranged.</p>	<p>Group Leader competence approved by La fédération française de cyclisme.</p> <p>Staff vigilance throughout the session.</p>
4	Injury, illness or emergency away from immediate help	All participants	2	5	10	<p>Group leader First Aid qualified.</p> <p>Other leaders with each group first aid trained and with First aid kit.</p> <p>Information about pre-existing</p>	<p>Pre-planning of emergency procedures and communications.</p> <p>Access track available to off-road vehicles for entire activity.</p>

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
						<p>medical conditions and medication carried.</p> <p>Leaders are briefed and have planned emergency procedures.</p> <p>Communications (mobile phones with contact telephone numbers pre-saved) arranged.</p> <p>Assistant leader must have competence to lead group back to safety.</p>	
5	Road traffic accident	All participants & 3 rd parties	1	5	5	<p>Suitable route off-road or on quiet roads.</p> <p>Each route pre-cycled and individually risk assessed by leader if necessary.</p> <p>Supervision arranged: small groups usually maximum of 12, two leaders, who are competent cyclists.</p> <p>Supervision planned for any serious road junctions etc.</p> <p>Helmets worn.</p>	
6	Under-insured, not covered.	All participants	1	5	5	Obtain copy of insurance policy prior to program.	
7	Mechanical fault.	All participants	2	5	10	<p>Cycles used are road/route worthy.</p> <p>Use of own bikes not allowed.</p>	Check size, steering, brakes, cycles, gears, helmets, etc before starting activity.

Hz No	Hazard description	Which persons affected?	Level of Risk			Existing controls	Further controls / action
			P	S	R		
						Simple tools and spares carried. Breakdown plan agreed.	
8	Other users – MTB & walking.	All participants and 3rd parties	1	5	5	Lookout maintained by supervising staff and an audible means of warning to be at hand - whistle.	Staff vigilance throughout the session.
9	Group control.	All participants and 3rd parties	1	5	5	Close supervision, two leaders with each group. Maps carried. Large groups split into small groups each with leaders. Overall leader remains in touch with all groups and can re-group effectively at agreed points.	Pre-planning of route and supervision. Staff vigilance throughout the session.
10	Provision does not meet authority standards/best practice.	All participants	1	5	5	Check organisation is reputable, competent and safe. Check literature provided. Check leaders of adventure activities are appropriately qualified. Pre-visit center. Leader maintains on-going assessment throughout visit.	Group leader raise any concerns with Operations Director & Outdoor Activities Consultant.

General Accident & Emergency Procedures

General Accident Procedures for Center Staff at a Center or at an Activity Base

- Administer first aid if required and inform the Summer Camp Director or Chief Instructor as relevant. Even for minor accidents the relevant member of staff should be informed. The more serious the accident the greater the urgency to inform a senior member of staff. They will then decide on the course of action to take
- If the injured person has off-site medical attention (e.g. hospital visit), an accident report form (available from the Summer Camp Director) must be completed and returned to the point of issue
- In the case of all accidents, incidents, near-misses, etc, an entry must be made in the central recording system

Accidents Off Center

One member of staff should attend to the injured person whilst another should reassure the rest of the group. If outside help is required then a member of staff should go to arrange this – it should not be left to an unaccompanied child.

If the accident is serious, consult the Party Leader, if relevant, but do not delay calling an ambulance if contact is difficult. Then call the Summer Camp Director to keep them informed and seek guidance or assistance. If it is not serious but you require outside assistance, contact the Summer Camp Director – in either case, make sure you give:

- Your name
- Nature of incident
- Number of people involved
- Exact location
- Time of accident
- Action taken so far

If necessary, wait at a pre-arranged point to direct the ambulance or transport to the scene of the accident.

If a member of staff has to accompany the injured person to hospital, do not continue with activities if a reduced staff to guest ratio makes it unsafe to do so.

Serious Accident or Fatality Procedures for Center Staff

As a member of Mountain Adventure Camps staff you may find yourself in a position where you are either in charge of or witness to a guest or another member of staff involved in a serious accident or fatality. It is obviously imperative that all Mountain Adventure Camps staff know exactly what to do in the event of this happening and the following notes will take you through what you must do, as well as a number of supplementary points.

The Summer Camp Director and Senior Staff have received a similar document to this which is more precise in its detail and it is, therefore, imperative that should you find yourself in this situation, you must report straightaway to the Summer Camp Director, or in his or her absence, to another member of Senior Staff.

It is important that this procedure is followed, but the initial priorities are that the injured person receives correct medical attention immediately and that the safety of the rest of the group is secured. The relevant emergency services should be contacted immediately. If the emergency involves a group, you need to ensure that the Party Leader agrees with any action taken wherever possible.

If you become aware of a serious accident or fatality, it must be reported immediately, day or night. In the absence of the Summer Camp Director and/or other Senior Staff, you must report directly to the Operations Director. An 'Emergency phone contact list' is available with names of people to contact and you must make yourself aware of its whereabouts.

Mountain Adventure Camps staff must not discuss the incident until a full set of written reports has been completed. This is to enable the reason for the accident to be correctly ascertained and APPROPRIATE MEASURES TAKEN TO ENSURE THAT NO SIMILAR OCCURRENCE ARISES if this is applicable.

Serious accidents as referred to in this document include:

- A fatality by any cause
- Loss of finger or limb
- Severe burns or scalding
- Suspected skull fracture and/or brain damage
- Near drowning when artificial respiration has been used
- Damage to spine/neck that may have unseen complications
- Any injury or condition in which complications may set in at a later date, e.g. a person found comatose

In the event of a serious accident or fatality, it is quite likely that we will have to deal with media enquiries. In this instance there is one golden rule:

ALL MEDIA ENQUIRIES SHOULD BE DIVERTED TO THE OPERATIONS DIRECTOR

**ON NO ACCOUNT SHOULD INFORMATION BE GIVEN OUT BY STAFF
PRESS STATEMENTS ETC WILL BE RELEASED BY THE
COMMUNICATIONS TEAM**

Notes for Staff on Fire Procedure

Your Summer Camp Director will train you in what to do in the event of a fire. You must familiarise yourself with the exact details of procedure at your center.

Upon Discovery of a Fire

- Sound alarm and make any other persons in the vicinity aware of situation
- DO NOT stop to dress fully
- Inform person in charge of site, who will call Fire Brigade
- Go to Fire Control Point and take instruction from monitor of Control Point to either (a) search or (b) go to guest assembly point
- DO NOT force your way past guests coming in the opposite direction
- If searching ensure all guests have left, i.e. from beneath duvets, cupboards etc

- If you encounter a fire, smoke or “hot door”, WITHDRAW TO A SAFE PLACE
- If you are trained to do so, tackle the fire, do not put yourself at risk
- Leave the building closing all doors
- A roll call will take place at an assembly point
- Do not re-enter building until told to do so by person in charge of situation

Mountain Adventure Camps

Center Security

It is the policy of Mountain Adventure Camps to take all reasonable steps to ensure the safety and security of all guests and staff. With reference to security, several precautions and procedures have been put in place as follows:

- From 2014, all Mountain Adventure Camps staff are issued with staff wrist identification bands. All visitors must be issued with a wrist band and accompanied by a Senior Member of staff
- Mountain Adventure Camps staff wear company uniform while on duty. This allows them to be instantly recognised in their role
- Any stranger encountered on site must be directed to the senior staff member
- Wherever possible all accommodation doors and windows are secured at night. This prevents access from the outside. The main door for the building is accessible using a keypad
- Where accommodation cannot be secured, such as campsites, night security staff will patrol the grounds throughout the night
- From 2014 CCTV coverage will be in operation at all property entrances

Staff - Recruitment, CRB Checks and Training

Staff are recruited annually by our Operations Director, Summer Camp Director and Outdoor Activities Consultant. The recruitment team all have extensive experience at a senior level and make their selections based on a detailed application form, two formal written references from people who know the applicant in a professional capacity and completion of a 2-day assessment center. Any qualifications claimed by applicants must be supported by documentary proof of level and currency.

The candidates selected are offered contracts of employment subject to satisfactory checks via the Disclosure and Barring Service (DSB), the successful completion of pre-employment training, and a favourable performance during their probationary period. From 2014 all staff are also "List 99" checked prior to commencing work.

Staff that have worked for Mountain Adventure Camps are offered contracts subject to DBS clearance and satisfactory completion of training and a probationary period.

The recruitment process is as follows:

1. Detailed application form completed and submitted
2. Vetted by Summer Camp Director
3. Successful candidates attend face-to-face interview with Summer Camp Director and Operations Director or Outdoor Activities Consultant
4. Successful applicants undergo a compulsory 2-day assessment center, kitchen staff also attend a 4-hour kitchen assessment
5. Verification of all references, checked on list 99 and DBS clearance obtained
6. Original Qualification Certificates checked
7. Job offer confirmed
8. Successful applicants undergo a compulsory 7 day probationary period

9. Prior to the beginning of the operating season, successful candidates who have not worked for Mountain Adventure Camps before attend a 4 day residential training course
10. On-going support, development training and assessment under the supervision of Senior Instructors

All new contact staff will complete an Introductory Program. This training programme consists of generic and job specific units;

Generic units

- **Induction**
Covers the Company's history, ethics, values and place in the industry, along with key points relating to working with guests, emergency, fire, Health and Safety and accident procedures
- **Customer Care**
Prepares staff to understand the basic principles of customer service within a residential context. It particularly concentrates on working with children
- **Health Emergencies**
Concentrates on identification, response and child-related issues

Job specific units

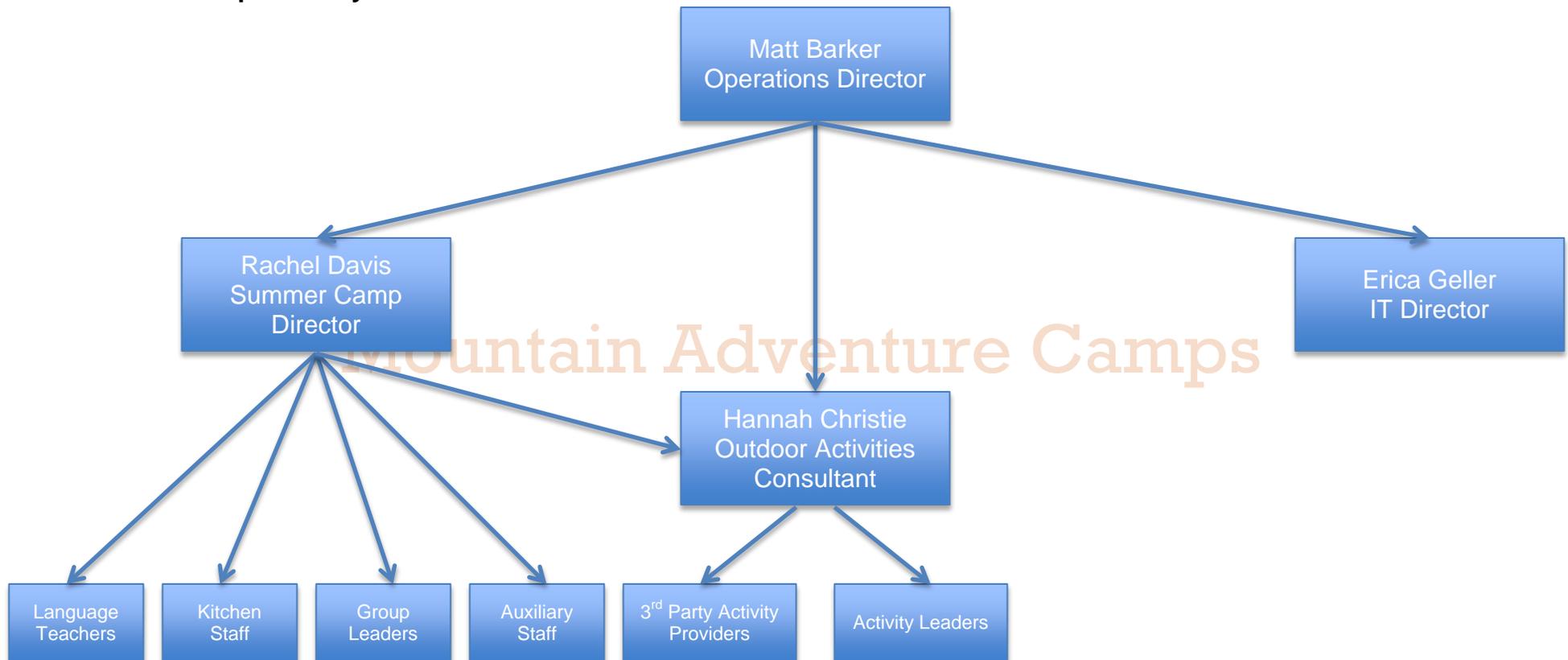
- **Activity Leader Training**
Trains staff to deliver non-hazardous activity sessions in a 'closed environment'
- **Group Leader Training**
Trains staff to provide effective care and management of children, maximising fun and adventure while safeguarding physical and emotional security
- **Hospitality and Support Role Training**
Covers the wide range of skills required to operate an adventure center. This applies to maintenance, site, stores, catering, tuck-shops, reception, security and driving. Some elements are common and others are very job specific

All units are assessed using observation, discussion and written or oral question and answer tests. Assessors are experienced Mountain Adventure Camps Senior Managers or Directors.

Mountain Adventure Camps

Management Chain

Lines of Responsibility



At least one Senior staff member will hold First Aid at Work, one Senior staff member will hold Mountain Rescue First Aid, and all Group Leaders & Activity Leaders attend a 12 hour St Johns Ambulance Activity First Aid course.

Session Management

Session Management where activities are operated by Mountain Adventure Camps staff.

Based on a risk assessment approach, the core ingredients of each activity session offered by Mountain Adventure Camps are documented in our Standard Operating Procedures (SOP) and our instructors are trained and assessed in the fulfillment of these to a required level.

We also carry out activity risk assessments, so that local circumstances can be taken into account fully. All staff are fully briefed on these before they work on a session.

All participants are accompanied by, or have ready access to, at least one responsible person with a current, nationally recognised first aid qualification.

Session Management where activities are bought in from local suppliers

Where Mountain Adventure Camps programs include subcontracted activity providers, we will obtain evidence that the providers have carried out risk assessments and have implemented control measures themselves or can advise visiting groups what measures they should take to manage any risks.

In addition, Mountain Adventure Camps will carry out risk assessments on each activity.

Our investigations will ascertain the following information:

- Does the provider comply with all local and national standards?
- Does the provider hold the necessary licence(s) to provide the activity at the relevant location?
- Is all necessary safety equipment supplied by the provider?
- Does the provider hold the necessary liability insurance?
- Does the provider have a health and safety policy and have they carried out the necessary risk assessments?

Accommodation

We provide a range of accommodation; purpose-built chalets, mountain refuges and tents.

Wherever possible, within the constraints of accommodation type, we provide the following standards:

- All premises, rooms, equipment and resource provision are suited to the task, adequately maintained and are in accordance with statutory requirements.
- Accommodation units have security locks. There are night security patrols with tented and/or caravan accommodation which cannot be locked
- There are separate male and female sleeping areas and separate bathroom facilities for mixed groups
- Any shared or connected rooms designated for a specific group are reserved exclusively for the use of that group
- All bedroom and bathroom windows have opaque blinds, curtains or equivalent
- Sleeping areas are adequately lit and have at least one external window providing adequate ventilation
- There will normally be at least 75cm (30") between each set of beds or bunks. For accommodation in non-standard premises such as holiday park chalets or caravans, where a 75cm gap between beds is not physically possible, we have carried out risk assessments to ensure that emergency evacuation can be satisfactorily achieved
- There is adequate space for the storage of luggage and clothes under beds or in cupboards, drawers and shelves
- Chalet accommodations is adequately heated for low season use
- Separate sleeping accommodation is provided for Party Leaders accompanying a group, with easy access to that group's quarters
- Party Leaders have access to their group's quarters at all times
- There are washbasins (with hot & cold water) and mirror for every 4 participants, in close proximity to sleeping areas

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- There is one shower (with hot & cold water) for every 4 people and one WC for every 4 people, in close proximity to sleeping areas
- There are separate catering and dining facilities for the provision of full board arrangements
- There is provision for drying clothes
- There is adequate provision for the safekeeping of valuables
- Recreational facilities are provided at each center

Mountain Adventure Camps