

HEALTH & SAFETY PROCEDURES

Topics to be covered

Health & Safety Procedures

- Health & Safety Policy
- Shorefield Holidays Ltd Responsibilities
- Arrangements

Employees are liable to prosecution if they do not follow health and safety regulations.

HEALTH & SAFETY POLICY

GENERAL STATEMENT OF SAFETY POLICY OF SHOREFIELD HOLIDAYS LTD

We recognise and accept our responsibility to ensure, so far as is reasonably practicable, the health and safety of all our staff, contractors, visitors and members of the public who may be affected by our work activities. It is our aim to promote, set and maintain the highest standards for health, safety and welfare matters. This will be achieved by:

- providing adequate control of the health and safety risks arising from work activities;
- consulting with staff on matters affecting health and safety;
- providing and maintaining safe plant and equipment;
- maintaining systems of work that are safe and without risk to health;
- ensuring safety during the handling, use and storage of articles and substances which are inherently or potentially dangerous;
- providing adequate information, instruction, training and supervision for staff;
- ensuring all staff are competent to do their work;
- preventing accidents and cases of work-related ill health as far as possible;
- maintaining safe and healthy working conditions & welfare facilities; and
- reviewing and revising this policy as necessary at regular intervals.

We will try to eliminate or control any hazard which may result in personal injury, illness, fire, security loss, property damage or harm to the environment. You should notify management of any concerns you have.

The allocation of safety duties and the arrangements to implement this Policy are set out below. Successful implementation shall only be achieved by compliance with legal requirements, dedication and co-operation of staff at all levels and provision of adequate funding and resources by the Company.

The Policy applies to all staff and others under the control of the business, including the self-employed, agency workers, casual workers, and contractors, and will be reviewed annually. This Policy requires co-operation of all members of staff.



Sara Bertin
Financial Director



Tim Fowkes
Health & Safety Manager

Date: Oct 2018
Review:

SAFETY POLICY OF SHOREFIELD HOLIDAYS LTD

RESPONSIBILITIES

The responsibility for Health and Safety rests with everyone, from the Directors through to each member of staff.

The Financial Director, Sara Bertin, has overall and final responsibility for health and safety and is responsible to the Board of Directors for ensuring that the Company Health and Safety Policy is reviewed on a regular basis and that all board decisions reflect the company's H&S aims. Along with the Board of Directors to ensure that the appropriate level of financial resources are made available and a competent Health & Safety party is appointed.

The Health & Safety Department will identify risks to the Company and escalate these to the relevant Manager or Director and will also be responsible for carrying out internal investigations for any accidents, incident and near misses. They will also chair in conjunction with the General Managers the Health & Safety Committee on a Quarterly basis.

The park General Manager(s) and any appointed deputies must ensure any Health & Safety Management Systems under their control are completed thoroughly and entered within the set periods on the Prime Safety System. The GM(s) will also communicate to the Directors any additional resources or requirements needed or challenges found to implement the H&S Management Systems.

Managers, Heads of Departments and Supervisors have day-to-day responsibility for health and safety and for ensuring that employees receive proper instruction in how to carry out their role safely including specific training on Risk Assessments and Safe Systems of Work, as well as ensuring they are trained in the Company's safety arrangements and rules. They must also communicate and new hazards identified to the H&S Department, carry out a tailored H&S Induction for all new staff, report any accidents, incidents or near misses promptly ensuring they are submitted onto Prime Safety with minimal delay, communicate with the GM and additional requirements needed to implement the H&S Systems and ensure any delegated Prime Safety Compliance checks are completed on time. They should also work in a safe manner leading by example.

Checks will be made by Management and the Health and Safety Department at regular intervals to inspect Parks and review procedures to ensure that health and safety standards are maintained.

All employees must:

- Take reasonable care to perform their jobs in a safe manner so as not to cause injury to themselves or others
- Familiarise themselves and follow applicable risk assessments and safe systems of work
- Not misuse or interfere with anything provided which could cause injury to themselves or others
- Co-operate and comply with Management in the interests of maintaining a safe place of work
- Report to their Line Manager or General Manager if HOD unavailable any hazards to health and safety that they are aware of
- Participate fully in all safety training provided
- Use/wear and take care of the personal protective equipment supplied by the Company
- Follow the procedures given to them for operating machinery and carrying out tasks

All employees regardless of position in the Company have a duty imposed upon them under The Health and Safety at Work Act 1974 to take reasonable care of their own health and safety and that of others who may be affected by them. Disciplinary action may be taken against employees who persistently and deliberately ignore the requirements placed upon them by statutory provisions and Company safety rules. Any employee with suggestions for improving safety on the premises, or queries with regard to these matters should discuss this with their Head of Department or the Health and Safety Department.

SAFETY POLICY OF SHOREFIELD HOLIDAYS LTD ARRANGEMENTS

We will approach Health & Safety Management following guidance from the HSE (Document HSG-65) following the “Plan, Do, Check, Act” Model.

This section contains details on the arrangements in place to ensure that various aspects of health and safety are adequately addressed. These may not all be relevant to every department and for this reason it is divided into sections as follows:

1. General Safety and Conduct of Employees
2. Personal Conduct
3. Information, Instruction, Training and Supervision
4. Risk Assessment
5. Workplace
6. First Aid
7. Accident/Incident & Near Miss Reporting
8. Manual Handling
9. Safe Plant and Equipment including Play Parks
10. Electrical Safety
11. Safe Handling of Substances and Chemicals
12. Gas Safety
13. Water Supply Regulations
14. Catering Safety
15. Control of Contractors
16. Working at Height
17. Confined Spaces
18. Cellar Safety
19. Office Safety and Working with Display Screen Equipment
20. Employee Health and Control of Diseases
21. Personal Protective Equipment (PPE)
22. Hygiene Checks and Food Hygiene

- 23. Use of Mobile Phones
- 24. Driving & Towing
- 25. Health and Safety Roles and Committees
- 26. Asbestos Control
- 27. Legionella Control
- 28. Moving and Siting

1. General Safety And Conduct Of Employees

Employees are reminded of their own moral and legal responsibility for conducting themselves in such a manner as not to expose themselves or others to risk. This Safety Policy must be read, understood, implemented and adhered to by all Employees.

GENERAL SAFETY RULES DO'S and DO NOT'S

DO: GOOD PRACTICE

- Use guards, safety equipment and personal protective equipment provided
- Report the loss of or damage to guards, safety equipment and personal protective equipment so that the defect may be remedied
- Observe the information given on the warning notices displayed around the premises
- Report accidents, incidents, breakdowns, defects and “near misses” to your Head of Department
- Switch off machines when not in use
- Switch off and unplug portable equipment and flexible cables when not in use
- Keep to gangways and paths
- Stop and isolate machines (both electrically and where appropriate pneumatically/ hydraulically) before undertaking setting adjustment and maintenance
- Use extreme caution when cleaning dangerous machines, ensure that the machine is switched off, and the plug removed from the mains socket or the electricity supply isolated
- Take extra care in handling sharp parts of machinery when cleaning
- Ensure machinery has been reassembled correctly before using
- Report any faults, electrical or mechanical, immediately to your Head of Department
- Wash your hands after going to the toilet

- Wash your hands before and after going to the toilet if you work with chemicals, oils, oily components, etc.
- Ensure that Heads of Department are notified about visitors and that visitors are provided with protective equipment where appropriate
- Keep areas around machines, desks, work stations, gangways, steps and stairs, etc. clear and unobstructed
- Familiarise yourself with the positions of the Fire Exits and Fire Extinguishers and the Fire Assembly Point
- Ensure that any Fire Extinguishers that have been used are refilled
- Keep Fire Exits clear
- Check that Fire Exits are not locked (when area in operation)
- Check that Fire Exit Signs have not been defaced
- Secure all loads that are being transported both on and off the Premises
- Secure all stocks of Calor Gas, solvents and tobacco products so as to prevent solvent abuse etc.

DO NOT:

- Use dangerous machinery if you are under 18 years of age or have not been trained
- Leave any vehicle / machinery unattended and / with keys in it
- Use any chemicals (including cleaning fluids) if you are under 18 years of age or have not been trained
- Use any chemicals that do not have a COSHH Assessment (Rogue Product)
- Wear loose clothing and/or jewellery when operating machines
- Attempt to carry out work or operate machines and equipment you are not competent with or authorised to use
- Attempt to operate dangerous machines unless all safety guards are in position and you have been trained to operate them, including a sign-off
- Take short cuts and chances
- Run in the workplace
- Fool around / mess about / play pranks
- Wear unsuitable footwear such as trainers and open-toed sandals; if in doubt speak to your manager
- Clutter up doorways, gangways, paths or stairs
- Misuse equipment or use makeshift equipment
- Overload lifting appliances, fork trucks, pallet trucks, diggers, dumpers, etc.
- Smoke in prohibited places
- Transport loads that have not been secured properly
- Display solvents or goods dangerous to children
- Touch a guest or colleague, unless it is required for first aid (and you must be a qualified first aider) or it is required as part of your job role (e.g. therapist / fitness instructor). Formal contact (e.g. handshake) is acceptable but do not make over-familiar gestures.

- Administer or provide medication of any kind (e.g. pills) to guests, colleagues etc.
- Offer health and nutrition advice unless you are qualified to do so and it is part of your job role.

2. Personal Conduct

Smoking Policy & Rules

It is the policy of Shorefield Holidays Limited that all of our workplaces and vehicles are smoke free and that all employees have the right to work in a smoke-free environment. Smoking is therefore only allowed in designated area. Smoking for these purposes includes the use of cigarettes, cigars, pipes, electronic cigarettes (or e-cigarettes) and any other type of smoking. The Company recognises the need for smokers to take smoking breaks throughout the day, therefore, the following must be adhered to:

- There must be no smoking in any Company building, which includes any accommodation
- Smoking is not permitted in view of the public
- Smoking breaks are to be kept to a minimum, and have to be authorised by the Head of your Department
- Time taken on smoking breaks is unpaid and must be detailed on timesheets as such. This includes smoking breaks taken during meetings and training sessions
- Smoking is not permitted out and around the Parks (only in the following designated areas at Shorefield):
 - Club & Admin Staff – under shelter provided by back door entrance only, leading to Champagne Suite/Kitchen corridor
 - Estates Staff – in Estates Yard, outside Mess Room only
 - Housekeeping Staff – in Housekeeping Yard. Unit Cleaners must not smoke inside units
- (only in the following designated areas at Oakdene):
 - Club and Shop Staff – outside in the delivery yard
 - Housekeeping - outside in the delivery yard
- (at Lytton Lawn, Forest Edge, Swanage and Merley):
 - smoking is only permitted out of customer view and not in any building or Company caravan
- Cigarette bins will be provided in the designated smoking areas. All cigarette butts must be disposed of in these bins.
- Staff are reminded that they must wash their hands before they return to work.
- This policy also applies to staff employed through an agency, e.g. chefs and bar staff

Alcohol and Substance Policy & Rules

Alcohol or substance (which includes but is not limited to: drugs, legal highs, substances, gasses etc.) misuse or abuse can be a serious problem within the workplace. Employees who drink excessively / use substances are more likely to work inefficiently, be absent from work, have work accidents and endanger their colleagues. No alcohol or substances must be brought onto or consumed on Company premises at any time.

The use of prescribed drugs (medicines) should be notified to your Head of Department or HR to ensure job placement is not affected by the use of such drugs (e.g. some antihistamines can make you drowsy, a particular risk when driving or operating machinery).

The drinking of alcohol, or substance use is forbidden prior to or during working hours and meal breaks. The drinking of alcohol or use of substances prior to, or during the use of, a Company vehicle or machinery is forbidden at all times.

Action will be taken under the Company's Disciplinary Procedure if misconduct takes place at work as a result of the above or if an employee is found to be under the influence of the above whilst at work and this includes when driving private vehicles on Company business. Even a small amount of alcohol or substances can affect work performance and if an employee is found under such influence whilst at work there could be serious health and safety consequences.

Incapacity or misconduct caused by an excess of alcohol or substances at work (including being over the legal alcohol or substances limit or being unfit to drive because of substances when driving private or Company vehicles on Company business) is a potential gross misconduct offence under the Company's Disciplinary Procedure and the employee is therefore liable to be summarily dismissed.

It is also a potential gross misconduct offence for an employee to buy or sell substances or to be in possession of or consume substances on the Company's premises, and this includes buying or selling substances and being in possession of or consuming substances in Company vehicles.

The Company reserves the right in any of these circumstances to arrange for the employee to be escorted from the Company's premises immediately and sent home without pay for the rest of the day or shift. The Company also reserves the right to suspend the employee during an investigation.

Alcohol and Drug Testing

The aims of this policy will be achieved by using screening processes, to:

- Detect any person who takes alcohol or drugs either at work or before coming to work.
- Ensure compliance with the relevant legislative arrangements

Screening will be used in the following circumstances:

Post -Accident/Incident

If following an accident/incident there are reasonable grounds to suspect that the employee's actions or omissions contributed to the cause then the employee will be tested for drugs and/or alcohol by the Company (or by the police if they attend).

For Cause (behaviour or appearance)

If a manager or supervisor has reasonable cause to suspect that an employee is unfit for work as a result of drugs and/or alcohol then the employee will:

- Not be allowed to start their duty or will be relieved immediately if they have commenced a duty.
- Be tested for alcohol and/or drugs by the company.

Random

To maintain a drug/alcohol free workplace random drug/alcohol screening of 10% of our total employees will take place each year. All employees will be included in the random selection.

If an existing employee's test result is positive, or they refuse to take a test, action will be taken in accordance with the Company's disciplinary procedure. This procedure may result in dismissal.

All drug screening for existing employees will be carried out by the company using a recognised testing process and analysis.

RIGHT OF APPEAL

If an existing employee's test result is positive they have the right to gain a second independent opinion. The results of both tests will be carefully considered by the relevant Manager before any further action is taken.

All testing will require the completion of a consent form and all testing will be recorded.

3. Information, Instruction, Training and Supervision

Training is essential so that all parties what is expected of them and how to work safely. It is the responsibility of the Head of Department (HOD) to ensure that all of their team members are adequately trained and provided with suitable and sufficient information to carry out their jobs correctly They must also supervised regularly to ensure procedures are followed.

The Health and Safety (Information for Employees) Regulations 2009 require the business to display a poster telling employees what they need to know about health and safety. A copy of the HSE's Health and Safety Law poster is displayed in key locations on each Park. Health and safety advice is available from the Health and Safety Department.

All new members of staff shall be given specific and relevant induction training. (see section one of company handbook)

All training is recorded in the Employee Training Records kept by the HR department.

If an employee considers that they have not received adequate information, instruction or training to carry out their role, they must report the matter to their Head of Department or the HR department.

Safe systems of work / Procedure notes

It is the responsibility of the HOD to ensure the Safe systems of work (SSW's) or Procedure Notes are available for the tasks they and their team members carry out. The HOD must also make sure that these are implemented correctly and training is signed off by both parties.

4. Risk Assessment

Under the Management of Health and Safety at Work Regulations 1999, the Company has a duty to assess significant risks to the health and safety of anyone who may be affected by their work activities.

Managers and Heads of Department (in conjunction with the Health and Safety Department) are required to compile a qualitative risk assessment of all potentially significant hazards in their area of work, calculating the likely risk, and putting in place measures to reduce any health or safety consequences of those risks to an acceptably low level.

These risk assessments will be recorded and stored electronically on K Drive and in hard copies within each department. These will be used to train employees. Risk assessments will be reviewed and revised as necessary when

changes occur in the workplace, at least once every twelve months or if an accident occurs, or when something changes.

Specific risk assessments will be undertaken for certain workers (expectant mothers, young persons etc.) to ensure they are not at increased risk at work.

5. Workplace

The Workplace (Health, Safety and Welfare) Regulations 1992 details the requirements in respect of the workplace, including staircases, floors, access and ways out, toilets and welfare facilities etc. These will be kept in a safe and clean condition by scheduled cleaning, maintenance and repair.

Regular workplace inspections will be carried out by the Heads of Department. Managers and supervisors will be vigilant throughout their shifts for hazards (such as worn carpet, cables across walkways and spillages) and will deal with them. A daily and weekly check sheet using the Prime Safety System will be completed by each department with notes of what actions have been taken for remedial work. The Health and Safety Department will carry out periodic inspections of all Parks.

All work areas are to be kept tidy. All materials are to be stacked in a stable fashion in designated areas. Spillages are to be cleared up promptly by trained personnel. Waste is to be regularly cleared and placed in the designated bin/skip/recycling. Skips and bins should not be sited within 5 metres of any building. Storage must not block entrances, exits or roadways.

Steps and hand rails to caravans should always be fixed in position. They should be in good repair and free from serious wear, particularly to the treads and nosings. Where they are situated in areas in close proximity to trees or undergrowth they may become slippery, particularly in wet weather, due to the growth of moulds, lichens etc. on the tread surface. They must be fitted with an anti-slip tread in these cases.

Road systems will be clearly and logically arranged, allowing adequate space for movement, reversing, turning, loading and unloading, as well as promoting pedestrian safety.

Any defects will be notified to Estates Management Department immediately and a job sheet raised if necessary

6. First Aid

It is the policy of the Company to ensure that there are sufficient numbers of employees trained in first aid and the use of the de-fibs. You must familiarise yourself with the whereabouts of the first aid boxes.

Orders for first aid equipment or stock must be given to the Housekeeping Department at either Shorefield Country Park or Oakdene Forest Park. Heads of Department are responsible for ensuring that first aid boxes are regularly stocked with approved first aid materials.

First Aid Boxes are kept at the following locations:

At Shorefield Country Park	Reception Fitness Club - First Aid Room Club Kitchen Tides Bar Housekeeping Department Club Duty Manager's Office Estate Management Vehicles Estate Management Rest Room Administration Corridor Beech / Show Bar Supermarket
At Oakdene Forest Park	Main Reception Back of Bars Kitchen Office Housekeeping Store Fitness Club – First Aid Room Shop Estate Management Vehicles Estate Management Rest Room
At Lytton Lawn Touring Park	Reception Warden's Vehicle
At Forest Edge Holiday Park	Reception Warden's Vehicle Pool Plant Shed (Seasonal)
At Swanage Coastal Park	Reception Estates Management Vehicle(s)
At Merley Court Touring Park	Reception Warden's Vehicle

Pool Plant Shed (Seasonal)

At Wilksworth Caravan Park Reception
Estates Management Vehicle(s)

De-Fib units

The de-fib units are located in the following areas

Oakdene: On shelf in Admin Corridor at the back of Reception by Pigeon Holes

Shorefield: On shelf in the Health & Fitness Club First Aid Room

Swanage: On Shelf in back of Reception

7. Accident/Incident & Near Miss Reporting

The Company will ensure, so far as is reasonably practicable, that all accidents, near misses and dangerous occurrences are reported internally and, where appropriate, to the enforcing authority. In addition, all accidents, near misses and dangerous occurrences will be investigated and reasonable measures put in place to prevent recurrence.

a) Accident/Incident/ Near Misses Forms are kept on Company Forms on Outlook (this will be the most up to date version of the forms):

The forms must be completed by a staff member at the time of the event with your Head of Department informed, then passed to Reception to be entered on to the Prime Safety system. The form must be entered the same day (or at the latest the day after the event). Failure to enter the details on to the system immediately may cause delay if the accident is reportable

b) Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013. (RIDDOR)

Some accidents/incidents are reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013). Once an Accident/Incident form has been entered on to the Prime Safety system and saved, the details will be forwarded to the Health and Safety Department and the Senior Managers and Directors. **Only members of staff from the Health and Safety Department may report RIDDOR accidents/incidents to the HSE on behalf of the Company.**

c) Accident Procedure

In the event of an accident, remain calm and offer support. Call for a First Aider (a list of first aiders is kept on all health and safety notice boards and in departments), or if they are not available, call a Duty/Complex Manager or Warden as they are all first aid trained. If the person involved is talking of legal action the only comment you should make is that you will record the accident.

If appropriate advise a visit to A&E

Do not express an opinion on whether the company is at fault or in any way liable. You are not qualified to give such an opinion. If the customer wishes to complain in writing ask them to address the letter to the General Manager.

If you deal with an accident, incident or near miss whilst at work it is vital that all information regarding this is recorded and reported as soon as possible. This **MUST** include statements from any witnesses and photographs of damage or injury if possible, as well as the time, weather conditions, lighting & corrective action undertaken etc. Any further information you may receive after this time should be sent to the Health and Safety Department so that it can be uploaded on to the report and investigated further if required.

d) Potential Liability from Insurance Claims

There are various rules, or protocols, which need to be followed in the case of all accidents or incidents.

- Ensure that any hazard is made safe immediately.
- An accident/incident form must be completed as soon as possible.
- Witness statements must be taken with home address/telephone numbers in case further contact is required.
- Photographs / Video must be taken and sketches made with measurements if appropriate.
- Any physical evidence must be kept.

Enforcement Officer Visits

If you receive a visit from an Environmental Health Officer (EHO), Fire Officer or other official representative, please always ensure that you call either your Head of Department or the General Manager, or in their absence, a Senior Manager or the Health & Safety Department to discuss the accident/incident or accompany the person on their inspection.

If the Officer appears to be questioning team members about a health and safety incident then the officer should be asked if they are questioning team members under section 20

If ANY legal action e.g. Improvement Notice is talked about the GM must inform the Directors

All letters and notices received from any Officer must be brought to the attention of Head Office.

The local health and safety enforcing councils are located as follows:

Shorefield & Lytton Lawn & NFLR

New Forest District Council
Beaulieu Road
Lyndhurst
Hampshire SO43 7PA
Tel - 02380 285000

Oakdene & Forest Edge

East Dorset District Council
Furzehill
Wimborne
Dorset BH21 4HN
Tel - 01202 886201

Swanage

Purbeck District Council

Westport House

Worgret Road
Wareham
Dorset BH20 4PP
Tel – 01929 556561

Merley & Wilksworth

Poole Borough Council

Newfields Business Park

(Unit 1) Stinsford Road
Poole BH17 0NF
Tel – 01202 261700

8. Manual Handling

Employees will adopt safe lifting techniques whenever mechanical movement of goods is not possible and should always seek assistance whenever heavy or awkward loads are to be moved manually. In general loads above 25 kg for males and 16kg for females, or a weight which you feel is too heavy for your capacity, must be subject to team lifting. Carrying and lifting of objects should always be done with great care. Never attempt to manually lift loads above 25 kg for males and 16kg for females – always seek assistance

Any Team lift or heavy lift **must** have a documented risk assessment undertaken and signed by all involved prior to the lift commencing.

Lifting of heavy items should be carried out using safe lifting techniques (i.e. lift with the legs not the back). Before attempting to lift anything, establish the following:

- The weight of the object
- The centre of gravity (it's balance)
- Sharp edges or projections (gloves required at all times)
- Accessibility of the object (and where it is being moved to)
- Your individual capacity for manual handling

Lifting customers with reduced mobility is not permitted, except in an Emergency Evacuation, when the correct procedures should be followed as shown during your fire training.

9. Safe Plant and Equipment Including Play Parks

Under the Provision and Use of Work Equipment Regulations 1998, The Pressure Systems Safety Regulations 2000 and the Lifting Operations and Lifting Equipment Regulations 1998, the Company has a duty to ensure that all plant and equipment that requires maintenance (including statutory testing) is identified and that the maintenance work is undertaken.

Oakdene and Shorefield Estates Managers will be responsible for identifying all equipment / plant needing maintenance (e.g. portable electrical appliances, vehicles, etc.).

The Estates Managers will be responsible for ensuring effective maintenance procedures are drawn up and implemented for all buildings. Heads of Department will ensure that equipment within their department is subject to appropriate maintenance and statutory inspections.

The regular testing, inspection and maintenance of lifting equipment, pressure systems, boilers and other lifting equipment and pressure systems, including emergency repair work, and safe methods of undertaking this, will be ensured.

Any problems found with plant / equipment should be reported to your Head of Department.

The relevant Head of Department will check that new equipment meets health and safety standards before it is purchased or hired.

Employees may not use equipment unless they have been trained and authorised.

You must sign to confirm that you have been trained before you use machinery and regular refresher training should be undertaken where applicable.

No members of staff under the age of 18 are allowed to use certain machinery such as food slicers.

Machinery & Equipment

Always check machinery and equipment before use - do not use anything in a dangerous condition. Any equipment believed to be faulty, worn or hazardous must not be operated. Always check the guards are in place before use.

All machinery & equipment must be stopped before making an adjustment, undertaking maintenance or lubrication - especially if necessary to remove guards for these tasks. All equipment must be isolated before clearing blockages, cleaning or maintenance.

Trailers and trailed equipment must be properly connected to the vehicle and where applicable any trailers should be independently braked and ensure that the brake lines are connected properly and in good working order. (move to end of driving section)

Any safety equipment issued to staff must be used and reasonable care must be taken in the storage, use and care of such equipment.

Any safety equipment issued remains the property of the Company and may not be taken home or used outside the Company premises unless with the specific authorisation of a Director. All safety equipment must be kept in a good condition.

Play Parks

All installed play equipment meets the relevant British Standard and is installed by a specialist contractor. Playgrounds are subject to a daily visual inspection and repairs will be undertaken as necessary. All play parks are subject to a quarterly in house inspection carried out by a competent person. They are formally inspected on an annual basis.

10. Electrical Safety

Fixed Electrical Installations

To ensure the electrical supply is safe, a strict testing and inspection regime is in place and **must** be followed at all times.

The electrical installations on all Parks will be tested for electrical safety at appropriate intervals by a contractor, but at least every 3 years. For swimming pools, the fixed electrical inspection should be carried out annually. Category 1 and category 2 faults will be rectified as soon as possible. Owners who let their homes through the Company will provide a fixed electrical inspection report that highlights no Category 1 or Category 2 faults and is dated within the last 3 years.

All hire fleet, company building and staff accommodation electrical records are held on the Fixed Electrical register within Prime Safety – this will auto alert when any area is due for re-inspection.

It is the responsibility of the Group Estates Manager to ensure this register is kept up to date.

Electrical pressure wash equipment must not be used unless protected by a 30mA Residual Current Device (RCD).

Under no circumstances must electrical supply or equipment be interfered with. Where faults exist only a qualified electrician trained to the appropriate level may carry out electrical work. All work must be carried out in accordance with the Electricity at Work Regulations 1989.

Portable electric appliances will be tested regularly for electrical safety (PAT Testing) by a competent person at suitable intervals. It is the responsibility of the Heads of Departments to ensure that these checks are carried out.

Check the condition of electrical equipment before each and every use, including ensuring that:

1. That the casing is intact
2. The cable is firmly connected within the appliance and also to the plug
3. The cable is not cut or worn
4. The plug is not damaged

Ensure that all exposed cables trailing across floors from sockets to the equipment are properly secured with tape or cable covers. Trailing cables should be kept to a minimum.

Sockets must not be overloaded and should be switched off when not in use unless essential to keep switched on.

All electrical faults and hazards are to be reported immediately to either the Estates Manager or a Company Electrician.

Adaptors may not be used for appliances that draw high level of power e.g. heaters, kettles etc. Only approved extension leads may be used.

11. Safe Handling of Substances and Chemicals

Hazardous chemicals are those either with an orange “hazChem” label or the new style European Labels.

Under the Control of Substances Hazardous to Health Regulations (COSHH) 2002, the business has a duty to assess the risks from both hazardous substances that are used (e.g. chemicals, solvents, paints, oil, etc.) and hazardous substances generated from work activities (e.g. dust, fume, vapour etc.).

Heads of Department will ensure that material safety data sheets (MSDS) are held for all chemicals held in their department. Heads of Department, with assistance from the Health and Safety Department, will be responsible for identifying and creating COSHH assessments for all substances that require them. All new substances and chemicals ordered must be assessed.

All COSHH assessments are logged on the COSHH assessment database managed by the H&S Department.

Asbestos registers and legionella risk assessments have been undertaken by external, specialist contractors for all Parks.

Heads of Department are responsible for ensuring that all actions identified in the assessments are implemented and that all of their staff are trained in the practical application of each individual chemical they will be using.

Assessments will be reviewed annually, when the work activity changes or following an incident, whichever is soonest.

A list of substances and chemicals in current use and their place of storage must be prepared by each department and must be available at all times. The Health and Safety Department must hold an up to date copy. All departments are likely to hold substances.

In the use of substances the following rules must be followed:

1. All substances and chemicals MUST be locked away
2. Never mix chemicals together
3. Follow the instructions for use carefully
4. Only use clearly labelled approved containers, specifying exact contents
5. Use the chemicals for their correct job only
6. Never drink the chemicals/substances
7. Use protective equipment and over clothing
8. Eating/Drinking/Smoking is prohibited whilst using chemicals
9. Never use food containers or vessels for chemicals/substances
10. The use of bleach must be kept to a minimum
11. Store and dispose of empty containers wisely
12. Observe good levels of personal hygiene
13. In the case of someone needing hospital attention due to an incident/accident involving chemicals, the COSHH data sheet must be taken to the hospital for their information

No members of staff under the age of 18 are allowed to use chemicals, including cleaning fluids.

Weed Killer

Only staff who hold the relevant certification may use Weed Killers. Always record the use of sprayed chemicals on a record form provided by the Estates Management Department. These record forms must then be scanned to the Health & Safety Department.

Hazardous Chemicals

Always record the chemical disinfection levels used in the swimming pools and spa baths on the pool test sheets.

From its risk assessments, the Company also recognises that there is a risk of substances being created, which may pose a risk to health of staff and members of the public. Adequate control may be achieved if this Policy is properly implemented and adhered to. Such substances include:

1. Legionnaires disease from water supplies
2. Carbon Monoxide from enclosed car parks and poorly maintained gas equipment.
3. Weil's disease from handling/cleaning areas contaminated by rodents
4. Gases generated by the mistaken mixing of cleaning materials
5. Gases generated by mistaken mixing of pool chemicals

The following list shows examples of the types of chemicals and substances governed by the COSHH regulations; and where they may be used.

Bars	Beer line cleaners, glass washing detergent and sanitisers, descalers, Cellar Gas
Kitchens	Cleaning chemicals including alkalis and acids, detergents, sanitisers, descalers, water softener, pest control chemicals, insecticides and rodenticides
Restaurants	Cleaning chemicals, polishes, flame lamp fuel and LPG
Housekeeping	Cleaning chemicals, methylated spirits, metal polish, detergents, sanitisers, polishes, carpet cleaning products, floor care products and descalers
Estates Management Grounds	Weed killer, pesticides, bone meal, liquid feed, lawn care products, cements, petrol, diesel, kerosene, LPG and oils
Estates Management Maintenance	Cleaning chemicals, adhesives, solvents, LPG salts, paint, paint stripper, methylated spirits, paint thinners, varnishes, wood staining products and oils, wood dust, asbestos, legionella
Offices	Cleaning chemicals, polish, correction fluid, thinners, solvents, methylated spirits and photocopier toner, printer cartridges
Spa	Cleaning chemicals, Barbicide (sterilising agent),

	Surgical Spirit, Nail Varnish Remover, Hot Wax
Fitness Club	Water treatment chemicals including sterilising products, alkalis and acids, water testing kits, oils, cleaning chemicals and other sanitisers

12. Gas Safety

Shorefield has a legal duty under the Gas Safety (Installation and Use) Regulations 1998 to maintain all appliances and flues provided for tenants to use and have them checked for safety at least once every 12 months by a Gas Safe registered engineer. This includes public buildings, staff buildings on Parks, staff accommodation and tenanted units. Units hired out on behalf of private owners must also have an annual inspection if there are gas appliances in the holiday home.

Most holiday homes have a gas supply in the form of either bottled propane or bulk gas supply from tanks on Park. A Landlords Gas Safety Record must be obtained and a copy of this provided to the tenant. The Regulations apply to all pipework, flues and Landlord owned appliances whether fixed or portable and all forms of gas supply (including Calor). All hire fleet, company building and staff accommodation gas records are held on the Gas register within Prime Safety – this will auto alert when any area is due for re-inspection.

It is the responsibility of the Group Estates Manager to ensure this register is kept up to date.

Carbon monoxide detectors are fitted in buildings with gas appliances. These are checked weekly by appropriate staff and in holiday homes on change of occupants by Housekeeping staff

Spare gas cylinders on Parks will be kept to a minimum and stored in suitable, secure external compounds, with empty and full cylinders kept separately.

There are bulk propane gas tanks on Parks. These will be suitably protected from impact, with weeds kept cut back within the vicinity of tanks. Combustibles will not be stored adjacent to bulk tanks. Each bulk gas compound must contain suitable fire extinguishing media secured to the cage and preferably off the ground.

Underground gas pipework should be assessed with advice taken from CALOR and any action necessary will be taken. As per the Regulations, only qualified personnel and contractors will work on gas pipework, both above ground and underground.

If it is believed that gas or fumes are escaping, act immediately. Evacuate the area and contact Estates Management, the on-call Warden or Duty Manager, and then inform the General Manager. The gas supply must be shut off straight away and adequate ventilation effected. Gas isolation valves are clearly marked

and immediately accessible. Their locations are listed in Section 3 of the Company Handbook (Fire Safety & Emergency Procedures)

For Cellar Gas, see section Q

13. Water Supply Regulations

The Water Supply (Water Fittings) Regulations 1999, set out the installation requirements for plumbing systems. The Regulations protect public health by safeguarding drinking water and prevent inefficient use of water. They cover the design, installation and maintenance of plumbing systems, water fittings and water-using appliances. They require that the local Water Supplier be notified in advance for most types of plumbing installations, unless installed by a contractor who is approved by the undertaker or certified by an organization specified by the regulator (as determined under Regulation/Byelaw 5 of the Regulations). At Shorefield, the work is undertaken by a specialist, competent contractor or by a competent member of staff who has undertaken a training course on Water Regulations.

Microbiological Testing

Scheduled monthly microbiological testing is carried out by an approved contractor in the following areas:

Swimming Pools, Spa Pools, Hot Tubs

Any out of range results will be sent to the Health and Safety Department who will delegate out to the relevant persons the corrective action required.

14. Catering Safety

All staff must remember to wash their hands before they prepare food or drinks for themselves, other members of staff or the public.

Only catering and food and beverage staff are allowed within the designated food areas. Under no circumstances are members of the public or unauthorised staff to be allowed within the kitchen and associated areas.

The major hazards are as follows:

1. Wet floors and slip/trip hazards on the floor
2. Sharp equipment (e.g. slicing machines, knives)
3. Manual handling hazards, particularly movement of hot pans and food stocks
4. Use of cleaning products
5. Electrical installation to equipment
6. Access to and from cold rooms and freezers

7. Access to shelving in stores and kitchen areas
8. Work with hot equipment, including ovens, Bain Maries, Stills, hot water boilers, fryers, hot cupboards and griddles etc.

Close supervision and training of all staff is paramount and the Complex Manager, Assistant Complex Manager, Duty Managers, Head Chef & catering Supervisor are to devise safe systems of work on the above key areas.

All catering staff (including Seasonal Staff) must undergo Basic Food Hygiene training and are required to sign off the following documents:

Food Safety Policy Declaration

Health Screening Questionnaire & Personal Hygiene Standards Sign Off

Food Safety Policy Questionnaire

15. Control Of Contractors

The Company recognises that they have a legal responsibility for all those who work at the premises including Contractors and Sub-Contractors.

All Contractors are asked to submit relevant documentation onto the Prime Safety Contractor Management Module which will be approved by the Health & Safety Department. This includes appropriate insurance documentation, risk assessments, method statements, relevant qualifications of personnel and confirmation that they have read and signed the declaration for our Code of Practice for Contractors before they are engaged by Shorefield Holidays Ltd to carry out any work on Parks.

The General Manager or Head of Department (with assistance as requested from the Health and Safety Department) will be responsible for monitoring the work of the Contractors working in their department, and if necessary require them to remedy any faults, they will be required to sign off a completion form along with any open work permits with the Contractors once work is finished. For more information on contractor code of practice please contact the Health & Safety Department.

All contractors must sign in and out at Reception every day and are required to have a site specific induction (1 per year) before commencing any work.

Concessions - A concession is another business that, it has been agreed can run their business on our Parks. Their actions may affect our customers and team members.

Check that each concession has a min of £2 million Employers and Public Liability insurance cover and obtain copies for records.

Contracted Lifts

e.g. craning hot tub / caravan / lodge into position

Craning a caravan/lodge into position may be necessary when a pitch is too difficult to put a unit onto by normal methods. This must be thought through carefully and the area kept clear of members of the public.

It is the Group Estate Manager's responsibility to ensure team members are aware that their team members should not help out in the craning operation. The contractor carrying out the lift must provide a proper lifting plan.

16. Working At Height

Falls whilst working at height are one of the main causes of **serious** injury at work. It is therefore a focus for enforcement officers if an accident occurs. There is no specified height which is classed as "Working at Height" it is any distance a person can fall and can injure themselves.

Specific risk assessments should be carried out in relation to work that needs to be carried out at height. Workers who need to work at height will receive appropriate training. Ladders, platforms and steps will be of no less than commercial grade and will be inspected by the Head of Department on a quarterly basis on Prime Safety, ladders should be visually inspected for faults prior to each use. Ladders will only be used for jobs of short duration. Those responsible for erecting and checking tower scaffolding will be PASMA-trained. The hire company will provide training to any workers (who hold the appropriate IPAF license) who need to use a hired cherry picker or MEWP.

17. Confined Spaces

A confined space is a work area where there is restricted access, a lack of free-flowing breathable air, or a presence of dangerous gases. This could be any chamber, tank, vat, silo, trench, sewer, flue, well. Access for any reason into sewage pumping pits is **prohibited**.

Access for any reason into sewage pumping pits is prohibited; **specialist outside contractors only shall perform work in confined spaces or in manholes over 1m deep.**

Team members are prohibited from entering any confined space.

General Manager MUST ensure team members are aware of this prohibition

18. Cellar Safety

Cellar Management is essential, in order to maintain a safe working environment and ensure Company stock is in perfect condition. Only trained authorised staff should enter any cellar areas, or attempt to operate cellar systems.

Cellars should be maintained to a safe and tidy manner, including immediately reporting and dealing with any leaks or spillages, in order to avoid any potential hazards. In the event of any gas leaks occurring, isolate the source and turn off gas bottles, then ventilate the area fully and immediately report the incident to your Head of Department.

All correct and detailed system procedures with operating instructions, must be clearly displayed within the cellar and must be adhered to.

Gloves must always be worn when handling the beer gas containers.
Protective footwear must be worn when moving / handling barrels and kegs.

19. Office Safety And Working With Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations 1992 apply to workers who “use DSE equipment as a significant part of their normal work”. If requested, the Company will pay for DSE users to have eye sight tests and the basic cost of any glasses required for computer use. All staff who use DSE will be given sufficient information and instruction in setting up a comfortable and suitable workstation and if an issue is highlighted a DSE Assessment will be undertaken, which may highlight different equipment that is needed for the environment or for the individual (e.g. wrist rests or an alternative type of chair). The Company shall provide this equipment.

20. Employee Health and Control Of Diseases

Tetanus and Weil’s Disease

Individuals should have received sufficient inoculations by the age of 18 against Tetanus to be covered throughout the rest of their life. However, workers who carry out work outside should always cover cuts and broken skin with plasters before work and/or use gloves. This will also protect outdoors workers from a serious infection transmitted by rats’ urine. Never touch dead rats with bare hands. Outside workers should be aware of the risks of tetanus (also called lockjaw) and Weil’s disease (also called Leptospirosis), the symptoms and actions to take if they cut themselves and are concerned.

Team members who come into contact with sewage are at risk of getting some infectious diseases from it. Relevant safe systems of work and precautions must be taken

Notifiable Diseases

Your Head of Department must be informed immediately of any employee who is suffering, or a member of whose family is suffering, from any infectious or contagious disease. This includes in particular food poisoning, dysentery,

typhoid, staphylococcus infections, ear, nose and throat infections or any other notifiable disease listed within the Public Health (Infection Diseases) Regulation 1988. In the case of a pandemic being declared by the health authorities for any illness, this must also be reported.

Particular attention should be paid to any illness contracted during or shortly after returning from overseas travel.

Viral Gastroenteritis is also called winter vomiting disease or Norwalk Virus. If an outbreak occurs it can shut a Park so early detection is key. Where 10 or more cases of diarrhoea or vomiting are identified, the General Manager must report this IMMEDIATELY to the H&S Department so that consideration may be given to putting in place the procedure for viral gastroenteritis.

Stress

The Company will do everything reasonably practicable to reduce the risk of work-related stress. If any member of staff feels that they are suffering from excessive pressure, anxiety or other symptoms of stress, they should speak (in strictest confidence) to their Head of Department or HR.

Health Surveillance

A health questionnaire is completed at commencement of employment. No formal health surveillance is required for current work activities carried out within the Company. However, all staff should monitor their own health and report any concerns to their Head of Department or HR in confidence, particularly back pain, asthma or stress.

Immunisations

The company offer particular positions immunisation against tetanus and influenza, please contact the HR Department for further information.

All staff must ensure they have a return to work interview, regardless of the reason for absence. This will be carried out by the Head of Department or HR in their absence.

21. Personal Protective Equipment (PPE)

The Company will provide all necessary PPE to staff free of charge where identified as a requirement. PPE is provided as a last resort, when the hazard cannot be controlled effectively by other means. This includes gloves, safety footwear, eye protection, hearing protection, high visibility clothing, wet weather clothing etc. If your protective clothing has any defects then it is your responsibility to ensure that it is replaced.

It is your responsibility to wear the equipment and ensure that it is kept safely and in good, clean condition. You will be required to sign for all personal protective equipment supplied to you.

Eye Protection – goggles, glasses or face shields are mandatory for any job where there is a physical, chemical or biological risk of injury to the eyes.

Hand Protection – gloves must be worn when handling material which could cause physical injury. Rubber or nitrile gloves should be worn when handling chemicals or oils.

Hearing Protection – Ear defenders or ear plugs must be worn when using noisy equipment or when working in noisy environments.

Foot Protection – Safety shoes must be worn where identified as a requirement for the task. Sensible, non-slip footwear should be worn at other times.

Respiratory Protection – FFP2 or FFP3 dust masks must be worn where necessary. FFP1 dust masks are inadequate. Men must shave that morning for dust masks to be effective. Men with facial hair will need alternative respiratory protection such as full face, forced air visors. A face-fit test should be carried out when putting on the mask.

Chain sawing – Full protective equipment, including chainsaw boots, trousers, gloves, visor, ear defenders and goggles must be worn when operating chainsaws.

22. Hygiene Checks and Food Hygiene

The Company requires all food handling departments, drinks dispensing departments, retail food outlets and its swimming pools to carry out regular hygiene checks to ensure that the highest standards are being maintained. The results of these checks must be submitted to the Health & Safety department and logged onto the Prime system.

The General Manager (Shorefield) and the General Manager (Oakdene, Forest Edge, & Merley) will implement the Food Hygiene Policy and ensure that the Policy is updated:

- To monitor standards of food safety and compliance with this Policy
- To review the requirements of the business in respect of capital expenditure on food preparation equipment and food premises structure
- To arrange and monitor the food hygiene training required by this Policy
- In conjunction with the Company Health and Safety Manager to review this Policy at least annually

The main concerns of personal hygiene are that people at times carry some form of food poisoning organism. The main route for transferring bacteria is via your hands. Therefore, it is important that hands are kept clean at all times. Hands should be washed after you have visited the toilet, touched your hair, coughed or

sneezed, handled money, eaten food, smoked, or any time you enter a food area to work.

You must report to your Manager or HR Department if you think you are suffering from a contagious disease/infection or:

- Sickness/diarrhoea
- Any type of skin disease
- Food poisoning

If you work in a food area and have been absent from work for one of the above reasons, you must obtain a Fitness to Work Note.

If you have a cut or open wound it should be cleaned and completely covered with a waterproof dressing (which must be blue if in a food area).

If you work in a food area and have discharge from eyes, nose or ears, please discuss with your line manager whether it is appropriate for you to transfer temporarily to a different department.

Hair can also contaminate food so if you work in a food area you must ensure that your hair is regularly shampooed and tied back if it is long. If you work in a food preparation area you must always wear a hat. Hair must never be brushed or combed in food areas.

23. Use Of Mobile Phones

Shorefield provide certain staff with a mobile phone in order that they will be contactable.

The phone is NOT provided as a benefit to the employee and may only be used by them to contact work or in the event of an emergency. Any personal calls must be paid for and they will be billed monthly and may be deducted from the salary.

Each employee with a Company mobile phone will be issued with the Company Policy on Mobile Telephone Use, available from the Public Folders in Microsoft Outlook.

The use of mobile phones is accepted as an essential part of modern business. The use of personal mobile phones is not permitted during working hours.

In compliance with the Law, mobile phones and hand-held mobile radios should not be used whilst driving.

24. Driving & Towing

The Safe Driving at Work Policy and associated documents should be referred to before driving on behalf of the company.

Members of staff under 25 may not drive company vehicles unless you have supplied a valid Pass Plus certificate.

Employees operating business vehicles must hold the appropriate class of licence and be specifically authorised, for a particular vehicle, by management. Driving licences will be checked annually by HR and members of staff who drive their own vehicles on work business must ensure that the vehicle is roadworthy, has a valid MOT (where necessary), is taxed and that they hold business use insurance. Your details will be checked electronically with the DVLA to confirm if there are any points on your licence.

A “safe stop” procedure must be used when leaving any vehicle. This means that all power should be isolated, the ignition key removed and the handbrake applied.

Vehicle cabs must be kept clear of rubbish which may interfere with the operation of foot pedals.

Any vehicle reversing warning lights and/or sounder must be kept in good working order.

Daily checks must be carried out prior to the use of each Company vehicle. Drivers must also undertake a monthly check on Prime Safety with any defects are escalated accordingly.

Drivers will take regular breaks and will ensure that they comply with all relevant legislation.

Towing

The weight in your trailer must be correctly distributed, with heavy items mainly over the axle(s) and ensure down load on the tow ball. You must ensure that the registration plate of the trailer matches the registration plate on the vehicle.

You must not tow more than your licence permits, you must not overload your vehicle or trailer, you must secure your load and it must not stick out dangerously.

All loads whether being transported on the Park or on the public highway, must be tied down securely. Any unsafe load will be your personal responsibility which could result in you receiving a personal fine.

For further information – please refer to the Company Safe Driving Policy

25. Health And Safety Roles and Committees

The Company has a dedicated Health and Safety Department to administrate, monitor, review and generally have oversight of the health and safety *performance* of the Company. The Health and Safety Department will work with Staff at all levels with the objective of bringing about a progressive risk reduction in the workplace, year on year.

Health And Safety Management

Health & Safety is on the agenda at every monthly meeting of the following:

Directors Board meeting
Senior Management Team meeting
Middle Management Team meeting

The following are also reported on at all meetings:

Accident, incident and near miss statistics
Health & Safety Training courses & attendance
Health & Safety audits and inspections
Prime Safety Compliance Submissions

Health And Safety Committee

Under the Health and Safety (Consultation with Employees) Regulations 1996 the Company has a duty to consult employees directly or through elected representatives on matters relating to health and safety. The Health and Safety Committee members are made up from representatives from all Company Departments. The team shall meet at regular intervals to review health and safety matters and make suggestions to take before the MMT, SMT & Directors Meetings.

26. Asbestos Control

All buildings built or refurbished after the year 2000 must have a survey by a competent asbestos surveyor. This identifies areas where asbestos containing materials (ACM's) are located on Park and their condition at the time of the survey

An Asbestos Management plan has been implemented for all parks outlining duty holders for Asbestos, arrangements

for works and emergency procedures. Each park has an asbestos register that can be found on the K Drive or by contacting the Health & Safety Department.

The register must be referred to prior to any work being carried out on the premises whether this is maintenance, refurbishment, remedial or demolition. Where a refurbishment/demolition survey is planned to take place, a demolition or refurbishment asbestos survey must be carried out by a competent surveyor before the works are started.

It is also essential that any contractors that are called in to undertake any work are made aware of the location of any asbestos containing materials that may affect their work practices.

There are a number of small numbered yellow triangles around the parks. These are part the Asbestos Location Register. These areas with Asbestos containing material have all been deemed a low or very low risk.

These triangles are there to act as warning labels for any person who intends to carry out remedial / maintenance works on the area, including contractors. Care will need to be taken if you intend to carry out work e.g. drilling or cutting in one of these areas marked with a triangle so please contact the Health & Safety Department prior to any works commencing so that register can be referred to and an Action Plan & Safe System of Work can be written.

Example Triangle →



Re-Inspection

An annual asbestos re-inspection survey should be carried out by a competent approved contractor in order to assess the on-going condition of any asbestos containing materials, all registers must be updated accordingly. If asbestos is missing or its condition has deteriorated this must be flagged up immediately and the Management assessment updated accordingly and uploaded.

For further information, including asbestos removal and disposal refer to the Asbestos Management plan.

27. Legionella Control

Legionella bacteria can multiply in hot and cold water systems on park. If the bacteria is inhaled it can lead to illness and in some cases it can be fatal. Controls need to be put in place to limit the risk of legionella developing on park

External legionella risk assessments are conducted every 2 years by an approved contractor.

Any remedial actions highlighted will be acted upon by the Estates Management Team alongside the contractor where required.

On-going legionella checks are set at scheduled periods within the Prime Safety System.

A responsible person must be appointed to take control of the management of Legionella on site. Persons in charge of monitoring checks and remedial works must be trained to a suitable standard. e.g. Legionella awareness course.

Quarterly legionella testing is completed for all hot tubs, spa pools and public showers within the company by an approved external contractor.

Any out of range results will be sent to the Health and Safety Department who will delegate out to the relevant persons the corrective action required.

For more information refer to the Legionella Policy.

28. Moving & Siting

Accidents that happen when either moving caravans around our Parks or setting them up on pitches, are generally serious and strong procedures are in place to prevent this happening

All moving and siting operations must be carried in line with the Moving and Siting Procedure Note.

Moving and siting caravans must only be carried out by trained team members – **No** other untrained team members (e.g. sales) may be permitted to be involved in a move even as banks men

There must be a minimum of three trained team members to move a unit

There must be a minimum of two team members to site and de-site a unit

Any move may only commence once a move specific risk assessment has been completed and signed by the GM and the Maintenance Manager

CHILD PROTECTION & SAFEGUARDING POLICY

Statement and Policy

Shorefield Holidays Limited is fully committed to safeguarding the welfare of all children and vulnerable adults visiting our parks through commitment to good practice that protects them from harm, abuse and/ or exploitation. All staff will work together to encourage the development of an ethos which embraces difference and diversity and respects the rights of all children, young people and adults so that they can enjoy their experience whilst on holiday at any of the Parks.

Shorefield Holidays Limited will:

- Respect and promote the rights, wishes and feelings of children and vulnerable adults.
- Promote and implement appropriate procedures to safeguard the well-being of children and vulnerable adults and protect them from abuse.
- Recruit, support and supervise its employees to adopt best practice to safeguard and protect children and vulnerable adults from abuse and to minimise risk to themselves.
- Require staff to adopt and abide by this Child Protection & Safeguarding Policy and these Procedures.
- Respond to any allegations of misconduct or abuse of children or vulnerable adults in line with this Policy and these Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures.
- Review and evaluate this Policy and these Procedures on a regular basis.

Principles

The welfare of children and vulnerable adults is everyone's responsibility, particularly when it comes to protecting them from abuse. This Policy and these Procedures are based on the following principles:

- The welfare of children and vulnerable adults is the primary concern.
- All children and vulnerable adults, whatever their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual identity have the right to protection from abuse.
- It is everyone's responsibility to report any concerns about abuse and the responsibility of the Social Work Department and the Police to conduct, where appropriate, a joint investigation.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998.

Review

This Policy and these Procedures will be regularly monitored and reviewed:

- In accordance with changes in legislation and guidance on the protection of children and vulnerable adults or any changes within Shorefield Holidays Ltd.
- Following any issues or concerns raised about the protection of children or vulnerable adults within Shorefield Holidays Ltd.
- In all other circumstances, at least annually.

Background

It is recognised and recommended that all employees must be aware of the Policy in the event of being in a position where they may be in contact with children.

While at any of Shorefield Holidays Parks, children must be supervised at all times.

Those responsible should know at all times where children are and what they are doing.

Parents of children are only allowed to look after their own child and not a group unless properly vetted.

Shorefield Holidays Ltd will endeavour to protect the safety of children and provide a safe environment, by ensuring the procedures for recruitment and selection of staff are carefully followed and by carrying out the appropriate vetting procedure for those staff recommended for appointment to posts with access to children.

Duty of Care

Shorefield Holidays Ltd recognises that they have a duty of care to refer to the Disclosure and Barring Service, (DBS) information about individuals who may pose a risk, ensuring that potential threats to vulnerable groups can be identified and dealt with. There are criminal penalties for barred individuals who seek or undertake work with vulnerable groups and for employers who knowingly take them on.

Definitions of Abuse

The common denominator for all forms of child abuse is that it makes children feel bad and worthless. Child abuse can occur in a number of ways so the actual harm caused cannot always be easily categorised. There are five main categories of abuse:

Physical, Emotional, Sexual, Neglect and Bullying

Recognising Abuse

Everyone who works with children should be able to recognise, and know how to act upon, indicators that a child's welfare or safety may be at risk.

Abuse can occur from:

- Parents;
- Others with parental responsibility;
- Adults in a position of authority;
- People within the wider family circle or neighbourhood;
- Complete strangers;
- Other children.

General Indicators of Abuse

Some of the identifying characteristics of potential abuse may include:

- Changes in mood - sudden outbursts / temper;
- Demeanour – becomes quiet and withdrawn;
- Emotional distress or different patterns of behaviour;
- Fear of a particular adult – particularly of one with whom a close relationship would be expected;
- Inappropriate sexual awareness or language;
- Children who are reluctant to go home;
- Sudden weight loss;
- Nervousness when touched.
- Unexplained injuries including scalds and burns
- Bruising in places not normally associated with general bumping into things or falls

It should be recognised that the presence of one or more of these indicators does not prove that abuse has occurred or is occurring, as other factors such as the birth or death of a family member may also affect behaviour in children.

It is not the responsibility of untrained professionals to diagnose abuse, but it is their responsibility to be aware of and report significant concerns.

It is important that accurate written records are made as soon as practicable and passed to the H & S Manager.

Practices to Be Avoided

The following practices should be **avoided** except in emergencies.

- Spending excessive amounts of time alone with children away from others.
- Transporting a lone child in a vehicle.

If a case arises where these situations are unavoidable (e.g. the child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of a session), it should be with the full knowledge and consent of a suitable Manager or the child's parents/legal guardians and not traveling alone with the child.

Practices Never To Be Sanctioned

You should **never**:

- Engage in rough physical or sexually provocative games, including horseplay.
- Allow or engage in any form of inappropriate touching.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of control.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for children or disabled adults that they can do for themselves.

It may sometimes be necessary for staff to do things of a personal nature for children, particularly if they are young or are disabled. These tasks should only be carried out with the full understanding and consent of parents and the carers involved. There is a need to be responsive to a person's reactions.

Photographing, Videoing and Filming

No unsupervised access or one-to-one photographic sessions are permitted with children. The use of images to promote activities on Shorefield Holidays Ltd website is carefully monitored.

Shorefield Holidays Ltd reserves the right to prohibit the use of photography, videoing or filming at any event or activity which it is organising.

Reporting Allegations/Suspicious of Child Abuse

It is hoped that you will never have to deal with an alleged incident of child abuse but it is important that you know what to do in this situation. Shorefield Holidays Limited will fully support you in your reporting of allegations and suspicions of abuse. There are four likely scenarios which you should be aware of and be prepared to deal with if necessary. These are:

- There is suspicion or evidence that a child is being abused by a member of staff or other person associated with Shorefield Holidays Ltd.
- A child accuses a member of staff or other person associated with Shorefield Holidays Ltd of abusing them.
- Abuse takes place or is suspected within Shorefield Holidays Ltd or at an event organised by Shorefield Holidays Ltd by an individual unrelated to the Parks.
- A child discloses abuse happening elsewhere e.g. at home

Dealing with Disclosure:

The one thing you MUST NOT do is NOTHING.

In all cases you must:

- Be prompt, calm, assured and professional
- Report the matter immediately to your Line Manager.
- If your Line Manager is not available then contact the H&S Department.
- Keep any details strictly confidential and share only on a 'need to know' basis.

Information about Suspected Abuse

To ensure that this information is as helpful as possible a detailed record should always be made at the time of disclosure/concern. Details should include:

- The child's name, age, date of birth, home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incident(s).
- The child's account, if it can be given, of what has happened and how any bruising or other injuries occurred using the child's own words.
- Have the parents been contacted? If so, what has been said?
- Has anyone else been consulted? If so, record details.
- If the child was not the person who reported the incident, has the child been spoken to? If so, what was said?

- Has anyone been alleged to be the abuser? Record details.
- Where possible referral to the police or social services should be confirmed in writing within 24 hours and the name of the contact who took the referral should be recorded.

If you are worried about sharing concerns about abuse with a senior colleague, you can contact Social Services or the Police directly, or the **NSPCC Child Protection Helpline** on **0808 800 5000**, or **Childline** on **0800 1111**.

Action

(i) Concerns about Poor Practice by a member of staff

If, following consideration, the allegation is clearly about poor practice, the H & S Manager, who will deal with it as a potential misconduct issue.

(ii)(a) There is suspicion or evidence that a child is being abused by a Member of Staff or other Person Associated with Shorefield Holidays OR a child accuses a member of staff or other person associated with Shorefield Holidays of abusing them.

- Any suspicion or evidence that a child has been abused by either a member of staff, or a person associated with Shorefield Holidays should be reported to the H & S Manager
- The H&S Manager who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- The H&S Manager will refer the allegation to the Social Services department which may involve the police, or go directly to the police if out-of-hours.
- The parents or carers of the child will be contacted by the HR Manager as soon as possible following advice from the Social Services department.
- The H&S Manager will contact where applicable the Head of Marketing who will deal with any media enquiries.

(ii) (b) Allegations of Previous Abuse by a member of Shorefield Holidays staff or other Person Associated with Shorefield Holidays.

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or concerning a member of staff or someone associated with Shorefield Holidays who is still currently working with children).

Where such an allegation is made, the same procedures as detailed above should be followed and the matter reported to the Social Services or the police. This is

because other children, either within or outside Shorefield Holidays, may be at risk from this person.

Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

(iii) Abuse takes place or is suspected within Shorefield Holidays or at an event organised by Shorefield Holidays by an individual unrelated to Shorefield Holidays.

- Report your suspicions to the H&S Manager.
- The H&S Manager will contact Social Services/Police
- The H&S Manager will contact the head of the organisation visiting Shorefield Holidays with the details of the allegation/ suspicion.

It is not the responsibility of Shorefield Holidays staff to determine whether abuse has taken place or not

(iv) Concerns outside the Immediate Park Environment (e.g. A Parent or Carer):

- Report your concerns to the H&S Manager and report the Allegation/ Suspicion as appropriate.
- If the H&S Manager is not available, the person being told of or discovering the abuse should contact a Company Director.
- The H&S Manager will contact Social Services or police with details of the alleged abuse as soon as possible
- On advice from Social services, the H&S Manager will decide how to involve the parents/carers.
- Maintain confidentiality on a need to know basis only.

Responding to Allegations or Suspicions

It is not the responsibility of anyone working in Shorefield Holidays, to decide whether or not child abuse has taken place. However, there is a responsibility to act on any concerns through contact with the appropriate authorities.

Shorefield Holidays will assure all staff that it will fully support and protect anyone who in good faith reports his/her concern that a colleague is, or may be, abusing a child.

Where there is a complaint against a member of staff there may be three types of investigation:

- a criminal investigation
- a child protection investigation
- a disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily. Seek social services advice on who should approach the alleged abuser.

Internal Enquiries and Suspension

A Senior Manager, will make a decision about whether any individual accused of abuse should be temporarily suspended pending further Internal, Police and Social Services inquiries and should advise the Board of Directors immediately.

Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

This includes the following people:

- HR Manager, a Relevant Senior Manager, the parents/guardians of the person who is alleged to have been abused
- the person making the allegation
- Social Services/police
- Board of Directors
- The alleged abuser (and parents if the alleged abuser is a child).

Privacy and confidentiality should be respected where possible but if doing this leaves a child at risk of harm then the child's safety has to come first.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Support to Deal With the Aftermath of Abuse

Consideration should be given to the kind of support that children, parents or members of staff may need. Use of help lines, support groups and open meetings will maintain an open culture and help the healing process.

The British Association for Counselling and Psychotherapy Directory is available from British Association for Counselling and Psychotherapy, BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17;

Call: 01455 883300

Tweet: @BACP;

Text: 01455 560606 or more gain details from www.bacp.co.uk

This is an entirely confidential service and any discussions an employee has with a counsellor will be strictly confidential unless the employee agrees otherwise.

Consideration will also be given to what kind of support may be appropriate for the alleged perpetrator.

Students on Work Placement

While at Shorefield Holidays on work placement, students will fall under this Policy.

The confirmation of Student Placements must be made in consultation with the HR Manager who keeps a record of all works placements in Shorefield Holidays Health & Safety concerns regarding working at height, in the kitchen etc. must be taken into consideration and the placement activities age appropriate. Students should not be asked to carry out a task that could cause potential injury or harm, for which they are not properly trained.

All placement students will be given a schedule of work for the week they are with us. They will receive a Health & Safety briefing. Students will be supervised at all times by a member of staff.

Other Concerns

If there are instances that staff are concerned about suspicious behaviour, they must report it immediately to their line manager, who will deal with the concerns as appropriate.

Carrying Out Checks as Part of Recruitment and Selection

New Employees

The recruitment of all posts within Shorefield Holidays is centralised within the HR department, who manages the recruitment process. Managers should notify the HR Manager of those posts which have substantial access to children less than 16 years of age, and vulnerable adults.

(i) For every new employee living on park and working with children, Shorefield Holidays will seek to obtain:-

- Two references, at least one of which should be the present or most recent employer.
- Disclosure and Barring Service (DBS) check

(ii) For every new employee or facilitator likely to have substantial access to children Shorefield Holidays will request a DBS check before appointing anyone to the post.

Overseas Applicants

(i) If Shorefield Holidays is intending to employ applicants from overseas the organisation may contact the country's representative in the United Kingdom. Contact details for those countries that have a representative in the United Kingdom can be found on the Foreign and Commonwealth Office website www.fco.gov.uk or telephone 020 7008 1500.

We may also consider examining the website of the Police Force of the country of origin.

Dealing with Lost/ Missing Children

This procedure should be invoked as soon as a child is reported missing.

Stage 1 – Reporting of missing child and initial search

- Reassure the Parents/Guardians and Family and inform them that Shorefield Holidays has a procedure for finding missing children and that all staff members are trained in such matters
- Get a full description & photo (if available) of the child from a family member and record on the Missing Child Form saved on Company Forms
- Take the parents/guardians to Reception and Inform Reception Staff of the situation
- Reception is to inform the General Manager or Duty Manager in their absence
- Reception should copy the description of the child and distribute to Housekeeping & Estates Management to start detailed search
- Reception should immediately telephone or radio other members of staff to check their working area (swimming pool, fitness clubs, arcade, play areas, bars / restaurant, shopping areas, maintenance area, housekeeping etc.)
- Duty Manager or a member of Security (if available) is to accompany parents/guardians back to their accommodation (if owner or holiday maker) and carefully check that the child is not hiding somewhere or has returned there since they noticed the child missing. If the child is found at this stage, ask them to return to Reception to inform staff of the situation so they can tell the Park Team to stand down.

Stage 2 – Extended search

- If the child cannot be found in the areas mentioned above, then members of staff chosen by Management will systematically search accommodation areas adjacent to where the child was last seen and their unit of accommodation (if applicable) using the park specific lost child map.
- Staff will assume that the missing child's parents/guardians are in or around the Reception Building and must be informed where they are, if not.
- The General Manager or Duty Manager should know at all times during the search which members of staff are searching in what areas.
- If the child is found, he or she should be taken to Reception immediately to be

reunited with the parents: other departments and staff can then be informed that the child has been safely returned to their Parents/Guardians.

Stage 3 – Child not found & Informing the Police

If the Child is still missing after the above has been actioned or a MAXIMUM of 30 minutes has passed since the initial report, the Police must be informed.

It is the responsibility of the Senior Receptionist / Administrator (daytime) & Duty Manager (evening) to inform the Police. The Police should be asked to make contact with reception on arrival and be given the name of the General Manager/Duty Manager.

Ensure Incident report form is completed and added on to Prime Safety. Include scanned copy of missing child form.

FINDING A LOST CHILD

Child found alone on Park

- Please approach the child with care, crouch down to the child's height (so as not to intimidate them) and tell them your name. Ask the child his or her name and ask where they are staying.
- If they do not know, contact Reception informing them that you have found a child on the park and that you are bringing them to Reception.
- Remember, you must never invite the child into your vehicle. Stay on the roads in full view – you may take hold of their hand, but do NOT force them to hold your hand. Whilst walking to Reception, try to find out where they are staying on the Park. If you see another member of staff, ask them to join you until you reach Reception (so that you are not alone with the child).

Child found alone in the Complex or other buildings

The same basic rules apply, as above, except in this case please take the child to the Duty Manager's office, or Reception.

Note:

Never take a lost child, (or any child), into the toilet on your own. Always make sure another member of staff accompanies you, where possible always try to wait until a Parent/Guardian is found.

Do not pick the child up and do not leave him/her alone.

When the parent / guardian is found, always ensure that it is the correct person (i.e. the child recognises them). Alternatively, ask the question "Is this your Mummy/Daddy etc."

Policy on Use & Storage of Disclosure Information

As an organisation, we comply fully with the Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosure Applications and Disclosure information. We also comply fully with its obligations under the [Data Protection Act 1998](#) and other relevant legislation pertaining with the safe handling, storage, retention and disposal of Disclosure information.

Children & Social Media

The Social Media scene is changing all the time and it falls to each individual employed by or working on behalf of Shorefield Holidays to take responsibility for what and how they communicate using social media channels. If you are ever in doubt, don't do anything but seek advice from the HR department.

However, ideally you should avoid finding yourself in a situation where young or vulnerable people are able to send you private or direct messages. As examples, on Facebook this means not accepting friend requests and on Twitter this means not following their accounts.

SECTION THREE

FIRE SAFETY & EMERGENCY PROCEDURES

Topics to be covered

- Fire Safety Policy
- Fire Safety Roles & Responsibilities
- Fire Prevention and Control
 - Fire Training
 - Fire Drills
 - Fire Extinguishers
 - Fire Alarms
 - Emergency Lighting
 - Fire Plans
 - Fire Points Out On Park
 - Smoke/Heat Detectors in Accommodation Units
 - Fire Risk Assessments
 - Fire Checks
- Evacuation Procedure
 - Fire Control Point
 - Fire Assembly Points
 - Bulk Gas Shut Off Valve Locations
- Emergency Fire Action Plans
- Fire Marshals

1. FIRE SAFETY POLICY

The Company recognises and acknowledges its responsibilities to ensure that all premises under its control comply with relevant fire safety legislation and will ensure that adequate resources are made available to fulfil these responsibilities. Relevant fire safety legislation is The Regulatory Reform (Fire Safety) Order 2005, the Housing Act 2004 and the Smoke and Carbon Monoxide Alarm (England) Regulations 2015.

The Company will ensure that all employees, contractors, visitors and any other Relevant Persons are protected from the risks of fire by ensuring that a suitable and sufficient fire risk assessment is carried out and the significant findings acted upon. The fire risk assessments will be reviewed on an annual basis by the Health & Safety Department along with the Operations Managers. With this aim in mind, appropriate fire prevention measures will be taken to eliminate the risks posed by fire to the health and safety of these individuals, so far as reasonably practicable, or to otherwise reduce those risks to a tolerable level. Also, appropriate fire safety measures will be taken – this includes the provision of fire safety equipment and the development of adequate practices and procedures (including regular fire safety training). These will be implemented and periodically tested in line with Government Guidance and British Standards. Responsibility for building-related test and maintenance regimes will fall to the Estates Managers.

Enforcement of the Fire Safety Order is by the relevant County Fire Authority. Fire Safety Inspecting Officers may attend site at any reasonable time in order to audit the Fire Risk Assessment for the building and have a legal right to enter and view the property and any fire safety records. With valid reason, the Fire Authority may also visit at times that are outside normal working hours. It is the Organisation's responsibility to accommodate these demands and co-operate with enquiries, as well as to liaise with the Authority's Inspectors in more informal ways as necessary.

Any new buildings or alterations to existing buildings will be carried out in line with Building Regulations and Building Control Approval will be obtained.

This Policy will be reviewed annually.

Fire Safety Roles & Responsibilities

THE DUTY HOLDERS	
ORGANISATION / DEPARTMENT	SPECIFIC RESPONSIBILITY
Responsible Person /(per Park)	<p><u>Responsible Person (General Manager for Park):</u></p> <p>Shorefield: SF Ops Manager New Forest Lodge Retreat: SF Ops Manager Oakdene: OD Ops Manager Merley: Resident Warden Forest Edge: Resident Warden Lytton Lawn: Resident Warden Swanage: Resident Warden Wilksworth: Resident Warden</p> <p>Advice & Guidance – Health & Safety Department</p>
Directors	<p>Ultimate Responsibility for fire safety within the business rests with the Managing Director.</p> <p>Strategically responsible for all fire safety values and the commitment of all management to audits and action plans.</p> <p>Responsible for ensuring the objectives outlined within the Fire Policy Statement are understood and acted upon at all levels within the organisation.</p> <p>Ensure that planning, budgets and resources are available in order to enable strategic and operational objectives to be accomplished, as far as reasonably practicable.</p>
General Managers	<p>Responsible for ensuring the objectives outlined within the Fire Policy Statement and are understood, communicated and acted upon by persons under their control.</p> <p>Overall responsibility for the management of risks associated with exposure to fire, through the:</p> <ol style="list-style-type: none"> 1. Allocation of adequate resources; 2. Division of roles and responsibilities;

<p>Health & Safety Department</p>	<p>Implementation of the Fire Safety policy & Fire Safety Risk Assessments including the:</p> <ol style="list-style-type: none"> 1. Distribution of information; 2. Coordination of training; 3. Instigation of management procedures; 4. Liaison between management and employees; 5. Recording of incidents or complaints which may affect the Fire Safety Policy or Fire Safety Risk Assessments. 6. Review of fire safety policy and procedures 7. Review of fire safety risk assessments at least annually and co-ordinate external reviews as required. 8. Ensure relevant information is provided to all relevant persons relating to the fire safety policy, fire procedures and evacuation plans. 9. Liaison with external companies for fire alarm servicing, emergency lighting servicing and fire extinguisher/hose reel servicing
<p>Ops Managers or Park Wardens (Delegated Responsible Person)</p>	<p>Responsible for the day to day functioning of the Fire Safety Policy and implementation of routine on-park procedures including:</p> <ol style="list-style-type: none"> 1. Attending and maintaining qualification of Fire Marshal / Competent Person Course. 2. Ensure that any Prime Safety Compliance checks with regard to fire safety are completed in the appropriate time frame. 3. Ensuring control measures listed within the park specific fire safety risk assessment are in place and suitable for the conditions 4. Training of fire safety procedures and evacuation plans to employees and ensuring refresher training is conducted at required intervals 5. Inform H&S Department of any new potential areas of risk with regard to fire safety. 6. Maintenance procedures – weekly alarm testing (where applicable), emergency lighting testing, monitoring of fire alarm panels (where applicable), checking of fire extinguishers and exit routes etc. 7. Contractor control – induction, covering fire procedures and safety, location of fire assembly point; 8. Permits to work (Hot Works) – discuss with H&S Department prior to any work commencing

Employee Duties	<p>All employees have a responsibility to:</p> <ol style="list-style-type: none">1. act in a way that does not put themselves or others at risk2. Co-operate with their employer on any fire safety matters3. Inform their line manager if they are aware of any dangers in the workplace.
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3. FIRE PREVENTION AND CONTROL

a) As part of your departmental induction, you will be shown safe working procedures, including how to prevent fires from occurring. Smoking materials are generally a major cause of fires through careless disposal and you should only smoke outside in designated areas and discard cigarettes in appropriate receptacles.

b) In the event of a fire, your main concern is the safety of yourself and the public.

You are not to put yourself in any unnecessary risk.

c) If you become aware of any fire safety issue (such as locked fire exit doors or missing fire extinguishers), you must bring it to the attention of your Manager or the Health & Safety Department immediately.

4. Fire Training

All staff shall view the Health & Safety Induction DVD when they begin work with Shorefield, which includes fire safety awareness. As part of your departmental induction, you will be shown the fire escape routes from the Company's premises, and the designated fire assembly point(s) outside the buildings. All Maintenance personnel and Duty Managers should be made aware at induction of the location of all gas shut off valves on Park.

Staff will then receive basic fire training in their first week of employment, with refresher training provided every six months by the Head of Department.

The Company runs regular training sessions for Fire Marshals

5. Fire Drills

These will be carried out annually and are monitored to ensure that they are carried out effectively. All fire drills are recorded in the Fire Alarm & Detection System Log Book. You must attend fire drills and practices when required to do so.

6. Fire Extinguishers

Fire extinguishers are located in all the Company's buildings and also in Maintenance vehicles and in all holiday homes let by the company. Fire extinguishers should only be used by those that are trained as Fire Marshals. All fire extinguishers are serviced annually by a specialist contractor. Holiday home fire extinguishers must be checked on each change over to ensure they are pressurised correctly and have not been let off, this check must be documented.

7. Fire Alarms

The fire alarms are tested every week in the main buildings at Shorefield, Oakdene and Merley Court. A record is made of the fire alarm test in the Fire Alarm & Detection System Log Book. The fire bell test must be broadcast over the telephone paging system (if applicable) in advance each time. Commercial-grade fire alarm systems are maintained by a specialist contractor twice each year and uploaded into PRIME.

8. Emergency Lighting

Monthly internal check carried out by qualified electrician. Specialist maintenance contract held with all emergency lights checked over the course of a year, records kept available for inspection and uploaded into PRIME

9. Fire Building Plans

Fire building plans are in place for all areas with fire alarms. Fire procedures are in place for all departments and parks which specify action to be taken in the event of a fire, along with the roles of specified team members.

10. Fire Points Out On Park

Fire points out on the park are situated within 30 metres of each holiday caravan and include an alarm and hose or fire extinguisher. They are subject to 6 monthly checks by Estates Management staff and an annual check by a specialist contractor

11. Smoke/Heat Detectors in Accommodation Units

Detectors in accommodation units are checked before each guest arrival by a member of Housekeeping or Estates Management – this must be documented.

12. Fire Risk Assessments

Fire risk assessments have been carried out for all Parks and can be found on K Drive, these have been conducted internally and externally at set intervals.

Fire Risk Assessments must be **reviewed** (not necessarily rewritten) Annually or when something changes e.g. a work process, or piece of equipment

Following an accident or incident relating to fire

Following any structural change to a building

Fire Risk Assessments must be in place for every workplace or buildings which our customers use and the Park environment

13. Fire Checks

Checks must be carried out in every building/department as detailed on the specific daily/weekly Prime Safety Compliance check.

14. EVACUATION PROCEDURE

If the alarm sounds or is raised the following procedure must be put into operation without delay. Quick reaction is essential and could save lives, keep calm. **The Evacuation Control Point at all parks is Reception**

The Fire Assembly Points are at:

Shorefield Country Park	The Tennis Courts SF Estates / Housekeeping Opposite Sea Breeze 337
Oakdene Forest Park	Adjacent to the Archery Range Oakdene Estates/ Housekeeping - Q37
Lytton Lawn Touring Park	Pitch 419 (adjacent to main entrance)
Forest Edge Holiday Park	Beside Play park
Swanage Coastal Park	Beside children's play area
Merley Court Holiday Park	Late arrivals car park
Wilksworth Caravan Park	Tourist Information Hut

The Complex Manager, assistant Complex Manager or Duty Manager shall be the person in control, or in their absence a Receptionist. Other authorised personnel can be identified by their wearing of hi-visibility jackets

Bulk gas shut off valves are at:

Shorefield Country Park Main Building & by DP1A for mains gas
At tanks - Outdoor Pool, Maintenance Yard, Dane Park/Woodland View
Entrance,
Water splash, Sea Breeze Dog Walk, Amberwood)

Oakdene Forest Park At the bulk gas tanks (Violet & Poppy)

Lytton Lawn Touring Park Meter outside shop

Forest Edge Holiday Park At tanks – by maintenance yard

Swanage Coastal Park At tanks – past warden unit

Merley Court Holiday Park By shop and in woodland past Lodge 12

Wilksworth – At gas tanks by barrier

New Forest Lodge Retreat – N/A Mains Gas

14. EMERGENCY FIRE ACTION PLAN

Any person discovering a fire should

1. Sound Fire Alarm by operating the nearest break glass point or raise alarm by shouting “FIRE” (if no break glass point)
2. Advise Reception of location of fire.
3. If you are trained, tackle the fire if it is safe to do so using the appropriate appliances provided.

On hearing the fire alarm

1. Escort customers to the relevant fire assembly point
2. Leave building by most direct route (nearest fire exit) collect fire zone card if responsible for it
3. Close all doors behind you, but do not lock
4. Report to your emergency assembly point
5. Hand in Fire Zone Card (if applicable) to Fire Marshal in charge at assembly point.

Do not take risks

STAY CALM

Do not return to the building for any reason unless authorised to do so by the Complex, Assistant Complex or Duty Manager or person in charge of the Park.

Traffic Control

Traffic in and out of the park should not be stopped during an evacuation as this could prevent emergency vehicles gaining access to the park. The only time traffic would be re-directed, would be if the fire was in the main building and of

a severe nature. Those organising the evacuation should wear the hi-visibility jackets provided.

ALTERNATIVE EMERGENCY CONTROL POINTS

In the event of your Control Point (Reception) being inaccessible all staff should evacuate the building, clearing the public from all accessible areas on route and report to the fire assembly point, where further instructions will be given on arrival.

Each department has a specific fire evacuation procedure which can be found here: <K:\HEALTH & SAFETY\Fire Safety\Fire Procedures\Departmental Fire Evacuation Procedures> Training for this procedure is undertaken on induction and at 6 monthly refresher intervals.

Dependant on your position and responsibilities you may have other specific evacuation procedures that you will be trained on for your department. This may include: Fire Marshal, Person in charge of fire assembly point, Duty Manager Fire Procedure.

15.FIRE MARSHALS

Key staff members across the business are trained in fire marshal procedures and use of extinguishers.

(Please refer to <K:\HEALTH & SAFETY\notices & Posters\Fire Marshals> for up to date list, or departmental notice boards)