

Who are we?

The Ultimate Activity Company and the River Wye Activity Centre are part of The Ultimate Consortium.

For simplicity throughout this notice, 'we' and 'us' means The Ultimate Consortium and its brands.

'You' and 'your group' means you and your party members or anyone for whom you are making a booking.

'Centre' and 'our centre' refer to The River Wye Activity Centre, Glasbury-on-Wye, HR3 5NW.

Health & Safety Introduction

Safety is of paramount importance in all the arrangements we make and our Health and Safety Policy underpins our whole operation. We understand that we have a responsibility for the health and safety of all our staff and guests and we take this responsibility extremely seriously. All staff are required to read, understand and implement the company policy. At least one member of the management team at our Centre will hold a formally recognised health and safety qualification. The Ultimate Activity Company complies with all relevant safety regulations such as the Health and Safety at Work Act 1974, the Health and Safety (First Aid) Regulations 1981, the Activity Centres (Young Persons' Safety) Act 1995, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 and the Management of Health and Safety at Work Regulations 1999.

Risk Assessment

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

Child Protection and Safeguarding Policy

It is our aim to provide protection for the children and young people who receive our services. All the arrangements we make are published in our Child Protection and Safeguarding Policy (see Safeguarding and Child Protection Policy for full details). Our staff are provided with training on the procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm. This policy

applies to all staff, including senior managers and anyone working on behalf of The Ultimate Activity Company.

Fire Precautions

A fire safety policy and fire risk assessment is in place at all premises. These are regularly inspected by the local fire authority to ensure full compliance with the Regulatory Reform (Fire Safety) Order 2005 and the Fire Safety (Scotland) Regulations 2005. The Centre Manager and property team review the fire risk assessment on an annual basis to ensure we continue to comply with requirements for fire precaution notices, extinguishers, alarm systems, log books and staff training etc.

Operating Procedures

We have developed Operating Standards for all activities which outline the qualifications, training, equipment and procedures required to deliver a safe experience. This standard is endorsed by a relevant Technical Expert and reviewed on an annual basis or as and when required due to developments in equipment, best practice or as a result of incidents within the sector.

Catering

Ultimate Activity Company's Catering Operation is inspected by the Local Authorities in the UK. In addition to this, independent audits are undertaken by our own team of experts.

Accident and Incident Procedures

The Ultimate Activity Company has written accident and emergency procedures and staff are practised and competent in their operation. We require each visiting school or group to provide us with an out-of-hours contact number to use in an emergency or for relaying important information. The person responding to this contact number (and the visiting party leader) should have a list of contact numbers for the next of kin or party members. Parents should also be aware of the school or group out-of-hours contact number

First Aid

The Health and Safety (First-Aid) Regulations 1981 require The Ultimate Activity Company to provide adequate and appropriate equipment, facilities and personnel to ensure everyone receives immediate attention if they are injured or taken ill at work. In order to achieve this The Ultimate Activity Company will assess all workplaces and ensure adequate and appropriate provision of:

- Qualified first-aiders *
- Suitable first-aid equipment and facilities
- Management Systems to ensure adherence to this policy
- Information for all employees and visitors to our premises

* All instructors are qualified in first aid and first aiders are available at all times whilst they are leading sessions.

External Verification

Adventure Activity Licensing Authority (AALA) Some of our centres fall within the scope of the AALA regulations which were introduced in 1996. They apply to specific activities taking place in open environment situations in the “great outdoors”. The Ultimate Activity Company has been inspected and licensed to operate the following:

Activity categories covered by the licence:

- Climbing
- Watersports
- Trekking

Specified Activities:

- Abseiling
- Coasteering
- Gorge Scrambling
- Improvised Rafting
- Kayaking
- Off-Road Cycling
- Open Canoeing
- Rock Climbing



A full and up to date listing for The Ultimate Consortium can be found here:

http://www.aals.org.uk/aals/provider_detail.php?ref_no=R2059

Whilst the scope of licensing itself is limited to certain activities, AALA makes the following extension statement: “The Guidance to the Licensing Authority from the Health and Safety Commission states that the Licensing Authority should look for “a culture of safety overall”. They do this in part by sampling non-licensable as well as licensable activities. Potential clients can therefore have the same level of assurance about all adventure activities offered by a licensed provider.”

Recruitment, DBS Checks and Training

All our recruitment officers make their selections based on a detailed application form and formal written references from people who know the applicant in a professional capacity. Any qualifications claimed by applicants must be supported by documentary proof of level and currency. Ultimate Activity Company's excellent reputation ensures that we receive a wealth of applications from enthusiastic and competent people. The candidates selected are offered contracts of employment subject to satisfactory enhanced checks from the Disclosure and Barring Service or the Protecting Vulnerable Groups checks in Scotland, the successful completion of pre-employment training, and a favourable performance during their probationary period. All staff are also 'Barred List' checked prior to commencing work. All new delivery staff receive:

- A comprehensive induction
- Generic and job-specific training with assessment
- Nationally recognised qualifications, where appropriate
- Regular observations, feedback and reviews

Accommodation

We provide a wide range of accommodation including in-house accommodation in dorms, bunkhouse accommodation and camping. Wherever possible, within the constraints of accommodation type, we provide the following standards:

- All premises, rooms, equipment and resource provision are suited to the task, adequately maintained and are in accordance with statutory requirements.
- All guest rooms have approved locks fitted to doors. There are night security patrols at centres with tented and caravan accommodation which cannot be locked.
- There are separate male and female sleeping areas and separate bathroom facilities for mixed groups.
- All bedroom and bathroom windows have opaque blinds, curtains or equivalent.
- Sleeping areas are adequately lit and have at least one external window providing adequate ventilation.
- There is adequate space for the storage of luggage and clothes under beds or in cupboards, drawers and shelves.
- Centres are adequately heated.
- Party leaders have access to their group's accommodation at all times.
- On occasion, we may have approved overnight visitors, such as Ultimate Activity Company staff from other locations or contractors who need to use a bedroom adjacent to your group. We will always inform you if this scenario is planned to occur.
- There is one shower or bath with hot and cold water for every 15 guests and one WC for every 15 people, in proximity to sleeping areas.
- There is provision for drying clothes.
- There is adequate provision for the safekeeping of valuables.
- In the event of sickness, we will provide a quiet room for recovery.

Security

It is the policy of Ultimate Activity Company Travel to take all reasonable steps to ensure the safety and security of all guests and staff at our centres. With reference to security, several precautions and procedures have been put in place as follows:

- All visitors must be issued with a badge or identification sticker and signed in and out in the visitors' log.
- Ultimate Activity Company staff wear a company T-shirt while on duty. This allows them to be instantly recognised in their role.
- Any unrecognised person encountered on site must be directed to the senior staff member at reception and the contact noted in the centre log.

Inclusivity and Additional Needs

Ultimate Activity Company welcomes all guests, regardless of perceived limitations, to take part in the Ultimate Activity Company holiday experience. There are some practical limits to what we can cater for in a typical centre and group environment. These are defined by:

Accommodation

Where our centre has accessible rooms and domestic facilities we will accept guests with all forms of additional physical needs, but will expect them to bring appropriate carers and specialist equipment like hoists and specialist porta-loos etc.

Activities

Where a guest is able to be accommodated, we can offer some activities, but the range of what we can offer is based on the guests' and carers' ability. At Ultimate Activity Company we are continually working to enable all guests to enjoy the many benefits of our courses, tours and holidays. If a participant has additional requirements, we will be pleased to discuss these with you. In order that we can make a fair assessment of service provision and identify appropriate resources in relation to access, programming, successful participation in health and safety, we need you to provide us with full details as soon as possible.

Transport

All transport arrangements will be audited by our professionally qualified transport manager to ensure they meet the following minimum requirements before use by any group:

Coaches

- Will conform to R66 rollover protection regulations
- Will conform to all Department of Transport requirements
- Must have seat belts fitted to all seats

Coach Operators

- Must hold a Company's Operator Licence
- Will have a current vehicle list
- Will have full vehicle insurance cover and full public liability cover
- Must subscribe to a 24-hour breakdown assistance provider covering Europe
- Must provide a 24-hour contact number
- Will conform to EU drivers' hours, laws and regulations, to monitor and keep tachograph records
- Must have a system in place to DBS check all drivers