

# Health & Safety Policy - Heritage Adventures (Cornwall)

## Health and Safety

Health and Safety is extremely important to Heritage Adventures (Cornwall). We have a legal obligation under the Health and Safety at Work Act 1974 and it is essential that we manage health and safety appropriately to safeguard both our guides and clients, and members of the general public.

For our land-based tours, our guides are responsible for carrying out Risk Assessments and providing Safety Advice to clients who come on these tours. In the case of boat tours, this health and safety responsibility will be carried out by the boat operator.

The following Health and Safety measures will be undertaken.

- We will carry out Risk Assessments for our tours in order to identify potential hazards and risks and the measures that will be used to mitigate them (*see below general risk assessments for our Clifftop Hikes and Explore Newlyn tour categories, to which information specific to individual tours will be added*).
- At the beginning of and during each tour, our guides will provide Safety Advice, highlighting already identified risks and any additional hazards that become apparent.
- Our guides have received Outdoor First Aid Training and will carry a basic First Aid Kit and a Mobile Phone for making emergency calls.
- A simple Emergency Plan is included on all Risk Assessments.
- We provide clients with information on the level of physical fitness required for the different categories of tour (this is done via the FAQs on our website and in response to telephone and email enquiries).
- We ask that clients provide an emergency contact and highlight any specific medical conditions and needs (which will be taken into account when advising clients whether a tour is suitability for them).
- We advise clients to bring drinking water, energy-giving snacks, warm waterproof clothing and sunscreen, when coming on our longer, more remote tours.

## General Risk Assessment - Clifftop Hikes

Hazards	Risks	Mitigation measures
Remote location	Slow emergency response	Carry charged mobile phone and details of location Make people aware of details of location in case of need
Ground conditions	Minor to medium injury from trips, slips and falls on uneven, rocky, steep and/or wet ground	Check participants are wearing suitable footwear Advise participants of areas of risk and point out main hazards Advise children not to run and to watch where they walk
Cliff edge	Medium to major Injury (or even death) from falling down/over the cliff edge	Highlight location of cliff edge and advise participants to maintain safe distance Advise parents/guardians to take special care of children
Weather	Possibility of heat-stroke from hot weather and hypothermia from cold/wet weather	Check weather forecast Advise participants in advance of appropriate clothing Check participants are wearing clothing suitable for the weather Carry water and advise participants to do so Advise them to apply high factor sunblock, particularly to children
Livestock	Potential threat of participants being trampled by livestock	Checked with grazier that it is safe to go in with stock Advise participants to take care around Livestock, including not to approach them and not to get between cows and calves
Other animals	Bites & stings by snakes and insects, which could induce serious reactions in participants.	Guide to recommend the wearing of wellies (ideally) or boots that cover ankles. Be vigilant for presence of dangerous animals (such as adders) Adder bite: keep bitten limb still; keep patient calm; go to hospital casualty department as quickly as possible
Traffic	Danger of major injury or death during hikes that include convening or passing along a car park or roadside	Convene in a safe area of the car park away from the passage of cars Guide to give a verbal warning of the risk, reminding parents/guardians to keep an eye on children present
Walker unable to finish route	Participant running out of energy, unable to keep up with the group.	Advise participants in advance of length and level of fitness requirement of hike Recommend participants bring water and energy-giving snack; a midway sit-down rest is built into longer hikes Be aware of and advise on shortest way back would be start point
Separation from group	Getting lost, associated weather/exposure risks	Guide to be vigilant and make regular headcounts Ensure participants inform guide if wanting to leave the walk early
<p><b>Emergency Plan (for the event of accident &amp; injury):</b>                      Carry details of the hike location and the nearest accident emergency hospital department                      Carry a fully charged mobile phone, for making emergency calls                      Administer first aid where appropriate and possible                      Go for help, if necessary; leaving other group members to stay with the injured person</p>		

## General Risk Assessment - Explore Newlyn tours

Hazards	Risks	Control measures
Ground conditions	Minor to medium injury from trips, slips and falls on uneven, sloping and/or wet ground	Advise participants of areas of risk and point out main hazards Advise children not to run and to watch where they walk
Harbour/quayside	Medium to major Injury (or even death) from falling over the quayside into the harbour	Highlight location of quay edge and advise participants to maintain a safe distance Advise parents/guardians to take special care of children
Traffic	Danger of major injury or death while walking along and crossing busy roads	Guide to give a verbal warning of the risk, reminding parents/guardians to keep an eye on children present Start the walk in a safe off-road area Encourage participants to stay in single-file when walking along roadside Cross roads at zebra crossings where possible Choose safe locations for stopping to point out historic detail along the route of the tour
Walker unable to finish route	Participant running out of energy, unable to keep up with the group	Advise participants in advance of length and level of fitness requirement for the tour Recommend participants bring water and energy-giving snack Be aware of and advise on the shortest way back to start point
<p><b>Emergency Plan</b> (for the event of accident &amp; injury):</p> <p>Carry details of the hike location and the nearest accident emergency hospital department</p> <p>Carry a fully charged mobile phone, for making emergency calls</p> <p>Administer first aid where appropriate and possible</p> <p>Go for help, if necessary; leaving other group members to stay with the injured person</p>		