

# The hut Tender - Reviewed RA 16/07/2021

This is an updated Risk assessment for our Hut Tender Service.

## PEOPLE EXPOSED

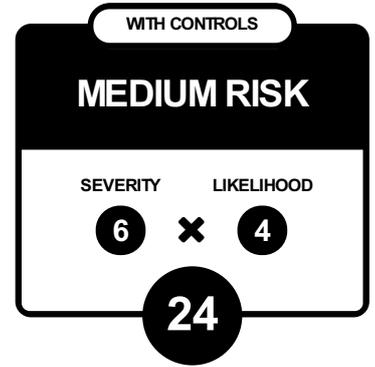
- 👤 Colleagues
- 👤 Contractors
- 👤 Visitors / Guests
- 👤 Members of the Public
- 👤 Other

## HAZARDS

- ⚠ Transferring onto the Tender**  
Staff and customers could injure themselves when stepping off their boats onto our tenders
- ⚠ Drowning**  
Staff and customers could fall in the water and drown
- ⚠ General Public & Swimmers**  
Swimmers could be hit by moving boats
- ⚠ Engine Fire**  
The boats are petrol operated and could ignite in the event of an engine fault
- ⚠ Slips, Trips & Falls**  
Customers that stand up during the transfer service are at risk of slips, trips and falls
- ⚠ Weather Conditions**  
Weather conditions increase the risk of other hazards occurring and make the transfer uncomfortable for guests. Customers are also exposed to hypothermia on cold days
- ⚠ Visibility**  
Customers have restricted visibility after sunset
- ⚠ Obstructions to Tenders**  
There are physical obstructions within the Bay such as other tenders, Fenders, Marker Buoys and Lines.
- ⚠ Intoxication**  
Intoxicated Guests could impact on the safety of the individual, the Boat boy operating the tender and other guests within the group.
- ⚠ Vulnerable Passengers**  
Customers with severe disabilities, visually impaired and/or very young Children could be a potential Hazard when operating our tender service

## CONTROL MEASURES

- **Covid-19**  
All customer wanting to use the Tender service will be required to wear a face covering. All contact surfaces will be sanitised between each use. Social distancing will be enforced where possible. This will be reviewed Weekly in line with Government Guidelines.
- **Protecting swimmers & the general public**  
We have secured 3 larger marker buoys in Colwell Bay which clearly identify where we operate our tender service. Our boat boys are trained to advise boats not to travel beyond these markers, guests are also informed of this upon making a reservation. In instances where swimmers are present in the water, extra care is taken to reduce speed and to ensure that they are given a wide berth. Our staff are trained to advise larger groups of swimmers to move away from where we operate the tender service. All tenders have also been fitted with prop guards to further reduce the risk of injury to both staff and the general public



○ **Weather Conditions**

As a business we continually review the weather conditions. Our MCA coding stipulates that we should not run the tender service in winder stronger than a force 3. Our tender service is suspended if waters becomes too choppy, if winds pick up above force 3 or if foretasted to increase later that day and if there is thunder and lightening. We have a suitable stock of fleece blankets to give guests in the event of low temperatures

○ **Slips, Trips & Falls**

Customers are advised to remain seated at all times during transit. Staff are trained to pull the kill cord as soon as someone stands up to reduce the risk of slips, trips and falls. Our staff are trained to warn guests to take extra care when walking along the sea wall.

○ **Visibility**

The company have fitted lights on the sea wall and all tenders are fitted with engine lights to increase visibility in instances where there is a sudden drop in available day light. The boat boys also carry a small flash light to help guests to be able to see clearly

○ **Engine Fires**

The company has supplied all tenders with survival bags which are inspected daily. These bags include a small fire extinguisher and the staff have been trained accordingly. The survival bag also includes a first aid kit to treat any minor burns from the engine

○ **Drowning**

The company has recommended that all staff and customers wear life jacket to protect them in the event of falling into the water. All staff that operate our tender service have successfully completed their power boat level 2 and the RYA First Aid at Sea course which covers what to do in the event of drowning and man over board. All Boat Boys have completed their sea survival qualification and their power boat level 2's are commercially endorsed.

○ **Transfer to Tender**

The company has put all relevant staff through their Powerboat level 2, which covers coming alongside allowing an easy transition for guests onto our tenders. Our staff have been trained on how to offer further assistance to guests when stepping across onto the tender to further reduce the risk of injury. We supply all guests with Life Jackets and show them how to correct fit them - All jackets are equipped with a light & Whistle. Any guests wanting to wear their own life jackets are more than welcome to do so. All of this information is communicated with Charter boats via a Watsapp group which is managed by our Head Boat Boy.

○ **Monitoring & Rejection**

We reserve the right to refuse access to the tender service should the boat boy have any concerns for the safety of the guest, for any given reason. We have a security team on site who also assist with this, monitoring guest behaviour at all times. There is a specific focus on intoxication levels/unacceptable behaviour for any guests arriving by boat. This is to ensure their safety and to reduce the risk of injury/accidents.

○ **Communication with Skippers**

All skippers are given our VHF channel (71), so that they can communicate with the tender service once they have arrived in the Bay. Any updates to our Risk Assessment/policies are communicated via the Charter Watsapp group and/or any further updates are given face to face upon collection before they come onto the Tender.

○ **Intoxication**

No intoxicated guests are allowed to use the tender service. This is reviewed upon arrival and when leaving the restaurant. Our security team are on hand to assist the boat boys with this assessment. If anyone is deemed to be in poor condition, the skipper only will be returned to the vessel and asked to meet the other guests in Yarmouth. We have a complimentary Hut Truck to safely transfer these guests to Yarmouth and offer all Skippers complimentary soft drinks during their visit to further assist with this potential problem. Any skipper deemed to be intoxicated will also be refused access to the tender service.

○ **Vulnerable Guests**

Safety is our main concern at all times, therefore we reserve the right to refuse access to the tender service if there is a genuine concern for their safety. This is inclusive of visual impaired, other disabilities, mobility issues and young passengers, especially if it travel systems.