**Staff Induction 2023**

**Introduction**

* Staff introductions
* Structure of the organisation, brief history
* Health and Safety, fire procedure
* AALA, RYA
* Emergency Action Plan

**The Centre**

* Location – centre layout
* Equipment inc. quad bike – how to check equipment

**Staff**

* Information sheet
* Bank and NI details
* DBS check
* Timesheets
* Uniform
* Website information – photo and bio
* Policy awareness
* Staff handbook – location
* Induction checklist
* CPD and monitoring

**Procedures**

* Opening up: Update whiteboard and diary, print attendee report
* Shutting down: Cleaning, drying room etc.
* Orders and Admin
* Website
* Diary
* Emails
* POS – SumUp
* Telephone
* Walk-in hires – iPad

**Staff introductions**

Introductions to staff on duty.

Explain the number of staff currently employed and in what capacity.

Explain the layout of the Centre and environs

* Fire alarm and extinguishers
* First aid
* Staff room
* Key board (inc.radar key use)
* Reception and coffee area
* Changing rooms, lockers
* Cleaning cupboard
* Drying room
* Sail loft
* Public toilets (closed; refer to village green)
* Tractor shed
* Regatta shed
* Windsurf sails area
* Compound

**Structure of the organisation, brief history**

Board of Trustees:

 Roger Couch – Lifeboat operations manager

 Stephen Wood – Centre Principal

 Steve Berry – Corporate lawyer

 Mark Willis – Marketing company director

 Martin Davies – Company Secretary / Accountant

 Crawford Mcleary – Centre Manager

Operational:

 Sailing School Principal: Stephen Wood

 Chief Instructor/Centre Manager: Crawford Mcleary

 Senior Instructors

 Instructors

 Office/admin staff

 Child protection officer: Fiona Best

 First aid advisor: Pauline Bett

Payroll: Martin Davies

The First Aid box is located next to the side door. It also contains the Incident and Accident books.

In case of fire, meet up at the front of the Lifeboat station. The code for the fire alarm Is 4415.

The governmental body the Adventure Activities Licensing Authority (AALA) inspects us each year towards the beginning of the season.
We are also a Recognised Royal Yachting Association Training Centre (RYA RTC)

The Centre was set up in 2002 with charity status and helped by EU money.

**Emergency Action Plan**

1. Call for help using VHF radio and/or telephone to the appropriate emergency services.
2. Notify the CBW person in charge.
3. If appropriate stop all other activities.
4. If the incident has caused injury or risk of death, contact next of kin.
5. Equipment involved must be isolated and preserved for inspection.
6. Record details in the Accident and/or Incident book.
7. Notify the appropriate authority of the incident, RYA, MCA, Health and Safety Executive.
8. Press or media enquiries must be directed to the Principal or Chief Instructor.

**Staff**

All staff will require a DBS check. We need bank and National Insurance details, and request that staff fill out an information sheet with basic contact and next-of-kin details. Each member of staff has a section in the Staff Qualifications folder for this information as well as copies of relevant certificates.

Timesheets are in a folder in the reception area.

Please ask for uniform. Wear casual dress suitable for working at the beach and an orange CBW polo shirt, black CBW hoodie. Bring wetsuit, BA etc. if you have them; staff are welcome to use the Centre’s equipment.

Staff are asked to write a short 3-sentence biography for the website and supply a suitable picture.

CPD is an important part of working at the Centre and you will be given lots of chances to improve your skills. CPD sheets are on the reverse of your timesheet and should be filled in after every session. This is important so that AALA and the RYA can see what we are doing. Staff will also occasionally be monitored undertaking sessions for quality and training purposes.

**Procedures**

**Opening up**

* Key in keysafe outside.
* Switch on lights and emergency light.
* Roll up shutter.
* Roll out wetsuits etc. and put against the walls by and opposite the toilets.
* Switch changing room lights and hand dryers on (in cleaning cupboard).
* Take out signs.
* Beach kayak, sign, flag and leaflets.
* Record the day’s details on the whiteboard (use the bookmarks bar in browser):
	+ Date.
	+ Tide times HW LW remembering to adjust 7 mins for New Quay and note heights.
	+ Wind strength and direction.
	+ Weather and temperature.
	+ Sea state.
	+ Visibility.
	+ Staff members on duty.
	+ Grid for hires.
* Check emails (see separate procedure).
* Check orders from the website (see separate procedure).

**Closing down**

* Roll racks and paddle bins inside.
* Move wet gear to drying room; turn one or both dehumidifiers on.
* Roll shutter down and engage bolts.
* Ensure all lights and heaters are turned off.
* You don’t need to turn the till or computer off.
* Lock up and replace key in keysafe.

**Orders and Admin**

**Processing Daily Activities Report**

* Open a browser window
* Use the toolbar bookmark [CBWS website login](https://www.cardiganbaywatersports.org.uk/admin.php?/cp/login?return=)
* On the Home page click Attendee Questions by Slot (righthand side)
* Check today’s date is on the filters and Run
* Click Print below.
* CTRL-P and Print (check right printer selected)
* Record hires on the grid on the board.
* Note activities below that e.g. 2pm Sail Taster x2

Non-hire bookings to be copied into desk diary.

* Course name, time in left margin, name of participant, age if junior, medical condition we should be aware of (i.e. if they need their medication on the safety boat e.g. inhaler, epipen.)
* Instructor initials in righthand margin (if known).

**Diary**Each day should have:

* Lefthand margin: used for times
* Righthand margin: used for initials of instructor taking session
* Details of the weather and tides for the day (taken from the whiteboard)
* List of staff on duty
* Name of courses, underlined
* Number of places available listed and names filled in. Ages if junior

**Emails**

We are info@cardiganbaywatersports.org.uk and Crawford is on mgr@cardiganbaywatersports.org.uk.

If you’re not sure, just leave an email alone! 😉

Emails from Argos, Shopfitting Warehouse etc. who we do use occasionally can be deleted. Check the Aberporth Qinetic PDFs re. range firing and delete if irrelevant (they usually are to us).

Copies of customer confirmation emails are sent to info email address. You can delete the ones pertaining to kayak/SUP hire. For other bookings inc. dinghy hire, note the details in the diary.

Contact Form emails. Answer as best you can, taking advice where necessary or forwarding to mgr@ (CM) for further consideration. We try to answer all queries the same day. Delete once replied to.

**Till**

Not connected to bookings or PDQ machines. Used only for cash. Post Office/Corner Shop account tag lives in the till.

**PDQ (card machine) (only use if you have no other option)**

* Contactless transactions up to £100 per transaction.
* Follow the on screen instructions.
* If you don’t know how to use the card machine please ask another member of staff.
* Refunds are done via the Menu button on the machine itself using the “Supervisor” card.

**SumUp (card machine)**

* 130834 to open iPhone
* Open SumUp app
* Click Checkout on bottom row
* Either put in the amount under Amount or choose from Items (top bar)
* Click Charge
* Hand SumUp machine to customer. Slot is in top of machine.
* You can send an email receipt but we cannot print a receipt for this
* Make sure they have filled in a booking form if relevant (but they should be using the iPad to book in the office)

**Telephone Orders (hires and courses)**

* Use <https://www.cardiganbaywatersports.org.uk/calendar/> to check for activity/dates required and discuss requirements. Course info available via the Activities tab.
* We do not take orders over the phone; they must order online. But you can help if there are issues!

**If they are looking for a session which is not currently in the system** e.g. a kayak tour on a certain date:

* Get their name, number and details of what they require
* Contact the relevant instructor (see Telephone List or use [TextLocal](https://control.txtlocal.co.uk/send/)) to set this up.
* Create on BookingHound
* Invite the customer to book

**Walk-in hires**

* We can only hire out to people aged 8 and over; 12 and over for kids going out without an adult.
* Greet and discuss requirements.
* Customers can use the Centre iPad to book. You should not be taking bookings over the counter as we do not have time to do this for everyone and keep up with other duties

**Hires** – duties at office

* Fit with wetsuit (if required).
* PPE: All users must wear a buoyancy aid. Lifejacket for powerboating.
* Buoyancy aids must fit tightly.
* Spray-tops for sailors or kayakers for extra protection from wind/splash.
* Wetsuit boots are available to borrow.

**Runner**:

* Give them a paddle.
* Give them a kayak from the rack; key on the OnBoard lanyard in the staff changing room.
* Explain our operating area and the Marine Wildlife Code.
* Let them know where to leave the board afterwards (if the tide is out, they can leave them above the waterline and we’ll pick up).

**Equipment**

**Orange (‘O’) Boats**

We have five orange safety boats. A safety boat is on the water at all times we have customers on the water. The following equipment **must be** in the boats (can be found in the tractor shed) when in use:

* Safety pack (tools, flares, first aid, tide table, chart, survival bag)
* Fenders – two blue and white fenders for the sides of the boat.
* Fuel can and fuel
* Kill cord
* Anchor (stays in boat) and warp
* Towline
* Throwline
* Paddle
* Boathook
* Bailer (stays in boat)
* Engine kill cord and spare kill cord
* Towing bridle
* Whistle

**Lifejackets**

* Check yearly and record in Equipment Checklist file/folder
* Check straps
* Check clips work
* Check date on CO2 cannister and valve
* Check zips
* Check for whistle and self-inflation tag

**Buoyancy Aids**

* 50N will float 5kg
* Check and record yearly
* To check, submerge and weigh downg

**VHF radios**

* Staff using VHF radios should have a certificate
* The Centre uses channel 37 (on the handhelds). The radio in the Centre should be on n0. (P4 and N2 when the Yacht Club are racing.)
* Coastguard is listening on 16.
* Trip boats are on 6.

**Policies**

These policies are [available on the website](https://www.cardiganbaywatersports.org.uk/policies/) and all staff should read them as part of their induction. Please sign the sheet in the Staff Qualifications folder to show you have read and understood all the policies. Risk assessments are also available on the website and in the SOPs folder in reception area.

* Accident & First Aid
* Alcohol & Drugs
* Child Employment
* Child protection
* Ceredigion Marine Conservation Code of Conduct
* Customer Complaint
* Emergency Action Plan
* Environment
* Equal Opportunities
* Fire
* Health & Safety
* Hire
* Operating Area
* Privacy
* Recruitment of ex-offenders
* Safety Boat
* Secure storage (DBS)
* Smoking