

Staff Induction Manual 2024

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

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
- Set up Centre: wetsuits out, changing rooms lights/water/chairs
- 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
- 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
- We have no spare storage for hire; kayak storage is via Council

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. Notify the CBW person in charge who will co-ordinate the response.
2. Person in charge to call 999 as appropriate; Coastguard, Fire, Ambulance, Police.
3. Person in charge may stop all other activities (Instructors/Safety crew).
4. If the incident has caused injury or risk of death, the person in charge to contact next of kin.

In the event of a fatality only the Police can notify next of kin.

5. Equipment involved must be isolated and preserved for inspection (Instructors/Safety crew).
6. Record details in Accident or Incident book (Instructors/Safety crew).
7. Debrief all staff (Centre Manager).
8. Press or media enquiries must be directed to the Centre manager. An incident should not be discussed / commented or shared on social media.
9. Notify the appropriate authority of the incident: RYA, MCA, Health & Safety Executive (Centre Manager).

First Aid Kits: Located in the Centre by the side door, in compound shed, on all safety boats.

Staff

All staff over 18 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. Write your name on it!

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.
- Coffee machine to standby.
- 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](#)
- 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:

- Details of the weather and tides for the day (taken from the whiteboard)
- List of staff on duty
- Any useful notes about the day

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.

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.

SumUp (card machine)

- 130834 to open iPad
- 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 taster on a certain date:

- Get their name, number and details of what they require.
- Contact the relevant instructor (see Telephone List) 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.
- If they only have their phone to pay with, get them to pay via SumUp. Use the correct item so it can be traced. No need to put into BookHound.
- Cash payments – fill in a paper form. Put info into BH as a cash payment. This is so we can keep accurate records of all payments.

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.

- We have sailing gloves to borrow.

Runner:

- Give them a paddle.
- Give them a kayak from the rack (padlock key in the staff changing room).
- Explain our operating area and the Marine Wildlife Code.
- Explain any hazards on the day e.g. offshore wind.
- 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](#) 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. You may be asked to contribute to the update of policies and risk assessments for your area of expertise.

- 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

If you have any questions about all of this, please just ask.