

Safety Policy – V3

No Limits Development considers the Health and Safety of its staff and end users to be paramount. It is our aim that whilst risk cannot be fully eliminated, all business and activities are carried out in a manner that ensures that staff and participants are exposed to the minimum risk possible. We are committed to providing safe and enjoyable development for all.

No Limits Development commits to manage health and safety by:

- Conducting thorough risk assessments to identify risks, assess their impacts and decide control measures to bring these to an acceptable level
- Providing appropriate procedures and materials to inform our team of these risk and control measures, and support them in carrying out those measures
- Appoint appropriately experienced individuals to manage, assess, guide and review health and safety
- Using appropriately competent employees, freelancers and contractors
- Engaging and listening to those we work with, to allow us to constantly review our management of health and safety
- Providing appropriate training and equipment where required to maintain a safe work environment and a safe and enjoyable experience for the end user
- Implementing appropriate systems and procedures to deal with emergencies that may arise through our operations
- Reviewing incidents, accidents, near misses and feedback to continue to evolve our safe systems of work and policies.
- Ensuring all safety critical equipment is used and inspected in line with industry good practice. All equipment is used and maintained as recommended by manufactures. Damaged or broken equipment is repaired or retired as appropriate.
- Disclosing risk and gaining consent of end users through briefings, an approach of “challenge by choice” and consent forms
- Promoting a culture of shared responsibility for health and safety where anyone feels they can highlight areas for improvement or call out bad practice without prejudice

Responsibilities for Health and Safety

Tony Ward – Managing Director

Has overall responsibility for Health and Safety at No Limits Development

Matt Simmon – Operations Manager

Has responsibility for day to day management and execution of health and safety according to set policies and procedures, supported by the operations team

Course Directors and Instructors

Appropriately qualified instructors on the ground have the responsibility for the execution of a defined activity with a defined group, to be carried out in line with policy, procedure and their qualifications.

Mark Dennison – Technical Advisor (Water Activities)

Responsible for offering technical advice to No Limits Development as requested, and through appropriate auditing, to offer feedback on NLD operations measured against industry best practice and NGB guidelines.

Ian Barker – Technical Advisor (Land Activities)

Responsible for offering technical advice to No Limits Development as requested, and through appropriate auditing, to offer feedback on NLD operations measured against industry best practice and NGB guidelines

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Documentation

No Limits Development has created the following policies and procedures, for the following purposes:

Document	Purpose
Safety Policy	Defines our commitments and responsibilities for health and safety
Risk Assessments (Generic and Site Specific)	To assess risks and define appropriate control measure, across various areas of the business
Instructor Handbook	The "how to guide" for front line delivery staff
Covid Policy and Guidance 2022	How we manage the ongoing pandemic across the whole business
Driving and Vehicle Use Policy	How we manage and use vehicles safely
Freelance Recruitment Policy	How we recruit safe and appropriate freelance instructors
Incident Management Policy	How incidents of all scale are dealt with both on the ground and the wider management
Policy Handbook <ul style="list-style-type: none"> • Child Protection Policy • First Aid Policy • Data Protection Policy • Drugs Policy • UV Protection Policy • Catering Policy • Food Allergen Policy • Bullying and Harassment Policy • Customer Service Standards • Media Policy • Environmental Policy • Inclusion Policy • Lone Working Policy • Equipment Management Policy 	A handbook of various policies defining our working practice
Safeguarding Investigation Policy	How Safeguarding incidents are managed
Employment Policies (PAYE Employees Only)	HR Policies applicable to PAYE employees only

Industry Accreditation and Inspections

To maintain a high standard of safety, No Limits Development commits to enter into optional industry accreditation schemes which allows us to be reviewed and held accountable to the highest of industry standards. No Limits Development currently hold accreditation from:

- Council for Learning Outside the Classroom – Quality Badge Certificate 104551
- Adventure mark – Certificate AAA101565

No Limits Development also holds an AALA (Adventurous Activities Licensing Authority) license to allow us to deliver specified adventure activities to young people under 18. No Limits Development is licensed for the following;

- Hill Walking & Mountaineering
- Climbing
- Abseiling
- Kayaking
- Open canoeing
- Improvised rafting

No Limits Development AALA Licence No L7614/ R1717

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Reviewing and Monitoring

To ensure our health and safety standards remain high, we recognize the need to review and react to changes. Each year our risk assessments and documentation are reviewed and where required changes made and communicate with those affected.

We actively collect feedback from all areas of the business through observation, feedback forms and employee engagement to ensure the perspective of those responsible for assessing risk is aligned with those on the ground managing the risk. This includes collating information on all accident, incident and near misses which are reviewed periodically allowing us to react to trends or changes.

In order to ensure that the quality standards of courses and expeditions are assessed, a proactive regime of monitoring applies to all courses. A target of 20% of all courses will be monitored by either a member of the fulltime ops team, or other delegated person with sufficient technical knowledge of the activity to make a sound and objective assessment of the safety and quality of the course.

Operational Roles, Technical Competence, Ratios and Supervision guidelines

All instructors will hold the appropriate NGB qualification, where appropriate, as well as an enhanced DBS check and up to date first aid certificate. Further detail on attributes and qualification can be found in the instructor handbook.

All staff, instructors, other adult leaders and participants are fully briefed on all relevant safety issues prior to commencing all activities.

The following is not exhaustive but outlines our most commonly used NGB qualifications for our activities, along with guideline ratios. The ratios are guidelines and may be altered by the operations team depending upon the circumstances surrounding the activity, the local risks, the quality and experience of the instructor and any other safety related factors. Instructors may not change ratios.

Activity	Minimum Instructor NGB Qualification	Appropriate Assistant	Ratio (Ratio with Assistant)
Climbing & abseiling (Single pitch only)	SPA (Single Pitch Award) <u>or</u> RCI (Rock Climbing Instructor)	Competent assistant (See Below)	1:8 or 2:12
Improvised Rafting (Sheltered Water)	Water NGB suitable for the environment plus activity competence deemed appropriate by a technical advisor (See note 4)	Competent assistant (See Below)	1:8 or 2:12
Paddlesport Taster Sessions (Sheltered Water)	Paddle UK Paddlesport Instructor or Leader (See Note 5)	N/A	1:8 (Solo Craft) 1:12 (Crew Craft)
Canoe and Kayak Expeditions (Sheltered Water)	Paddle UK Paddlesport Leader qualified in the same craft as those being led (See Note 5)	N/A	1:8 (Solo Craft) 1:12 (Crew Craft)
Canoe and Kayak Expeditions (Moderate Inland Water)	Paddle UK Paddlesport Touring Leader qualified in the same craft as those being led (See Note 5)	N/A	1:8 (Solo Craft) 1:10 (Crew Craft)

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Mountain Walking (Summer Conditions)	Environmentally appropriate Mountain Training Award: Lowland Leader <u>or</u> Hill and Moorland Lead <u>or</u> Mountain Leader	Responsible Adult (See Below)	Appropriately trained DofE groups (See Note 2) – 1:14 Led Hill Days 2:12
Remotely Supervised Mountain Walking (See Note 3)	Environmentally appropriate Mountain Training Award: Lowland Leader <u>or</u> Hill and Moorland Lead <u>or</u> Mountain Leader	N/A	Appropriately trained DofE groups (Max) – 1:14
Mountain Biking Taster Sessions and Lowland Journeys (within 30 minutes of a road or habitation)	MIAS L2 or British Cycling Level 2 MTB Leader	Competent Assistant (See note 6)	2:12
Mountain Biking Expeditions within Lowland terrain (within 30 minutes of a road or habitation)	MIAS L2 or British Cycling Level 2 MTB Leader	N/A	1:8

Note 1 – Qualification and environmental definitions are as set by the relevant National Governing Body

Note 2 – This is a maximum ratio, appropriate to previously trained teams, and would normally be reduced to a single team of 7 or less participants if they are inexperienced or being coached.

Note 3 - Where instructors are working to the maximum ratio with participants split across 2 teams, both teams must be taking similar routes or routes that are close to each other, and would normally be supported by an additional adult familiar with the DofE award.

Note 4 – Appropriate competence will be deemed by an appropriate technical advisor in line with AALA note 6.08. This is likely to consist of an appropriate qualification to lead or coach in the planned environment (e.g. UKCC L2) plus experience and understanding of the activity and risks involved.

Note 5 – Watersports qualifications and environment are much less black and white than Hillwalking qualifications, as well as a myriad of historical qualifications which are also appropriate. For this reason, any staffing decisions for Watersports must be approved by a suitably qualified and experienced member of the operations team.

Note 6 – The competent assistant must be able to competently ride a bike whilst supervising others and have group leadership experience demonstrated by other qualifications or experience.

Competent Assistant

An experienced, qualified or partially qualified individual who can assist the instructor to help reduce technical ratios. They are under the direct control of the instructor or Tech, (normally the latter during the activity).

Responsible Adult

May not be experienced and qualified but can assist the instructor in an emergency situation and with general supervision. Will normally be a teacher and will have a duty of care to the students from their school. Will be made aware of the emergency equipment and will be provided with details of important telephone numbers and call out procedures.

Remote Supervision

Remote supervision is a process that begins with instructor gradually withdrawing their support from the teams during the training sessions and practice expeditions until the instructor is confident that the teams have sufficient competency and confidence to journey alone in their chosen environment. Further guidance is given on this topic in our Instructor Handbook

Course Director, Lead Instructor, Instructor, Technical Instructor

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These operational roles all have roles to execute as part of the delivery of our programmes. The meanings of roles and their responsibilities are laid out in the instructor handbook.

Policy History

- V1 - Revised Version launch July 2022 – Reviewed by Matt Simmon and Tony Ward
- V2 - Minor Revision August 2022 – Change to raft build instructor competency – Reviewed by Matt Simmon and Tony Ward
- V3 - Revised March 2024 – Addition of Mark Dennison as Technical Advisor, and alterations to watersports ratios and competences. Minor alteration to wording to “competent assistant” for Hill walking. Addition of Mountain Biking qualifications and ratios. [All recent changes in Blue – Reviewed by Matt Simmon and Tony Ward with technical input from Dennison.](#)