

**THE GLIDE SURF SCHOOL
NORMAL OPERATING PROCEDURE
(N.O.P)**

**SURF COACHING AND INSTRUCTION ON
CROMER BEACH**

MAY 2017

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1. INTRODUCTION

It is essential that The Glide Surf School staff is fully aware of their role and are able to recognise the potential hazards that exist or may arise.

Although Cromer beach is relatively safe, incidents do occur as a result of the public use of sea and adjoining area. In accordance with these potential dangers, this document sets out the known potential hazards together with a risk assessment and measures to be taken as and when necessary by The Glide Surf School staff, as the **NORMAL OPERATING PROCEDURE.**

2. GENERAL

A plan of Cromer beach has been provided and this marks the only vehicle access points on to the beach (1 and 2), The Glide Surf School coaching and instruction area (3), The Glide Surf School premises, the walk to the beach (4-5) and the location of nearest telephone for emergencies(6).

During the months of May to September from 10am to 6pm, the east and west end of Cromer beach has lifeguards on patrol. Sea awareness/safety signs are in position at the main beach access points. Appropriate warning flags are in position on the beach to organise the public in a safe manor. Life saving equipment is available during the summer months, but only at the two lifeguard huts on the east and west ends of the promenade.

The known hazards are included in this report, together with a risk assessment for each possible scenario and should be read in conjunction with The Glide Surf School Surf School Risk Assessment. During the lifeguard-patrolled months, a bathing area system operates between marked flags and safety signs. This is lifeguard provided information. First aid equipment and a designated meeting point will be made available to The Glide Surf instructor and they will be aware of the EAP procedures.

The Glide Surf School instructor will have access to a first aid kit in the Glide Surf School mobile van. In addition to this The Glide Surf School instructor will have access to a RNLI first aid kit and rescue tube whilst the RNLI lifeguards are on duty.

2.1 GREET CUSTOMERS

The customers will be familiarised with their instructor at the surf school / shop before the lesson. They will also be made aware of relevant NOP's and EAP's whilst they are at The Glide Surf School Surf and have full access to the full copies in the shop premises.

The clients will also be informed of designated meeting posts, both on the beach and at the promenade premises. This will be necessary in the case of an emergency, lost person, when the instructor indicates a potentially hazardous situation or if the instructor wants to talk to the group.

2.2 CLIENT INFORMATION

Each client will also be asked if they have any medical conditions that may hinder them during the lesson. A contact number is requested or a guardian will need to be present so as there is someone to be contacted in case of an emergency.

Each client must be able to swim a minimum of 25 meters. This will be assessed by the instructor at the start of the lesson.

Each client will be made aware that no jewellery or glasses must be worn during The Glide Surf School lessons.

2.3 EQUIPMENT PROVIDED

All students will be provided with a soft board (for beginners). Intermediate clients will be able to use a soft or hard board or their own personal equipment provided they have demonstrated competency of using it.

All clients will be provided with indication rash vests (lime green), to clearly show they are part of the group. They must stay fairly near to each other at all times and will so as they will be easier to spot and observe.

2.4 THE INSTRUCTOR

The instructors will also at all times wear indication vests (Royal Blue) so as to be easily identifiable. They will carry a whistle, rescue board or rescue tube on them at all times whilst instructing. Group size per instructor will be no more than eight persons. In case of more clients, an additional instructor will be provided.

The Glide Surf School instructor will hold a valid Level 1 Surf qualification. They will also hold a SLSGB Beach Lifeguard Award or RLSS equivalent. They will also hold a valid CRB when above 18yrs old.

3 ANALYSIS OF THE HAZARDS AND RISK ASSESSMENT AT CROMER BEACH

3.1 HAZARDS ENCOUNTERED

Clients and all water users must be kept away from the pier at all times.

Experience has shown that there are four main categories of hazards at Cromer East beach and these are as follows: -

1) The wind and its effect upon both the sea and inflatables.

- 2) The Sea at high tide.
- 3) The sea at low tide.
- 4) The use of fishing boats and other sea vessels launched at the public slipway.
- 5) The use of personal watercraft amongst bathers.
- 6) The transport of equipment to and from the beach.

3.1.1 THE WIND AND ITS EFFECT UPON BOTH THE SEA AND INFLATABLES

In order to analyse the hazards, which might arise with regard to the beach at Cromer, it is necessary to establish conditions which present the least hazards and might be described as normal.

With this scenario "normal conditions" are considered to be applicable when: -

"There is a slight in shore wind on an incoming or outgoing tide (between ¼ low – ¾ high tide) with a slight swell in the sea of less than one metre"

Any situation, which occurs outside of these parameters (except completely flat conditions), should be regarded as a hazard, although the degree of risk will vary dramatically according to sea conditions.

The following is an assessment of sea and wind conditions, which can arise, the risk factors involved and the action, which appears most appropriate for The Glide Surf School instructor to take on.

3.1.2 SLIGHT OFF- SHORE WIND ON AN INCOMING TIDE WITH A SWELL UP TO 1 METRE

Under these conditions The Glide Surf School instructor will need to have regard to inflatables on the sea and take particular notice if the wind speed increases. In the event that this occurs, or it appears that inflatables are in danger of being carried out to sea, then both visual and verbal warnings must be given and appropriate action taken to prevent the public and particular children, from putting themselves at risk.

3.1.3 AN OFF-SHORE WIND ON AN OUTGOING TIDE

Again, inflatables present the greatest risk and action as previously described, including visual and verbal warnings, must be taken to keep these off the sea.

3.1.4 ANY SITUATION WHERE THERE IS A STRONG OFF-SHORE WIND AND/OR THERE IS A HEAVY SWELL ON THE SEA OF MORE THAN 2 METRES

Appropriate action is taken to warn the public and prevent the use of inflatables. Regard also needs to be given to bathers and whether they are at risk from surging waves or undercurrents.

3.1.5 A STRONG SWELL WITH STRONG LONG SHORE DRIFT TO THE EAST

The Glide Surf School instructor will be able to proceed with the lesson providing clients are briefed on the conditions, return back to shore after each wave and maintain inside the designated surfing area given by the instructor.

3.1.6 A FULL HIGH TIDE WITH A SWELL OVER 1 METER

Full high tide lessons will be avoided unless safe conditions are deemed appropriate. The Glide Surf School instructor will recall clients in if the high tide pushes up too high so there is a heavy shore break on the pebbles and stones.

3.1.7 VERY ROUGH SEA WITH HEAVY SWELL, WITH OR WITHOUT STRONG WINDS

The Glide Surf School instructor must, at the indication of a red flag, remove the group from the sea, as the conditions may be unsafe.

3.1.8 LIMITED VISIBILITY

Where, for any reason, The Glide Surf School instructor's visibility of the sea is restricted and proper observations cannot be carried out, the clients will be recalled from the sea and kept out of the water. This sort of occurrence could occur when heavy sea fog rolls in and it becomes difficult or impossible to observe the clients that are in the water.

3.2 NOTE

IT IS NOT POSSIBLE TO ANTICIPATE EVERY ASPECT OF THE SEA AND WIND CONDITIONS, THEREFORE THE GLIDE SURF SCHOOL INSTRUCTOR MUST, BY USING THEIR EXPERTISE AND KNOWLEDGE OF THE SEA, EXERCISE DISCRETION IN RESPECT OF THE APPROPRIATE ACTION TO TAKE WHERE THE CLIENT'S SAFETY IS CONCERNED. WHERE DOUBT EXISTS IN ANY GIVEN SITUATION, THEN THE GLIDE SURF SCHOOL INSTRUCTOR MUST ERR ON THE SIDE OF SAFETY.

3.2.1 THE SEA AT HIGH TIDE

Special attention is required when the incoming tide reaches the vicinity of the rocks/ large pebbles and groynes at the full high tide mark on the beach.

In addition, persons bathing in the sea are also at risk in this type of situation and the danger of injury as the waves hit the rocks/pebbles and groynes must not be underestimated.

The Glide Surf School Instructor must therefore exercise due diligence when the incoming tide is approaching the rocks and groynes and move any clients to a safer position on the beach.

3.2.2 THE SEA AT LOW TIDE

Persons in the sea at low tide are at a greater risk so regular observations of the water line are necessary during that period due to the water line being far from the promenade.

According to the situations that prevail at low tide and for 1-2 hours before and after, The Glide Surf School instructor must have regard to take action by visual and verbal warning signs if necessary.

3.2.3 THE USE OF FISHING BOATS AND OTHER SEA VESSELS LAUNCHED AT THE PUBLIC SLIPWAY

Towards the far end of the east beach there is a public slipway. This is used by the fisherman as part of their livelihood and by the public for entrance/exit to the sea for their sea vessels.

During any time of the use of the slipway The Glide Surf School will keep all clients well away from any sea vessels and the slip way. On a higher tide if water space is at a minimum The Glide Surf School Clients will be kept out of the water until entering /exiting the sea vessel in is complete and out of the way.

3.2.4 THE USE OF PERSONAL WATER CRAFT

Personal Water Craft are increasingly being used on the sea by individuals, thereby causing additional hazards to other persons both in the sea and on the shoreline.

The Home Office has now adopted a definition for Personal Water Craft and this is as follows:

" Personal Water Craft means any vessel referred to as a jet ski, wet bike, water scooter, fun craft or other similar description which vessel is designed to carry a person or persons standing, kneeling, sitting or prone upon the vessel and which vessel is propelled by a jet engine or other means of propulsion, the

master of which vehicle steers it with or without a rudder at the stern by means of a handlebar operated linkage system and/or by altering the relationship between the body weight of the person or persons carried on the vessel and the vessel itself."

As far as surf and beach safety are concerned, consideration needs to be given to all types of craft and not just those defined as Personal Water Craft. This means that in terms of a safe beach/sea environment, regard also needs to be given to the following:

- Power Boats
- Water Skiers
- Sailing Dinghies
- Wind Surfers
- Surfboards
- Canoeists

3.2.4.1 SURFBOARDS

Most of the persons using surfboards / SUP's enjoy their sport all year round and are therefore mostly experienced in the way they are handled. Minor injuries may occur to other persons in the sea but incidents could be averted by surfboard / SUP users staying within their zoned or marked areas.

3.2.5 The transport of equipment to and from the beach.

All equipment will be transported to and from the beach by the clients after clear carrying instruction has been given. In the case of larger boards clients will pair up and carry boards together helping manage the weight and size. When walking on the promenade clear instruction will be given informing clients to take care to avoid the walking public and any vehicles that are driving on the promenade.

3.3 SUSPICIOUS/HAZARDOUS OBJECTS AND SUBSTANCES WASHED ONTO OR EXPOSED ON THE BEACH

Move persons in the vicinity to a safe distance and try to prevent others from entering the location. Notify appropriate the RNLi and other services with a description and location of the object or substance.

4 EMERGENCY RESCUE

Procedures for dealing with emergencies are detailed in the Emergency Action Plan.

4.1 FIRST AID EQUIPMENT AND TREATMENT

In the case of a minor injury, a first aid box is carried at all times in The Glide Surf School premises. Minor incidents can be dealt with by the instructor, however, a qualified RNLI lifeguard, if present will deal, with more serious incidents.

In the absence of a lifeguard patrol on Cromer beach, normal 999 procedures would be followed.

The First Aid Kit must be checked on a regular basis, this consists of:

- | | |
|--|----|
| • Guidance Card | 1 |
| • Individually wrapped sterile adhesive dressings (assorted sizes) | 20 |
| • Sterile eye pads, with attachments | 2 |
| • Individually wrapped triangular bandages | 6 |
| • Safety Pins | 6 |
| • Med. Sized sterile unmediated wound dressings (10cm x 8cm) | 6 |
| • Large. Sized sterile unmedicated wound dressings (13cm x 9cm) | 2 |
| • Ex. Large. Sized sterile unmedicated wound dressings (28cmx17.5cm) | 3 |

In addition it may be necessary to provide the additional items listed below which must be kept separate from the standard first aid kit:

- Sterile normal saline solution (0.9%) for eye irrigation
- Scissors
- Tweezers
- Waspeze
- Zinc wool pads
- Cotton wool swabs
- Personal resuscitation mask

4.2 RECORD KEEPING

Full details must be recorded on the appropriate form or log book of any incident which occurs, with particular reference to names and contact details of the persons concerned. This is to be kept inside at the Glide Surf School premises.

5 EQUIPMENT

All equipment will be of a high standard and quality and suitable for the activity. Surfboards must be of the soft variety unless the client is competent and then hard boards may be issued. Rescue equipment i.e. rescue board or tube, must be carried by the instructor at all times.

5.1 BUOYANCY AIDS AND SEA RESCUE

Various items are available to the instructor to assist them when necessary to enter the sea in an emergency. These items are reviewed and updated regularly with new items purchased accordingly.

5.2 Stationary Equipment on Promenade Area

All equipment belonging to the surf school and shop will only be put out and put away by the Glide Surf School employees. All equipment will be placed in safe area out of the way of the public who are walking and driving on the promenade as well. This include the following items (a-frame signs, flags, deckchairs, free seating area for clients, wetsuits rails, shoe racks, items for sale buckets)

6 COMPLETION OF SESSION

All clients will be provided with the sheltered changing facilities and a hot shower if necessary. Information from the session and any other additional information will be available to the client if required.

6.1 AT THE END OF DAY

All boards and suits must be cleaned/disinfected and checked for damage, and prepared for the next day. The Glide Surf School area will be cleaned thoroughly and any preparations for the following day's activities will be carried out before leaving.

7. EQUIPMENT HIRE

All persons hiring equipment leave personal contact details and credit card/driving licence at point of hire. In the case of non-return of equipment at the end of a session, staff should attempt to contact hirer to ascertain whereabouts of equipment and client.

The Glide Surf School instructor is to check with hire clients whether they have experience using equipment. If not, recommend lesson and offer provision of RNLi safety leaflet on water use and briefly inform of location of lifeguards, safe surfing areas (black and white flags), advise not to surf near rocks/pebbles and groynes.