

Salter's Steamers Ltd

Domestic Passenger Vessel Safety Management Code

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<u>Authorised for Use</u>	
<u>Signed:</u>	Paul Salter
<u>Dated</u>	4 Mar 26

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SECTION 1 Company Policies

The Following Company Policies are Included in This Section:

Safety and Environmental Statement
Purpose and Structure of the SMS
Documentation Structure
Company Operation Description
Operations Documentation and Records
General Policies
Operations Manuals
Safety and Environmental
Lines of Communication
Engineering and Maintenance
Vessel Handling
Alcohol and Drug Abuse
Training
Risk Assessment
Accident and Incident Reporting
Search and Rescue Plan
Assistance for Reduced Mobility Passengers
Passenger Numbers Counting And Reporting
Annual Management Review Programme

1. Company Safety and Environmental Policy

The policy of Salter's Steamers Ltd is to conduct its activities taking full account of the health and safety of its employees and of all persons using or connected with the Company. In implementing this policy, the Company will ensure that the Vessels are, at all times, properly maintained and operated by qualified personnel in full compliance with relevant legislation. In particular the Company will carry out an assessment of the risks to the health and safety of workers and others affected by the Company operations and will take the necessary measures to minimise the risks identified.

In compliance with the Merchant Shipping and Fishing Vessels (Health and Safety at Work) Regulations 1997 full responsibility for the Company Health and Safety Policy is vested in the Director, Mr Paul Salter.

The Board of Directors, Managers and Employees accept the need to:

- Ensure the safety of all persons on, or interacting with, any Company owned or operated vessel;
- Prevent human injury or loss of life;
- Avoid damage to the environmental and, in particular, to the marine environment.

The Company and all its Employees will seek to:

- Prevent all dangerous occurrences liable to cause injury;
- Prevent damage to the environment or property;
- Provide for safe practices in vessel operation and a safe working environment;
- Establish safeguards against all identified risks;
- Continuously improve the safety management skills of all personnel, including emergency preparedness and environmental protection.

This Safety and Environmental Policy will be implemented by:

- Ensuring the Company complies with mandatory rules and regulations, and that applicable codes, guidelines and standards recommended by the International Maritime Organisation, Administrations, classification societies and maritime industry organisations are taken into account;
- Encouraging a safety culture throughout the Company through training, good communication and a pro-active approach to Safety and Risk Management;
- Ensuring that the procedures contained within the Safety Management System are understood, actioned and implemented;
- Reviewing all Safety Management System documentation and activities to promote safety afloat and protection of the environment.

This Policy has been authorised and endorsed by Paul Salter, MD for of Salter's Steamers Ltd

2. Purpose and Structure of the Safety Management System (SMS)

2.1 Introduction and Purpose

This document is aimed at providing a practical, consistent source of information and guidance necessary for Salter's Steamers Ltd to operate a safe and efficient business. In particular it is compliant with the regulations promulgated by the Maritime and Coastguard Agency and the Company Policies.

2.2 Structure

The structure of the document is such that the overall Company policies, procedures certification and records, applicable to all aspects of the operation are published in one high level document, the Safety Management System. The top level document in the SMS is the Salter's Steamers Domestic Ship Safety Management Code (DSMC).

Thereafter, each of the Company's vessels requires specific and local information pertinent to that vessel, its safety and operation. This is reflected in the next level of document, the Operations Manual.

The purpose of the DSMC is to declare the Company Policies, Procedures and Relevant Proforma.

The Purpose of the Operations Manuals is to provide the vehicle for the Company Policies to be implemented through the Procedures and Proforma.

The structure of the documentation is shown below in Figure 1

2.3 Document Configuration Management and Control

The documents described above shall be subject to configuration control.

The responsibility for maintaining the documents shall be assigned by the MD to a nominated member of the management team. All DSMC Update Reviews shall be formally approved and recorded by a Director of the Company. The method of control is as follows:

- a. All changes will be originated through a Document Change Request.
 - b. The originator is responsible for identifying the necessary changes
 - c. All changes are to be authorised by the Managing Director
 - d. Changes will be incorporated to the Electronic Master
 - e. The document version will be incremented
 - f. The hard copy documents will be republished as per the distribution list
 - g. All staff must be made aware of the formal changes to Policies and Procedures;
 - h. Requests for Changes and/or Amendments can be made using the Proformae at Annex 'H'
- A formal record of this understanding, signed by each and every crew member, is required (see Annex H).

3. SMS Documentation Structure

<p>DSMC (Company)</p>	<p>MD's Commitment to Safety and Compliance Company Description Roles and Responsibilities SMS Structure (This Diagram) Section 1 – Company Standard and Operational Policies Section 2 – Company Operational Procedures</p>
<p>Operations Manuals (Vessel Specific)</p>	<p>Vessel Description Crew and Hospitality Briefings Passenger Briefings Vessel Specific Operational Recording Working Time Records Emergency Procedures</p>
<p>SARCo Plan (Vessel Specific)</p>	<p>HM Coast Guard Mandatory Document SARCo Plan Approval Certificate Vessel Description Emergency Contact Details Life Saving Equipment Carried Chart of Operational Area Emergency RVPs and What-3-Words data.</p>
<p>Contact Numbers</p>	<p>Salter's Steamers Ltd Company Staff Contact Details</p>
<p>Engineering Records (Vessel Specific)</p>	<p>Engineering Plan Defect Reports Service Records Bilge Space Inspection Chart</p>
<p>Lifed Items (Vessel Specific)</p>	<p>Vessel Specific Record of Equipment with a finite life for servicing and/or replacement: Life Saving Apparatus (LSA) Engineering and Maintenance Crew Certification and Licences</p>
<p>MCA Certification (Vessel Specific)</p>	<p>Passenger Certificate Exemption Certificate(s) MCA Audit and Survey Reports DSMC Certificate DSMC Self Audits Pax Reporting Approval Certificate Heeling (Incline) Test Lightship Test Non-Destructive Hull Test (Ultrasonic)</p>
<p>Other Certification & Records (Vessel Specific)</p>	<p>Insurance Certificate EA River Licence Electrical Certification LSA Test Records</p>

4. Company Operation Description

Salter's Steamers Ltd (the Company) operates 10 Class V Passenger Vessels on the non-tidal River Thames between Oxford and Teddington. The company operation is based in Oxford Oxfordshire where the vessels will normally be moored.

The Company is authorised to operate passenger vessels on the River Thames through compliance with the standards and guidelines defined in MCA Document Marine Safety Notice 1869 (M).

The Company provides two types of service:

- a. Short duration public trips
- b. Charter services to meet the specific needs of clients.

The Company operates 10 Class V vessels vessel as follows:

Vessel Group	Vessel Names
Historic	Oxford, Wargrave, Reading, Hampton Court, Goring , Mary Stuart
Water Bus	Maratana, Jeane Marguerite
Traditional	Mapledurham Lady, Lady Ethel,

The Company will operate services and charters primarily between Easter and October 31st each year however, there may be exceptions to this such as late Autumn, Christmas and New Year cruises. The undertaking of such trips shall only occur if the weather and river state permit. Decisions on such matters will be determined by Environment Agency (EA) warnings, the judgement of the Managing Director and the Skipper. In all cases of doubt the Skipper has the right to refuse the vessel's departure.

The Company employs a number of permanent, part time and contractor staff to undertake the Company operation. Additionally, sub-contractors and/or suppliers may be engaged to undertake specialist engineering tasks.

Basic engineering including daily and weekly checks and minor rectification shall be the responsibility of the vessel crew. Large maintenance tasks falling outside of the scope described above could be undertaken by specialist engineering services.

5. Company Operations Documentation & Records

5.1 Management Roles and Responsibilities

Managing Director. The Managing Director shall have full and final responsibility for Salter's Steamers Ltd operation and compliance with the rules and regulations as promulgated by the Maritime and Coastguard Agency.

The Managing Director has appointed a Management Team with delegated responsibilities for running Salter's Steamers Ltd. In principle this will extend to Operations Manager (not defined elsewhere), Senior Master (not defined elsewhere) and the Engineering Manager.

The Managing Director shall be responsible for ensuring that relevant navigation and legislative notices issued by the Maritime and Coastguard Agency and/or the relevant Port and Navigation Authority are disseminated in a timely way to the Master and Crew. These notices may include (but not limited to);

- a. Merchant Shipping Notices (MSNs)
- b. Marine Guidance Notices (MGNs)
- c. Marine Information Notices (MINs)
- d. Notices to Mariners (NOTAMs)
- e. Arisings from internal meetings and decisions

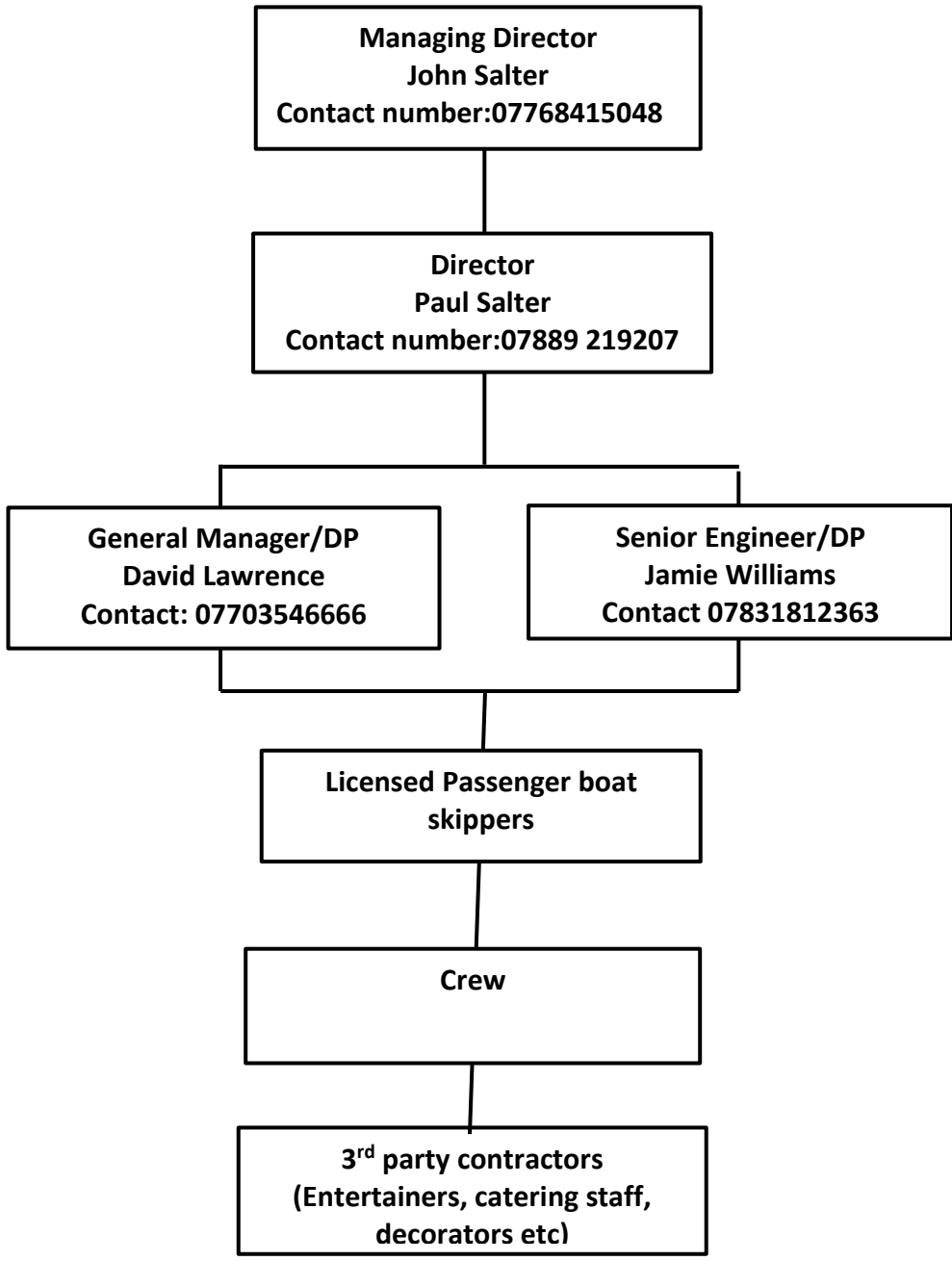
The Designated Person (DP). The nominated DP is **David Lawrence**. The DP has full responsibility for the safe operation of the vessel and is the prime point of contact on behalf of Salter's Steamers Ltd in all matters relating to the vessel operation.

In the absence of the nominated DP the Company will nominate a Manager or Senior Skipper to deputise this role. The name of the Duty DP and Contact Number will be clearly displayed in the Company Office. Nominated DPs are:

- Jamie Williams - 07831812363
- David Lawrence - 07703546666

Safety Management System Responsibility Salter's Steamers Ltd nominated Director shall be responsible to the Managing Director for the creation and maintenance of the records and certification associated with Salter's Steamers Ltd operation, as detailed below in this section.

Health and Safety The Company Health and Safety Responsibility is the responsibility of the Managing Director, Mr Paul Salter.



Skippers of Company Vessels.

Skippers of Company vessels shall be responsible to the Directors for the safe and correct operation of the vessels under their command, during their assigned period of operation of the vessel. This responsibility extends to the completion of records of each charter or trip undertaken by the vessel including particularly faults and incidents.

All Skippers are required to comply with the current authorised Company Domestic Safety Management System, the requirements set out by relevant national and local Government laws and bye-laws and the River Thames Navigation Authority.

All Skippers are required to contribute to an annual DSMC review in order to ascertain if processes and procedures are being complied with and/or require amending.

Additionally, once the vessel is underway full authority is vested in the Skipper to make any decisions necessary regarding the vessel's voyage and the safety of the passengers, crew and vessel.

Operational Crews. The Crew shall be responsible to the Skipper for the safe operation of the vessel as directed by the Skipper in compliance with the Operations Manual held on board each vessel. This shall include the daily and weekly servicing checks, garbage management, crew training and the general cleanliness and appearance of the vessel as detailed in the vessel Operations Manual.

Hospitality Teams. Hospitality teams include third party catering, bar and entertainment staff. They are answerable to and under the direction of the vessel Skipper.

Senior Engineer. The Senior Engineer shall be responsible for scheduled maintenance over and above daily and weekly servicing including the monitoring and servicing of safety equipment installed on each vessel. This responsibility shall extend to the time limited critical engineering items.

Additionally the Engineering Manager shall attend to reported defect rectification beyond the scope and capability of the operating crew. Major repairs or engineering tasks may be undertaken by external suppliers and/or sub-contractors. Such tasks shall be overseen and managed by the Engineering Manager.

5.2 Staff Details

The Company Directors shall maintain a record of all staff employed within the Company operation including names, address and contact details. These records extend, where applicable, to Boat Masters' Licences, VHF Licences and Ancillary Course Certificates including their expiry dates. Copies of the records shall be maintained in the main office.

The Staff Contact List is included in the Safety Management System Folder 'Confidential List of Contacts'.

5.3 Boat Master Licences

All staff employed as Skippers of the Company's vessels shall have a suitable and valid Boat Master Licence relevant to the category of vessel operated and the area of operation. Licences will be achieved, held and maintained as defined in MSN 1853(M) – Inland Waterways Regulations).

5.4 Working Time Directive

The Company will implement the Working Time Directive as defined in MSN 1876 (M). The Working Time Directive Procedure and Associated Proforma are included at Appendix I.

5.5 VHF Licences

Not Applicable. The Company does not operate VHF Radios

5.6 First Aid Training

All relevant staff employed on Company operations shall undergo basic First Aid Training and be in possession of a valid First Aid Certificate.

5.7 Safety Equipment Expiry Dates

The Company shall maintain a record of the expiry and servicing dates of all items of Safety Equipment. This shall include Fire Extinguishers, Life Rafts, Life Belts (including emergency location equipment) and First Aid Kits

5.8 General Operational Training Record

The Company shall undertake regular operational training for both new and existing staff relevant to their role and responsibility. See Paragraph 6.8 – Training.

5.9 Scheduled Engineering and Maintenance Plan

The Company shall prepare and maintain daily and weekly general engineering procedures reflecting the normal operation of the vessel.

5.10 Carriage of the Code Of Safe Working Practices For Merchant Seamen (COSWP)

Under the Merchant Shipping (Code of safe Working Practices for Merchant Seamen} Regulation 1998 [5.1.1998 No.1838] every vessel must carry a Code. However, due to restricted space on certain vessels under 15 metres and the practicality of holding a copy on an open vessel, MCA is prepared to relax the requirements for every vessel to carry the Code providing:

1. The vessel is LESS THAN 15 metres in length, whether an "open" or an "enclosed" vessel.
2. The vessel carries FIVE or LESS Seafarers. (It should be noted that ALL persons who work on board, whether permanent or casual, are Workers and therefore Seafarers.)
3. The Code is made FREELY available to ALL Workers/Seafarers and that it is clearly stated where each copy of the Code is kept. (i.e. at each main permanent "Departure Point" or common point where seafarers meet at each "Area of Operation").
4. The NUMBER of Codes made available, for Companies with more than one vessel, will be on the basis of ONE COPY per THREE vessels. All Salter's Staff are provided with a digital link to the On-Line version of COSWP.

The link is via the Q.R. code on the inside cover of the vessels operations manual

5. The Company Management places the above Guidance in the vessel Domestic Safety management (DSM) File, ON BOARD EACH VESSEL and direct seafarers to read the relevant chapters.
6. The Company Management applies for an Exemption for EACH vessel (under 15 metres and carrying less than FIVE Workers/Seafarers) to MCA- HQ Seafarer Health & Safety Branch via their local MCA Marine Office details of the vessel, its owner, its area of operation and where ALL "Working" copies of the Code are kept, without prejudice, for EACH Worker/Seafarer to have easy access to the Health & Safety information within.

Under the MCA guidance provided above, a copy of COSWP is available to crew members in the office of Salter's Steamers Ltd Furthermore; it is a management responsibility to make all crew members aware of the document and its content. Similarly, all crew members are required to familiarise themselves with the COSWP and its content.

SECTION 2 Company Operations Policy and Procedures

6. Company Operations Policies

6.1 Vessel Operations Manuals

Each of the Company's vessels shall retain on board an up to date DSMC, Operations Manual. The scope of these documents is defined in Paragraph 3 above. Specific content is based upon the Policies, Processes and Proforma defined below and elsewhere in this document.

Any updates to these documents issued by either the Company or the MCA shall be made known to the Company staff by the Managing Director. All Company staff are to record their knowledge of the updates by signing the Proforma at Appendix 'H'.

6.2 Safety and Environmental Protection

The Company shall comply with safety and environmental requirements as defined by the MCA and the Department of the Environment. This shall include but not be limited to the recorded disposal of rubbish, waste or spilled oil and fuel, bilge etc.

This responsibility also extends to complying with navigation speed limits in order to avoid wash damage to banks and other structures.

It is Policy of Salter's Steamers Limited to conduct its activities taking full account of the health and safety of its employees and all persons using or connected to the Company.

In implementing this policy, Salter's Steamers will ensure that the Company vessels are at all times properly maintained and operated by qualified personnel in full compliance with the relevant legislation.

The Company will carry out an assessment of the risks to the health and safety of workers and others affected by the operating of Company Passenger Vessels and will take the necessary measures to minimise the risks identified.

The Company procedure for Environmental Management is included at Appendix 'B'.

6.3 Lines of Communication

Communication within the Company shall fall into two categories as follows:

a. Management and Control of the Company.

The Company Directors shall be responsible for undertaking or approving and authorising all external communications to third parties including but not limited to the press, MCA, EA and other river operations companies.

Internally, the Managing Director shall initiate and receive communications from the Company staff where necessary. This will particularly apply to the general administration of the Company, policies, strategies and major business, operational and engineering decisions over and above the scope of the Management Team, described in Para 4 above.

b. Vessel Operation.

Whilst each vessel is operational and under the command of the Skipper, the Skipper retains full responsibility for the passengers, crew and the vessel. In the discharge of this responsibility the Skipper shall communicate to and direct the crew as necessary. Similarly the crew shall communicate all significant events and arisings concerning passenger safety, vessel operation and condition to the Skipper in order that an appropriate course of action can be determined.

Whilst the vessel is underway, the Skipper shall be solely responsible for all communications with other vessels, river users or other third parties.

Specific Emergency Procedures and the associated communications are addressed separately below.

6.4 Engineering & Maintenance Checks and Defect Reporting

The following Checks will be established for all vessels:

- a. Pre and Post Operational Checks and Procedures shall be established and maintained. They are defined in the Operations Manual for each vessel. The following activities shall be defined:
 - Pre Operational Checks
 - Post Operation checks
- b. Weekly Checks for vessel condition, seaworthiness and rectification actions.

A Company/vessel Engineering and Maintenance Plan shall be prepared by the Operations Manager and agreed at the Annual Review. This shall be applied as per the policy defined in Para 5.8 above.

A Means of reporting and rectifying Defects shall be implemented. Any member of the Company may raise a Defect Report in the event of discovering a defect that warrants Engineering action.

The Procedure and Proforma for Engineering and Maintenance activities is included at Appendix 'E'.

6.5 Vessel Handling Procedures

Vessel handling procedures shall be established. They are defined in Appendix 'B' and additionally they shall be published in the Operations Manual for each vessel. The following handling activities shall be defined:

- a. Mooring
- b. Turning
- c. Lock Operation
- d. Speed Limits
- e. Flood/Red Flag Conditions
- f. Operating after dark

Crew undertaking mooring, unmooring and lock operations and any other activities external to the vessel deck and railings must wear correctly fitted life jackets.

6.6 Emergency Procedures

The Company shall establish Emergency Procedures to cope with the anticipated and likely emergencies. The Procedures are listed at Appendix 'G' and additionally shall be published in the vessel Operations Manual and tailored to reflect each vessel configuration.

It must be recognised that emergency situations cannot be firmly legislated for and are dependent on many prevailing local circumstances. Therefore, the purpose of the Procedures is to give a general outline framework for dealing with the most likely situations. This does not absolve the Skipper and Crew from taking other necessary and appropriate action as deemed and judged necessary at the time.

Whilst the following is not an exhaustive list, the most likely Emergencies are anticipated to be as follows:

- a. Man Overboard
- b. Crew or passenger injured or unwell
- c. Aggressive or unruly passenger(s)
- d. Fire
- e. Collision

- f. Grounding
- g. Sinking
- h. Engine/Propeller failure
- i. Steering failure
- j. Abandon Ship
- k. Assistance To Other Vessels
- l. Fuel/Oil Spill/Pollution (Refer to the Environmental Management Plan – Appendix ‘B’).

The Emergency Procedures shall include at least the following headings, supported by short and concise guidance and/or directive:

- a. Emergency condition
- b. Immediate course of action
- c. Secondary course of action
- d. Responsibilities
- e. Contact details

The Company will undertake annually a series of Emergency Drills during the operational months March to September. A plan shall be produced for each year. A plan template and guidance notes are provided in Appendix ‘K’.

6.7 Alcohol and Drug Abuse

The Railways and Transport Safety Act 2003 provides the police with powers to test, on reasonable suspicion, the concentration of alcohol or presence of known drugs in an individual’s blood.

It is the policy of the company that no member of the crew will use drugs or alcohol whilst the vessel is in motion. It is also the policy that no member of the crew will have taken alcohol or drugs sixteen hours prior to the departure of the vessel. It is the Skipper’s responsibility to take action if any member of the crew is found to be in an unfit state to operate, due to either alcohol or drugs, and should this render the vessel unable to depart, the Company will support the Skipper in this decision.

Drug Policy

It is a criminal offence in the United Kingdom to import, export, manufacture, supply or possess “controlled drugs” as defined by the Misuse of Drugs Act 1971.

Where a member of the crew is taking any form of prescriptive medicine they are duty bound to inform the Company who will undertake to ascertain their capability to carry out their duties during a trip. This may involve discussions with the MCA or their GP and any member of the crew hereby agrees that the company can take this action. No drugs of any kind will be carried on board the vessel and the crew will not accept any drugs of any kind from any of the passengers.

The Company operates a zero tolerance policy towards underage drinking and the taking or possession of illegal substances and drunken or aggressive behaviour on board the vessel. The skipper has the authority to refuse any individual boarding and/or cease the trip where he/she feels that the individual is causing concern for other passenger's safety.

In keeping with Employment Terms and Conditions, Skippers and Crews may be subject to random alcohol and drug tests from time to time. Such Tests will be undertaken by the Operations Manager or a Senior Skipper using Company testing equipment. A record of the tests will be maintained using the Proforma at Appendix 'J'.

Any infringements may result in the termination of that person's employment and possibly criminal prosecution.

Alcohol Policy

As stated above crew are not to be under the influence of alcohol prior to or during the trip. The prescribed limits for alcohol are:

Breath - 9 micrograms of alcohol in 100 millilitres

Blood - 2 milligrams of alcohol in 100 millilitres

Urine – 27 milligrams of alcohol in 100 millilitres

It is a criminal offence to serve or sell alcohol to anyone under the age of 18 and the crew will have the discretion to check a passenger's details or refuse to serve them if they are concerned that they may be under this age limit.

Under the terms of the Company's Premises Licence, granted by South Oxfordshire District Council under the Licensing Act 2003 our vessels are permitted to serve alcohol and operate entertainment from 10am through to midnight.

The crew have a duty to ensure that no passenger shall be allowed to drink to excess whereby they put other passengers or the vessel at risk. The Skipper has the authority to refuse the individual in question boarding and/or cease the trip where he/she feels that the individual is causing concern for other passenger's safety.

In keeping with Employment Terms and Conditions, all staff should be aware that, in the event of an incident, excess alcohol found in the blood stream may result in the termination of that person's contract and possibly criminal prosecution.

Passenger Alcohol and Drugs Policy

With regard to the sale of Alcohol to passengers, the Company will comply with the Licensing Act 2003.

Dependent on the type of Charter trip, passengers may well become under the influence of alcohol and/or drugs leading to unsociable and/or violent situations. This may only become evident after departure.

In order to minimise the risk of this situation occurring and/or manage evolving circumstances the Company will:

- a. Limit charter contracts to groups where there is minimal risk of this occurring.
- b. Undertake a risk assessment at the time of booking.
- c. In cases of doubt employ the services of a licensed Security Industry Authority Supervisor who will be equipped to deal with such potential situations.
- d. Produce a Procedure for crew responses to unruly behaviour amongst passengers.

6.8 Training

The Company will establish a Training Programme. Records of Training will be completed and retained in the Company Offices.

The Company Training Programme and Recording is defined in Appendix 'D' – Training Procedure and Recording.

6.9 Intact Damage and Stability Requirements

All Class V Vessels in the Company Fleet are being upgraded with technology to reflect the MCA Intact Damage and Stability Requirements as defined in MSN 1699(M) As Amended. In summary these requirements are:

- a. Addressable latchable bilge pumps and alarms
- b. Addressable fire and smoke detectors
- c. 100% Life Jacket to include all Passengers and Crew with an allocation for children.

The Company shall comply with these requirements by installing fittings and equipment to approved MCA Standards and incorporating amendments to the DSMC Operations Plans including Equipment Checks, Engineering Checks and Crew Training. SARCo Plans will also be updated.

It should be noted that the installation will vary for each vessel in the fleet. Therefore, A Procedure describing the new Installation and Operation is included in each vessel Operations Manual.

6.10 Risk Assessment

The Company Directors shall undertake an annual risk assessment review. This shall be carried out with the involvement of the Management Team. Skippers and, where appropriate, Crew. Risks shall be reviewed and recorded during the meeting showing the risk, the severity, impact and proximity together with a mitigation plan. It is the responsibility of the Managing Director to ensure that the identified risks are monitored and managed.

Should circumstances prove necessary then a more frequent review shall be scheduled by the Managing Director.

7. Accident and Incident Reporting

Introduction

For marine operations Accident and Incident Reporting Falls into two distinct categories; Reportable Marine related accidents as defined in MCA Marine Guidance Note MGN 564(M) and those reportable under employer responsibilities under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

There is potential overlap between the two reporting criteria and therefore there must be a certain judgement call by Company Management and Skippers when deciding which reporting vehicle is most appropriate. An informed decision may be reached by considering if an accident or incident occurring during a marine operation has consequences for vessel safety, crew/passengers or the Company.

The Accident and Incident Reporting Procedure is included at Annex 'F'.

8. Search and Rescue Plan

The Search and Rescue (SAR) Plan is retained in the Office and one copy in each vessel Operations Manual.

The SAR Plan includes the Communications Plan.

9. Access and Assistance for Reduced Mobility Passengers

Reduced Mobility means those people with physical disabilities, speech, hearing or sight limitations and those with mental health problems. It also includes the elderly and parents with young children.

The Company supports access and assistance for reduced mobility passengers to Hobb's of Henley vessels

The Company vessels have the following limitations for passengers with reduced mobility:

Vessel	Wheel Chair Access	Easy Access Into Saloon	Reduced Access to Toilet
Historic Group	Limited	No	Yes
Maratana	No	Yes	No
Mapledurham Lady	Yes	Yes	No
Lady Ethel	No	Yes	Yes

Mindful of the above, the following policy shall be applied to accommodating reduced mobility passengers:

- a. The Company shall clearly identify its reduced mobility policy in the Company Terms and Conditions applicable to large passenger vessels.
- b. Passengers with any special needs must be accompanied by a personal carer.
- c. The Skipper and Crew where possible will make every effort to assist reduced mobility and special needs passengers.
- d. Where the Skipper considers that such passengers may be at risk in an emergency situation then the Skipper has the right to refuse passage.

10. Passenger Number Counting and Reporting

The Company shall establish procedures for the counting and reporting of passengers on board. As stated in Para 4 above, there are two types of journeys undertaken by the Company. The types of trips and the relevant passenger reporting process are as follows:

- Short duration public tripping
- Charter services to meet the needs of specific clients

The Procedure for Passenger Counting and Reporting is included at Appendix 'C'.

11. Annual Management Review Programme

There shall be an annual formal Review of the Company Operations. The Review shall be chaired by the Managing Director and attended by the Management Team. The Managing Director shall co-opt other attendees as necessary. Notes and actions shall be agreed, recorded and published in the Minutes.

The Review shall be scheduled on or about the 31st of October each year.

The agenda shall include at least the following items:

- a. Accident and Incidents
- b. Operational performance
- c. Faults and failures
- d. Administration procedures
- e. Policy and Procedure improvements and or changes
- f. Operations Plan
- g. Engineering Plan
- h. Administration procedures
- i. Risks and Risk Mitigation
- j. Any Other Business

Section 2

Company Procedures

The Following Procedures are Included in This Section

They Are Replicated in the Vessel Operations Manuals

- Appendix 'A' – Vessel Handling**
- Appendix 'B' – Environmental Management**
- Appendix 'C' – Passenger Counting and Reporting**
- Appendix 'D' – Training Programme and Records**
- Appendix 'E' – Engineering Maintenance and Rectification**
- Appendix 'F' – Accident and Incident Reporting**
- Appendix 'G' – Emergency Procedures**
- Appendix 'H' – Crew DSMC Update Signatures**
- Appendix 'I' – Working Time Directive**
- Appendix 'J' – Record of Alcohol and Drug Testing**
- Appendix 'K' – Emergency Drill Plan Template**
- Appendix 'L' – Risk Register**

Where Applicable Proforma For Recording purposes are attached at the end of each Procedure

APPENDIX 'A' – VESSEL HANDLING PROCEDURES

Crew undertaking mooring, unmooring and lock operations and any other activities external to the vessel deck and railings must wear correctly fitted life jackets.

Mooring

- Vessels shall be moored, wherever possible, facing upstream.
- Mooring ropes and warps shall be used fore and aft and securely tied to mooring cleats, rings or bollards. Sufficient slack shall be given to allow for water level changes.
- Moorings shall be confined to the Company moorings unless emergency or breakdown circumstances apply or the vessel is operating away from base.
- All efforts shall be made to establish authorisation/permission for non-standard moorings.

General Manoeuvring

- Wherever possible all vessel manoeuvring requiring engine operation shall only be undertaken with the Skipper and Crew at their respective stations.
- Exceptions may be mooring and locking activities.

Turning

- Turning shall be undertaken with care and due consideration for clearance, flow, wind and other traffic.
- The Maritime standard for signalling vessel manoeuvres shall be used.

Speed Limits

- The EA published river speed limits shall be complied with.
- Vessels shall not create bank damaging wash.
- The vessel navigation and head lights shall be used
- When leaving or joining the vessel (e.g. lock operation, mooring) crew shall take particular care and to use torches at all time.

Operating After Dark

- After dark operations shall carry at least one additional crew member to assist in watch keeping, handling and passenger safety.
- The vessel navigation and head lights shall be used
- When leaving or joining the vessel (e.g. lock operation, mooring) crew shall take particular care and to use torches at all times.

Restricted Visibility

- When poor visibility is encountered (e.g. heavy rain, mist), Skippers shall take the following precautions:
 - (a) Visibility is restricted to 100 yards maximum: Proceed with caution, Crew to provide forepeak lookout, navigation lights 'on'.
 - (b) Visibility is restricted to 75 yards or less: Vessel to cease navigation and moor until conditions improve to at least (a) above.

Flood/Red Flag Conditions

- Company Vessels with passengers on board shall only navigate the river in declared Flood/Red Flag conditions at the discretion of the Skipper. Should such a decision be made this is to be supported by a dynamic risk assessment.
- Vessels scheduled for ferry journeys may navigate the river if strictly necessary and then only with the authorisation of the Company Directors. Notwithstanding this, all such navigating shall be at the final discretion and judgement of the Skipper.

Lock Operation

During Lock Manned Hours.

- With the Lock Keeper in attendance vessels shall moor or hold station until directed into the lock by the Lock Keeper.
- Vessels shall be held fore and aft by crew members using a warp laid around but not secured to the lock bollards.
- Vessels shall be moored within the white lines indicated at both ends of the lock.
- Crew to ensure Vessel is clear of the Lock Cill at the top gates.

During Lock 'Out Of Hours'.

- The locks may be operated by the EA Lock Staff or using the Self Help Operation Procedure.
- Locks shall be set to receive the vessel, mindful of other users and traffic
- Vessels shall be held fore and aft by crew members using a warp laid around but not secured to the lock bollards.
- Vessels shall be moored within the white lines indicated at both ends of the lock.
- Unless directed otherwise the lock shall be left with top and bottom gates closed and paddles down.

APPENDIX 'B' – ENVIRONMENTAL MANAGEMENT PROCEDURE

Introduction

This plan is aimed at ensuring that the operation of Company Vessels is undertaken in an environmentally responsible way. Vessel Skippers and/or the Engineering Manager are responsible for ensuring that Crews comply with the Environmental Management Procedure.

Speed

Company Vessels shall be operated within the prescribed speed limits determined by the Environment Agency navigation regulations. Additionally, vessels shall not operate so as to create wash which potentially damages river banks or causes distress to other river users

Disposal of Waste

The following waste is to be disposed of as follows:

- a. Toilet Holding Tank – these shall be emptied into the authorised pump out facilities available at various authorised disposal points along the River Thames or at the vessel's home mooring.
- b. Waste Oil –oil for disposal from engineering tasks shall be placed into leak proof containers and disposed of in the Company Waste Oil Tank. This shall be disposed of using an authorised waste oil disposal contractor. **A Workshop Record shall be maintained.**
- c. General Domestic Waste – General domestic waste shall be placed into waste sacks and the sack shall be placed into the waste disposal bins available at various authorised disposal points along the River Thames or at the vessel's home mooring. **Waste Disposal shall be recorded in the vessel Combined Deck Log.**
- d. Any waste not identified above shall be disposed of by approved and authorised means.

Fuel Bunkering

Fuel Bunkering/Replenishment activities are to be undertaken as per the following procedure.

Refuelling is:

- Not to be undertaken with passengers on board.
- Not to be undertaken whilst welding or other fire risks are present.
- Ensure refuelling pipes, nozzles and fittings are serviceable and secure
- Undertaken in well ventilated conditions.

- To be undertaken and monitored by competent crew in attendance throughout.
- The crew must monitor the increasing fuel level to ensure no overflow and subsequent spillage takes place.
- Crew to be aware of air in the tank expelling and causing a 'blow back' and spillage.
- Crew to ensure fuel caps and all refuelling equipment stowed and secured after refuelling is complete.
- Crew to be aware of actions in the event of spillage (See 'Fuel Spillage' below).

Fuel Spillage

Fuel spillage is to be avoided for many reasons; it is dangerous, environmentally damaging and expensive.

Minor deck and overboard fuel spills are to be attended to immediately. This can be achieved by mopping up with industrial paper towel or use the use of a small amount of simple domestic detergent in the water.

The Emergency Services and/or local Council must be advised immediately of significant spillage or leakages into the River. Such circumstances may require a major incident response by the Fire and Rescue Services and/or the Environment Agency.

**Dial 999 ask for Fire and Rescue and or contact Environment Agency on
0800 80 70 60**

APPENDIX 'C' – PASSENGER COUNTING AND REPORTING

The Company provides both public tripping and charter services. The following procedure applies to both categories of voyage.. The procedure is as follows:

- The Skipper is responsible for counting the number of passengers aboard using a Clicker counter.
- The passenger numbers obtained shall be entered into the Company Passenger Number Logging System (PNLS). This is accessed by mobile phone using a QR Code mounted at the helm. The PNLS expects the following information to be entered:
 - Originator's email address
 - Day/Month Year
 - Time
 - Departure Location
 - Vessel Name
 - Passenger Numbers
- All passengers aboard shall be recorded up to the passenger number limit as displayed on the Passenger Certificate. Additionally, babies in arms (children under the age of 2) are not part of the MCA definition of Passenger Numbers as displayed on the Passenger Certificate however, they must also be recorded as passengers.
- The process above is to be repeated each time passengers embark or disembark during the voyage.
- The information entered is automatically recorded in the Company PNLS Google Form Spread Sheet. Thereafter the information is accessible only by the Managing Director, Designated Person(s) and the Technical Consultant.
 - The QR Code in use is shown below:



APPENDIX 'D' – TRAINING PROGRAMME AND RECORDS

The Company Training Programme will be managed and controlled centrally by the Company Management.

BOATMASTER LICENCE TRAINING

Boat Master Licence Training shall be undertaken in accordance with The Merchant Shipping (Boatmaster's Qualifications, Crew and Hours of Work) Regulations 2015 MSN 1853(M) and the associated syllabus in MSF 4367 (M).

VESSEL TYPE RATING

Qualified Company Skippers are required to complete familiarisation training on the vessels for which they will be in command. This will be undertaken by the Operations Manager and/or his nominated deputy. This training will focus on the specific equipment, characteristics and handling of the relevant vessel. A record of this training will be made on the General Training Record (below).

GENERAL CONTINUITY TRAINING

The Company shall provide regular suitable briefings and training to both new and existing crew members. Job specific training shall be pertinent to the role and be undertaken through 'On the Job Training' overseen and certificated by an appropriate experienced member of staff. A record of this training will be made on the General Training Record (below).

COMPETENT CREW TRAINING

For new crew members joining the Company 'Competent Crew Training' shall be provided and certificated as defined in the Competent Crew Training Syllabus, attached. Where relevant, vessel specific training will be undertaken as identified in the Competent Crew Syllabus and Training Record. The Training Record shall show the vessels on which the individual crew member has been trained on. The Designated Person and Skippers With at least 3 years' experience are authorised to undertake Competent Crew Training.

EMERGENCY DRILLS

Emergency Procedure Drills aligned with the categories of Emergency defined in Appendix 'G' and Para 6.6 above shall be undertaken and recorded by all staff at least once per month and to a defined annual Company Emergency Drill Plan. A Template is provided at Appendix K.

Emergency situations shall be declared, 'acted' or artificially created. Where it is impractical to undertake actual Drills (e.g. Collision), such training may be undertaken by crew group discussion under the direction on the Skipper. Emergency Drill The crew shall be assessed and briefed on their handling of the 'Emergencies' by the Operations Manager (or his appointed representative). Where appropriate, additional coaching for the crew will be provide as necessary. Any changes or improvements to the procedure shall be implemented within no more than 2 weeks of the training event.

Emergency Drill Training events shall be recorded and retained. A Proformae for this is included below.

NON-OPERATIONAL CREW TRAINING

Non-Operational Crew Training and Guidance will be provided to catering and hospitality staff including galley, bar and waiting personnel. This will be limited to actions to assist the Skipper and Crew in passenger management and control in the event of an emergency including manning muster stations. Records of such training shall be recorded on GENERAL TRAINING Proforma, attached.

A Non-Operational Crew Guidance Document is included in the Operations Manual of each vessel and will be highlighted in the Skipper's Pre-Departure Briefing. Non Operational Crew are required to sign as having understood the Skipper's Briefing.

COMPETENT CREW SYLLABUS AND TRAINING RECORD

Crew Member's Full Name:

Introduction

Training Portfolio

- Section 1** Knowledge of on-board chain of command
- Section 2** Location and use of Lifesaving Appliances
- Section 3** Location and use of Fire Fighting Appliances
- Section 4** Action in the event of an Emergency
- Section 5** Personal Safety & Social Responsibility
- Section 6** Seamanship

Section 7

Responsibilities and Regulations

- Section 8** Code of Safe Working Practices
- Section 9** Communications
- Section 10** Passenger Care & Control

Notes For Use

- 1. Main and Section Headings are shaded grey.**
- 2. Training topics are shaded white.**
- 3. Vessel specific training items are shaded white and are relevant to each individual vessel. Trainer to tick as appropriate.**
- 4. General training items are not vessel specific and therefore these boxes are not applicable and shaded grey.**

COMPETENT CREW TRAINING	Assessor Name	Signature	Date	Historic	River Bus	Traditional
1. Knowledge of on-board chain of command						
2. Location and use of Lifesaving Appliances	Assessor Name	Signature	Date			
Knowledge of abandon ship procedures						
The correct method of fitting a lifejacket						
Demonstrate knowledge of the location and use of 100% Life Jackets and lifesaving equipment carried on the vessel						
Identify markings on life rafts including number of occupants						
3. Location and use of Fire Fighting Appliances	Assessor Name	Signature	Date			
Operation of addressable fire and smoke alarm						
Knowledge of vessel fire procedures						
Under supervision, operation of fire pump and hoses						

COMPETENT CREW TRAINING	Assessor Name	Signature	Date	Historic	River Bus	Traditional
Knowledge of the location and use of firefighting equipment carried on the vessel						
Identify differing types of fire extinguisher and what type of fire each would be used on						
4. Action in event of emergency	Assessor Name	Signature	Date			
Means of recovery of person(s) from the water						
Action in event of collision at operational level						
Prepare a Carly Float for launching						
Man overboard procedures including dropping of life buoy and raising the alarm						
Method used to indicate the vessel needs urgent assistance and to summon help						
Manoeuvre vessel to a safe haven in the event that the Master is incapacitated						
Understand Crew Evacuation Procedure						
Knowledge of Normal and Emergency Exits						

5. Personal Safety & Social Responsibility	Assessor Name	Signature	Date			
Observe Safe Working practises						
Understand & Comply with Emergency Procedures						
Contribute to effective Crew and Passenger relations on board						
Take precautions to prevent pollution of the marine environment						
Understand orders and be understood in relation to duties						
6. Seamanship	Assessor Name	Signature	Date			
A working knowledge of nautical terms						
Demonstrate knowledge of the general layout of the vessel						
Knowledge of bends and hitches commonly used on board						
Correct use of rigging of fenders						

COMPETENT CREW TRAINING	Assessor Name	Signature	Date	Historic	River Bus	Traditional
Handling, care and stowage of anchor						
Handling, care and use of mooring lines						
Assist in mooring and letting go a vessel						
Lock Operations						
Assist in opening, closing and securing of doors, ramps and other hatches and access ways						
Be able to safely rig a gangway, over side ladder and/ or MOB ladder						
Understanding of the installation and use of addressable and latchable bilge alarms						
Understanding of the use and operation of Secondary Bilge Pump equipment						
Understanding the duties of lookout and the reporting of lights and objects						
7. Responsibilities & Regulations	Assessor Name	Signature	Date			
Basic understanding of an employees' obligations						
Reporting defects and mechanical / electrical faults						
Understand onboard line of responsibility and communications						
Requirements for reporting accidents and incidents to the master or responsible person on board						
8. Code of Safe Working Practices	Assessor Name	Signature	Date			
Understand the risks of falling into the water						
Demonstrate the use and care of personal protective equipment						
Understand the principles for protection of the environment from pollution						

9. Communications	Assessor Name	Signature	Date			
A knowledge of external means of communication available on board the vessel						
A knowledge of internal means of communications available on board the vessel						
COMPETENT CREW TRAINING	Assessor Name	Signature	Date	Historic	River Bus	Traditional
10. Passenger Care & Control	Assessor Name	Signature	Date			
Passenger safety briefing						
Passenger counting and number recording procedures						
Duties with respect to passenger muster and evacuation at operational level						

COMPETENT CREW SIGN OFF CERTIFICATE

Crew Member (Print Name):	Date of Birth:
----------------------------------	-----------------------

Training Completed on the following Vessels	Historic	River Bus	Traditional

Induction Skipper(Print Name & Sign):	Crew Member: (Print Name & Sign)
Date:	Date:

GENERAL TRAINING RECORD
(FOR ALL GENERAL Training Other Than BML, COMPETENT CREW and EMERGENCY)

Training Record Serial Number		
Trainer Name		
Trainee(s)		
Details of Training: (State General Refresher Training, Emergency Drill, Skipper Type Rating, Non-Operational Crew Briefing)		
Additional Comments:		
Trainer	Signed:	Date:
Trainee(s)	Signed:	Date:

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APPENDIX 'E' – ENGINEERING MAINTENANCE AND RECTIFICATION

Engineering Safety

Undertaking Engineering Maintenance or Rectification will inevitably require access hatches and doors, which ordinarily will be closed, to be open. Furthermore, personnel may be required to access confined spaces.

This Section mandates two Procedures to be adopted for the above eventuality:

Open Access Hatch Safety. Confined Space Access.

They are included at the end of this Appendix.

Daily and Weekly Checks

Skippers are responsible for ensuring that scheduled Daily and Weekly Routine Maintenance shall be undertaken on Company vessels to which they are assigned.

The Daily and Weekly Check Sheet, relevant to each vessel configuration, is available in the respective Vessel Operations Manuals.

Each Check Sheet includes Standard Company Daily Checks pertinent to all vessels, Standard Weekly Company Checks pertinent to all vessels and Specific Checks pertinent to each vessel dependent upon its configuration.

These Records shall be recorded in each vessel Combined Deck Log.

Engineering Maintenance Plan

It is the responsibility of the Engineering Manager to Prepare an Annual Engineering Maintenance Plan. The plan should take account of mandatory activities, lifed item checks and replacements, deferred defects, dry dock availability and ad hoc engineering activities arising through fair wear and tear and any safety related matters.

Defect Reporting

When applicable a Defect Report form shall be completed and passed to the Company Office following the trip. The Defect Report Form is attached to this Procedure.

The Defect Report Form shall be allocated a serial number and recorded in a register by the Engineering Manager showing forms date, serial number, item heading and status (open or complete).

The Engineering Manager shall be responsible for assessing and rectifying the problem.

Should it not be possible to rectify a Defect and it is deemed to be non-critical or does not affect safety then the rectification may be deferred to the next routine servicing.

Critical Equipment List

The Critical Equipment List for each vessel is stated in the relevant vessel Operations Manual

Open Access Hatch Safety

The following actions are to be undertaken whenever access hatches are opened for engineering maintenance and/or operational requirements when the vessel is underway.

1. Access Hatch surrounding area to be cordoned off using rope and/or red and white safety tape. Yellow Warning Bollard to be positioned close by.
2. Stairways and doorways close to the Access Hatch location are to be cordoned off and locked.
3. If underway, passengers to be briefed and cautioned by the Skipper.
4. On completion of access the hatch is to be refitted and properly secured. Only then can cordons be removed and any locked doors re-opened.

Confined Space Access

Introduction

The following procedure is to be adhered to whenever Crew and/or Engineering personnel require access to a confined space on a vessel.

Definitions

A confined space is one which is both enclosed or largely enclosed and has a reasonably foreseeable specified risk to workers of:

- FIRE
- EXPLOSION
- LOSS OF CONSCIOUSNESS
- ASPHYXIATION
- DROWNING

It may be small and restrictive or it could be far bigger such as a large vessel engine room or cargo hold.

The Access Supervisor is a nominated skipper or experienced crew member to act as Safety Person whilst access is in progress. A serviceable mobile telephone is to be available to summon assistance if required.

Accessing Crew is the person nominated to go into the space. This individual must be of a physical size which will permit ease of access and free movement within. The Accessing Crew must be normally fit and well.

Equipment

Serviceable fixed carbon monoxide monitor.

Headlamp or handheld torch with serviceable batteries.

Serviceable mobile telephone.

Procedure

1. The vessel must be securely moored. Access to a confined space is not normally permissible whilst the vessel is underway (see exception below).
2. Any machinery or other equipment is to be stopped and isolated. Where relevant, engine keys are to be lodged with the Access Supervisor
3. The intended space is to be ventilated for at least 30 mins such that any heat or fumes are dissipated.
4. The crew member accessing the space must undertake a risk assessment to ensure that there is adequate room to enter/leave and manoeuvre.
5. Once the crew member enters the space the Access Supervisor must remain at the entrance and maintain constant contact.
6. The Access Supervisor will be responsible for passing and receiving tools and/or equipment.
7. Any subsequent testing or verification of the work is to be undertaken with the accessing crew preferably outside the compartment or at least as far away as possible from machinery and equipment under test.
8. Access to a Confined Space must not exceed one hour after which the accessing crew shall exit for at least a 30 minute break.
9. In the event that the accessing crew member fails to respond or indicates distress then the Access Supervisor shall summon help immediately and thereafter initiate an Emergency Call via the 999 system.

10. Once work is complete the Access Supervisor shall ensure that the accessing crew member exits the space and that all tools and/or redundant equipment are accounted for.
11. Once work is complete and testing is satisfactory, the Access Supervisor is to ensure the compartment is closed and any hatches re-fitted and secured.

Exception Whilst Underway

In the event that an operational need arises for access to a confined space that prevents normal navigation (e.g. engine intake filters blocked) then crew may access the compartment subject to the following conditions:

1. The Skipper must authorise and monitor the access.
2. The vessel is stopped or temporarily moored.
3. Passengers are advised to remain seated and clear of the area.
4. Access hatch is opened and allowed to vent briefly.
5. Crew enters with tools and adequate lighting.
6. Rectification undertaken.
7. Crew exits and secures hatch.
8. Crew advises Skipper accordingly.
9. Passengers are advised.
10. Navigation is resumed.
11. Skipper to note event in the Daily Log

ENGINEERING DEFECT REPORT FORM – Ser No:

Vessel:

Skipper:

Signed:

Date:

Details of Problem/Defect:

RETURN TO OFFICE ON COMPLETION

Action Taken by Engineer:

RETAIN IN OFFICE, COPY TO VESSEL ON COMPLETION

Engineer's Name:

Signature:

Date:

APPENDIX 'F' - ACCIDENT AND INCIDENT REPORTING

Reporting of Marine Accidents and Incidents

MCA Marine Guidance Note MGN 564(M) for Major Accident and Incident Reporting is the vehicle for reporting Accidents and Incidents to the MCA and the MAIB. The MD shall retain a copy.

In the event of an accident, incident or near miss occurring in any of the specified circumstances, an Incident Report shall be submitted by the Master to the Managing Director. A 'Near Miss' is when a vessel narrowly avoids a contact or collision with another vessel or object due to unforeseen circumstances.

The format for this report is attached and the form shall be included within the vessel Operations Manual.

For Minor Incidents a Report shall be submitted to the MCA and the Managing Director within 12 hours.

There are some reporting exceptions within MGN 564(M) as follows:

Defects to equipment and vessel detentions, unless they are related to a marine casualty or marine incident.

Injuries to passengers that did not result from activities connected with the operation of the vessel. For example: a passenger suffering a fall on board a ship, where the ship's movement, design, or acts or omissions by crew were not contributing factors.

Damage or injuries occurring ashore, including the quayside, which do not involve the ship's equipment.

Where there is doubt then guidance may be sought from the MCA Surveyors and/or the Marine Accident Investigation Branch (MAIB).

Reporting of Accidents Under RIDDOR Requirements

Accidents and incidents involving employees in a marine based Company may not necessarily occur on an operational vessel. In such cases then the RIDDOR reporting vehicle must be used.

For accidents and incidents reported to the MAIB in good faith but are found to fall out of their area of responsibility, they will forward the relevant details to the Health and Safety Executive.

Mindful of the above, work-related accidents must be reported.

For the purposes of RIDDOR, an accident is a separate, identifiable, unintended incident that causes physical injury. This specifically includes acts of non-consensual violence to people at work.

Not all accidents need to be reported, a RIDDOR report is required only when the accident is work-related and it results in an injury of a type which is reportable (as listed under 'Types of reportable injuries').

When deciding if the accident that led to the death or injury is work-related, the key issues to consider are whether the accident was related to:

- a. the way the work was organised, carried out or supervised;
- b. any machinery, plant, substances or equipment used for work; and
- c. the condition of the site or premises where the accident happened.

If none of these factors are relevant to the incident, it is likely that a report will not be required.

See www.hse.gov.uk/riddor/do-i-need-to-report.htm for examples of incidents that do and do not have to be reported.

ACCIDENT/INCIDENT / NEAR MISS REPORT FORM (MGN 564(M))

(continue on separate sheet if necessary)

Vessel:

Date:

Master:

Crew:

River State:	Weather Conditions:
Time of Event:	Location:
Injured Passengers/Crew:	Witnesses:

Details of Accident:
 (include other vessels, injuries, action taken, third party involvement etc)

Skippers Comments/Recommendations:

DP Comments/Recommendations:

	Name	Signature	Date
Skipper			
DP			

APPENDIX 'G' - EMERGENCY PROCEDURES

The following Emergency Procedures are included in each vessel specific Operations Manual:

- a. Man Overboard**
- b. Crew or passenger injured or unwell**
- c. Aggressive or unruly passenger(s)**
- d. Fire**
- e. Collision**
- f. Grounding**
- g. Bilge Alarm and/or Sinking**
- h. Engine/Propeller failure**
- i. Steering failure**
- j. PRM Emergency Assistance**
- k. Abandon Ship**
- l. Fuel/Oil Spill/Pollution (Refer Appendix 'B')**
- m. Assistance to Other Vessels**

APPENDIX 'H'—DSMC ISSUE AND UPDATE CERTIFICATE

I Certify that I have read and understood the Company Policies, Operational Procedures As Stated in the Company Domestic Safety Management System, Associated Operations Manual and Search and Rescue Plan.

I acknowledge that there will be occasional Updates which will further require my declared understanding and Signature

Document Update Serial Number		
Issued by:		
Issued to:		
Reference and Brief Details of Update:		
Name:	Signed:	Date:
Name:	Signed:	Date:
Name:	Signed:	Date:
Name:	Signed:	Date:
Name:	Signed:	Date:
Name:	Signed:	Date:

DSMC Change Request (CR)

Requests for Amendments, Additions or Deletions to the DSMC and associated documentation may be made by any Salter's Steamers employee using this Proforma.

All requests are to be submitted to the Designated Person.

Originator		Date		Contact No	
Details of Change (Include Document Title, Version, Page, Paragraph where possible)					
Action By Designated Person					
Approved	Forwarded To Documentation Manager Date:				
Rejected	Reason				
Originator advised				Date	
Documentation Manager Action					
Received Date:				Change Register Ref	
Incorporated Date				Document Version Ref	
DP Advised				Originator Advised	

APPENDIX 'I'—WORKING TIME DIRECTIVE

Policy

The Company will comply with the Maritime Working Hours Directive as defined in MSN 1876(M). The aim of this regulation is to limit and control the maximum number of working hours undertaken by any one individual during each and every calendar month.

A record of working hours shall be maintained for each Master and Crew Member employed on the Company Operation. Working Hours are recorded and categorised in various ways according to MSN 1876(M). Such records will be made available to each Crew Member and to the Maritime and Coastguard Agency on request.

Crew Responsibility

The hours worked for both crew and skippers will be recorded using the Application "When I Work". The records from this Application will formulate pay. Skippers and crew should check the hours listed before the pay window to ensure they are correct. Records of working hours are transferred to the payroll department at Head Office. Personal timesheets may be kept to ensure details are correct, however no Company timesheets need to be filled out as records from the Application are kept on file at Head Office and are available on request

Company Responsibilities

It is the responsibility of the Company to monitor the weekly totals of all Skippers and Crew to ensure that weekly and monthly limits are not exceeded.

As a general guide, in summary, the key limitations for full time staff are as follows:

- Staff must not exceed 14 hours in any 24 hours
- Staff must not work more than 84 hours in any 7 day period
- Staff must not exceed 2,304 hours in any period of 52 weeks
- Staff must have at least a 20 minute break after 6 hours
- Break period of 15 minutes at 10.30 am.
- Between Day and Night Duty; 3 hours for Skippers, 2 hours for Crew

Seasonal Staff are also required to report on hours for which limitations are slightly reduced:

- Seasonal Staff must not exceed 2 hours in any 24 hours
- Staff must not work more than 72 hours in any 7 day period

Company Administrative Procedure

Each Monday collect and check the Work Record/Timesheet for each employee

Transfer the approved totals data to a central record e.g. Spread Sheet

Process Time Sheet aspects for the purposes of pay.

Return a copy of the Work Record/Timesheet to the employee

Maintain the accumulative records for a 52 week period visible to the MCA Surveyor on demand.

APPENDIX 'J' - RECORD OF CREW DRUG AND ALCOHOL TESTING

Date	Crew Name/Signature	Tester Name/Signature	Type Of Test (Alcohol or Drug)	Result (Pass/Fail)	Further Action

APPENDIX 'K' – TEMPLATE FOR EMERGENCY DRILL PLAN

Emergency Drill Plan Easter to September							
	April	May	June	July	August	September	October
Historic	MoB	Engine/Steering Failure	Fire	Medical	Collision	Fuel Spillage	Grounding
Water Bus	Grounding	MoB	Engine/Steering Failure	Fire	Medical	Collision	Fuel Spillage
Traditional	Fuel Spillage	Grounding	MoB	Engine/Steering Failure	Fire	Medical	Collision
Company	Crisis Management						Crisis Management

Guidance Notes

12. Emergency Drills are to be supervised by the relevant Skipper.
13. Crisis Management Exercises are to be supervised by a Director (See separate Crisis Management Plan)
14. Wherever possible Emergency Drills are to be carried out on an operational vessel afloat and without passengers
15. Where appropriate Emergency Drills may also be carried out by crew discussion on a 'what if' basis
16. A record of the Emergency Drill must be made using the General Training Plan proforma (See Appendix 'B') and retained the main office

Appendix 'L' – RISK REGISTER (Reviewed 17th December 2024)

Ser No	Description of Risk	Severity	Consequences	Likelihood	Risk Rating	Mitigation Plan	Status
1	Operating the Vessels: Risk of collisions, running aground, adverse weather and river conditions, navigating Bridges and Locks and congested waterway such as Henley Royal Regatta. Injury to Passengers and Crew.	3	3	2	18	Skippers trained to MCA standard, hold Boatmaster's Licence. Vessels regularly inspected by MCA. Skippers and Crew have good knowledge of the river and local conditions. Procedures covering adverse weather and river conditions (EA Red Board Conditions), general manoeuvring, operating Locks, navigating bridges and crowded waterway are included in the Operations Manuals. This will be supported by training sessions throughout each year. All crew to wear lifejackets. In house training to be carried out regularly.	
2	Operating the Vessels at night: Risk of collision, grounding, and damage to the vessel. Injury to Passengers and Crew.	3	3	1	9	Additional Crew carried on board at night. Vessels equipped with spotlights and handheld lights. Landing stages well lit. Procedures for navigating at night are included in the Operations Manuals.	
3	Passengers on board: Risk of injury from slips and trips, boarding and leaving the boats. Leaning over the side of the vessels, and when passing under bridges and entering and leaving locks. Passengers on deck and negotiating stairs.	3	3	2	18	It will be standard operating procedure for a crew member to be at the boarding point to assist passengers on board safely and again when they leave the boats. Landing stages have a non – slip surface and well lit at night. Hand rails to prevent people falling into the river, hand rails at stairs for safety. Safety announcements and Crew in attendance to remind passenger when approaching bridges, locks and mooring points. Procedures for dealing with passengers are included in the Operations Manuals. In house training to be carried out regularly.	

4	Passengers with limited mobility and Children on board: Risk of injury from falling, slips and	2	2	1	4	Passengers with reduced mobility and children to be helped on and off the boats and up and down stairs by the crew. Crew to be in attendance when children are on board. A Procedure to assist PRMs is included in the Operations Manuals.
5	Refuelling the Vessels: Risk of fire, spillage, and contamination.	3	3	2	18	Crew to be in attendance when refuelling. Select the correct filler. Firefighting equipment to be readily available. Mop up equipment to be available. Members of the public to be kept away from the fuelling point. Fuelling and Fire procedures are included in the Operations Manuals.
6	Engine, propeller and steering failure: Risk of collision, running aground, damage to the vessel and other craft. Injury to Crew and passengers.	3	2	2	12	Crew to warn other craft. Deploy anchor if necessary. Crew to help passengers to evacuate if necessary. Procedures for engine failure, steering failure and passenger evacuation are included in the Operations Manuals. Training to be carried out regularly.
7	Man overboard, Passenger or Crew falling into the river: Risk of drowning, injury to Passenger or Crew.	3	3	1	9	Man Over Board procedures included in the Operations Manuals. Annual training carried out. Crew members have First Aid training.
8	Operating during icy or wet conditions: Risk to crew and Passengers. Slipping on icy or wet decks and steps. Slipping on icy or wet landing stage.	2	2	2	8	Crew to wear life jackets at all times when cruising. Crew to be on hand at the boarding door and landing stage to assist passengers. Safety warning to passengers about slippery decks and stairs.
9	Lighting failure on board at night: Risk of injury to and passengers and crew, falling on stairs and decks.	2	2	1	4	Emergency lighting takes over. Crew have hand held lighting. Crew to assist Passengers on board and when leaving the boat. Landing stage to be well lit.
10	Aggressive or Unruly Passengers, Emergency Illness on board: Risks to other passengers and crew, damage to the boat and fittings.	2	2	1	4	Crew to calm the situation, close the bar, vessel to return to base or navigate to a suitable landing point. Skipper to request Emergency Services if necessary. Crew to give first aid if necessary. Procedure available in Operations Manuals.

11	Spilt drinks and broken glass on decks, saloon and dance floor: Slips and trips causing Injury to passengers and Crew.	2	2	2	8	Crew to be on hand to clear away broken glass and wipe up spillage. Safety warning given out over PA system.	
12	There is a Risk that specific navigation constraints of limited clearance, high traffic volumes and offset at an angle to the river flow: Risk of collision with other craft and the bridge.	3	3	2	18	<p>Skippers to have good knowledge of Local Knowledge especially during strong stream and windy conditions. Training will be given by the Operations Manager who has many years' experience of navigating in such circumstances.</p> <p>In navigation areas of limited visibility and where the river is likely congested especially with small non powered boats, the vessel will proceed DEAD SLOW. A crew member will be positioned deck and in contact with the Helm to advise and warn of any potential hazard when in close proximity to bridges. A Procedure for collision avoidance is included in the Operations Manual.</p>	
13	Covid-19	2	2	2	8	Covid Procedures as per Government guidelines in place.	
14	Navigating locks and mooring on jetties in wet and/or darkness require Crew to disembark from both main exits and gunwales whilst handing mooring ropes and lines. There is a risk of slippage and injury during these manoeuvres.	2	3	3	18	Crew will wear appropriate PPE including Life Jackets and Non-Slip Shoes during mooring activities.	
15	Following observations from MCA there is a risk that engineering and operational crew could become incapacitated or trapped in confined spaces on the vessels.	3	3	2	18	A procedure for safety during access to confined spaces has been completed and reviewed. It has been included in the DSMC.	

16	There is a Risk that personnel and/or passengers could trip or fall over open access hatches.	2	3	2	12	A procedure for identifying and securing the area around an open access hatch has been produced and included in the updated DSMC.	
17	There is a Risk of incident or accident to passengers and crew during lock transitions.	2	3	2	12	A procedure for locking manned and unmanned locks shall be included in the Vessel Handling Section of the DSMC. The Company Training Schedule shall include Lock Operation and Safety Training. Passengers will be briefed on keeping heads and arms within the vessel guard rails	
18	There is a Risk that Personnel could be rapidly overcome to the point of suffocation by fumes from discharge of the Fireboy Engine Fire Suppression gas.	3	3	2	18	The Risk will be mitigated by: The DSMC and the Vessel Operations Manual will include a Procedure for the discharge of Engine Fire Suppressor systems fitted to the Fleet including a check that there are no personnel in the engine space before discharge is initiated. The Crews will be briefed and trained on the system and the inherent Risks. A notice will be placed in every engine space warning personnel to evacuate the area in case of fire	
19	There is a risk that vessels may contact the concrete cill when locking resulting in passenger injury, vessel damage and flooding	3	2	2	12	The Company undertakes lock operation training and the Vessel Handling procedure identifies the need to hold the vessel within the white lines marked on the lock walls. Additionally, the Vessel Handling Procedure is amended to make specific reference to the risk of Cill Contact during locking.	